

Addendum #2 RFP 22-07



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: Proposers of RFP # 22-07, 2021 City-wide Water Meter Replacement Meters and Parts
From: Andrea Caruth, Deputy Chief Procurement Officer of Procurement and Contracting Services
Date: September 17, 2021
Re: Responses to requests for information

Addendum No. 2 to RFP 22-07

This addendum documents responses to requests for information.

This addendum documents the following changes, revisions, additions, and/or deletions to the Request for Proposal and Contract Documents:

Division 11 – Section 11200 – Water Meters

- Delete Paragraph 2.1.B and replace with the following:

“A specific meter type is not required (ex. positive displacement, single-jet, or multi-jet, etc.), except the meter must be a mechanical meter (i.e. not ultrasonic or electromagnetic). The meter type and its operation shall be specified in the Technical Proposal. The features of the meter, its components, operating characteristics, accuracy, and installation instructions shall be described in detail.”

Appendix A – Comparative Evaluation Criteria

- Section 3 – Advanced Metering Infrastructure (AMI) System – Highly Advantageous, delete the fourth bullet and replace with the following:

“The Proposed AMI System has a greater than 10-year expected life.”

- Section 6 – Meter Interface Units (MIUs) – Highly Advantageous, delete the last bullet and replace with the following:

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“Battery has a warrantied life of 20 years: 10 years full and 10 years prorated. Prorated percentages favor the Owner.”

- Section 9 – Water Meters – Highly Advantageous, delete the last bullet.

Appendix B – Technical Proposal: Questionnaire and Content Requirements

- Delete Paragraph 9.3 and replace with the following:

“List the type(s) of water meter(s) to be supplied (positive displacement, single-jet, etc.) and their size(s).”

- Delete Paragraph 9.7 and replace with the following:

“How is the proposed meter better than competitor meters?”

****PLEASE NOTE: The City has chosen NOT to extend the submission deadline of September 23, 2021, 2PM.****

****Failure to acknowledge this addendum will result in bid disqualification.****

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ #2 _____ #3 _____ #4 _____

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#	Question	Answer
1.	<p>Section 01010 Summary of Work Part 1 - General 1.1 Summary D. The Owner plans on replacing all of its existing water meters.</p> <p>Will the Owner consider any MIU retrofit options in order to reduce costs for meters determined to be in good existing condition and working properly to the satisfaction of the Owner?</p>	<p>Yes, the Owner will consider it.</p>
2.	<p>Division 1 General Requirements C. Item I.1: AMI System For cellular systems, the price shall include all fees for the cellular network for ten (10) years, but for a fixed network system, the price shall include any annual maintenance or other fees for the fixed network DCUS and Repeaters for a period of one (1) year following substantial completion of the project.</p> <p>Why must price proposals for cellular networks be inclusive for ten (10) years while fixed network systems price proposals are only inclusive for one (1) year?</p> <p>Why shouldn't both cellular and fixed network systems price proposals be all inclusive for ten (10) years?</p> <p>May those who propose a fixed network system roll over any maintenance or fees for the fixed network DCUS and Repeaters beyond year one (1) and therefore avoid disclosure in the price proposal?</p> <p>By only requiring disclosure of any annual maintenance or other fees for the fixed network DCUS and Repeaters for a period of one (1) year following substantial completion of the project, isn't Owner exposed to undisclosed costs and fees throughout the life of the system?</p>	<p>Refer to Section 2.0 Rule for Award/Specifications/Scope of Services, Paragraph B and Section 4.0 Proposers' Checklist, Price Proposal.</p>

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	The Est. Contract Completion Date is 10/31/2024 and one year after substantial completion of the contract would be 10/31/2025; therefore, must all fixed network price proposals include any maintenance or fees for the fixed network DCUS and Repeaters until only 10/31/2025.	
3.	Page 11100-2 Section 1.2 -Item G - Do offerors need to cover the cost of billing integration into Munis? If so, are proposers responsible for the cost of the Munis creation file?	Refer to Section 01024-2, 1.2.B.g.
4.	Page 11100-2 (1.3) Item 2. - If our proposed system requires DCU's and utilizes a cellular card for transmissions, is that cost to be passed onto the city, or are the cellular cards/ plans the responsibility of the offeror in the initial price proposal?	For DCUs, the Owner will pay the cellular company for use of their cellular network throughout the life of the system.
5.	Page 11100-3 Section 2.1 Item (E) " DCU's and repeaters must have one year warranty" - If our proposed system has DCU's where the Warranty is covered under an annual software Maintenance agreement or hardware maintenance agreement contracts, can the proposer roll the warranty and operating costs into the annual contract costs after completion of the project or does this cost need to be disclosed upfront?	Refer to Section 4.0 Proposers' Checklist, Price Proposal. Offerors shall disclose and explain all current, applicable fees for the Owner to take into consideration.
6.	Page 11100-3 (2.2) Software (C.) - If the proposed system offers Software as a Service (SaaS) for multiple users and device access, where does the proposer disclose this ongoing annual cost after 1- year?	Refer to Section 4.0 Proposers' Checklist, Price Proposal.
7.	11100-5 (2.4), (L) - The City wants a 20-year warranty on the MIU batteries. Does the battery warranty on the proposed DCU have to be the same or cover the one year? If it is one year, is it one year from the installation date or one year after completion as this is a three-year contract?	The Offeror shall include the battery warranty for DCUs in the Technical Proposal.
8.	Page 11100-6 Section 2.6 (B.) - Based upon support services, if it is determined during the testing phase an area of the City is not reading successfully due to lack of repeaters or DCU's will the City purchase additional DCU's / repeaters on a unit price basis or will the proposer be required to provide them at no	Under Item No. I.1, the Offeror must furnish all materials and equipment necessary to read 100% of the City's water accounts.

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	additional cost regardless of what was proposed on the RFP?	
9.	Who are the members of the evaluation committee, and what are their roles within Somerville?	The evaluation committee has not been formed at this time.
10.	How would Somerville prefer to receive multiple options from the same proposer?	Submit as completely separate Proposals.
11.	Are there expected quantities and product to be released in the initial order in December? If so, what are they?	The Owner will work with the selected Offeror on supply timing. The Owner intends to begin installation of the meters and AMI system as soon as possible, and is expected to request at least 1,000 meters upon award of the Contract.
12.	Can you provide Aquahawks integration requirements?	The Offeror shall contact Aquahawk for information.
13.	Please clarify what Somerville considers a "green initiative".	Programs or actions that positively affect the planet and environment.
14.	It is clear in the beginning of the documents that 3-ring binders are not acceptable, however the warranties and bonds are required to be in a 3-ring binder. Please clarify Somerville's expectations.	The warranties and bonds are not required to be in a 3-ring binder for the Proposal submissions. The warranties and bonds are required to be supplied by the selected Offeror in a 3-ring binder after award of the Contract.
15.	What version of Munis is Somerville currently running? And are there any plans to upgrade during the project?	The City is currently running Munis 11.3.25. The City is currently testing and planning to go live with 2019.1 in February 2022.
16.	Will strainers be required for ultrasonic meters?	Refer to Addendum 2, RFP changes.
17.	Are grounding straps required for meter bodies that are not electrically conductive (i.e. composite, etc.)?	No
18.	Are the existing MIU's installed inside or outside of the building?	Varies by property
19.	Is a bond required for this project?	No
20.	Propagation studies typically take 2-3 weeks to be completed, so we are respectfully requesting a 2-week extension so we can offer Somerville a comprehensive proposal to meet the project needs.	The City has chosen NOT to extend the submission deadline of September 23, 2021, 2PM.
21.	<ul style="list-style-type: none"> • Extension <ul style="list-style-type: none"> ○ In order to provide a detailed response based on a comprehensive RF Propagation study, can you please provide a 3 week extension to the submission date? 	The City has chosen NOT to extend the submission deadline of September 23, 2021, 2PM.

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22.	For production purposes (committing to you time schedule) can you please identify if your 5/8 meters are 5/8x1/2" or 5/8x3/4" meters?	Unknown at this time
23.	Knowing you are projecting a 3 year project based on your specifications, can you describe the inventory rollout preference on behalf of the city. You are about to purchase 15K+ meters, is it your intention to buy 5,000 meters per year for 3 years, or purchase 15,000 meters the first year and install them over the next 36 months. If so, what is the stocking ability of the City? Can you accept 1000 meter order, 5000 meter orders or 15,000 meter orders?	The Owner will work with the selected Offeror on supply timing. The Owner intends to begin installation of the meters and AMI system as soon as possible, and is expected to request at least 1,000 meters upon award of the Contract.
24.	This is clearly a Water Meter Purchasing bid, which will include Warranty Certificates on all purchases. Would you agree that the Vulnerable Road User Ordinance does NOT come into play, that it is more directed towards a service bid than a supply bid? Is it ok to submit it blank?	Yes, it was included in error
25.	Along that same premise, would you agree that Living Wage Ordinance be included in the Meter Installation RFP and NOT the Meter Supply RFP? This does not come into play. Can we submit blank with no penalty.	Yes, it was included in error
26.	If we are NOT supplier diversified, is that too ok to submit blank as well?	Yes, if it does not apply
27.	<ul style="list-style-type: none"> • Extension <ul style="list-style-type: none"> ○ In order to provide a detailed response based on a comprehensive RF Propagation study, can you please provide a 3 week extension to the submission date? 	The City has chosen NOT to extend the submission deadline of September 23, 2021, 2PM.
28.	<ul style="list-style-type: none"> • Meter locations <ul style="list-style-type: none"> ○ Can you provide Lat/Long coordinates in csv or xls file format for the meters? ○ If Lat/Long coordinates are not available, can you provide full addresses including zip codes in csv or xls format? 	Refer to Appendix C.

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29.	<ul style="list-style-type: none">• Meter installation types<ul style="list-style-type: none">○ Where are the meters typically installed?○ Where are the current radios typically installed?○ What is the typical distance between meters and current radios?○ Are they in a meter box or enclosure○ Typical box/enclosure material○ Is it okay to replace meter box lids with plastic lids where necessary○ Typical size of meter box○ Will the meter box's require digging out to access the meter	Varies by location, unknown at this time
30.	<ul style="list-style-type: none">• City available asset locations where receivers may be mounted<ul style="list-style-type: none">○ Can you provide Lat/Long coordinates in csv or xls file format for the city owned buildings?○ If Lat/Long coordinates are not available, can you provide full addresses including zip codes in csv or xls format?○ Can you confirm if the city property rooftop is flat and accessible and if power available on site?○ Is there any existing public works radios operating at these sights and what frequency do they operate?○ Are there any other system radio equipment mounted on the assets, and what frequency do they operate?○ Where a suitable existing structure is not present, will the city allow for a utility pole to be installed?	Refer to Appendix D.

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31.	Please describe the material of the meter pit covers involved, manufacturer and model number and quantity of meter pit applications.	Unknown at this time
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SECTION 11200 WATER METERS

PART 1 – GENERAL

1.1 SUMMARY

- A. Reference Specification Section 01010.
- B. All meters supplied under this section shall be compatible with the Advanced Metering Infrastructure (AMI) system components and include a compatible meter interface unit (MIU) as specified in Section 11100.
- C. The meter and encoder register shall be capable of directly interfacing with the MIU without the need for any on-site programming.
- D. All meters supplied under this section shall be for basement or pit settings.
- E. All meters supplied under this section shall meet ANSI/NSF 61 and ANSI/NSF 372 no-lead policy.
- F. Strainers shall be supplied with each 2-inch or larger meter.
- G. Strainers shall be compliant with all applicable AWWA standards. The manufacturer's name, strainer pipe size, and direction of flow (if required) shall be cast in raised letters and shall be clearly visible. Strainers must have a maximum operating pressure of at least 150 psi. All specifications, features, and advantages of proposed strainers shall be included in the Technical Proposal.

PART 2 – PRODUCTS

2.1 WATER METERS

- A. The meters shall be 5/8-, 3/4-, 1-, 1 1/2-, 2-, 3-, 4-, 6-, and 8-inch cold water meters, complete with MIUs. All meters shall measure flow by the cubic foot.
- B. A specific meter type is not required (ex. positive displacement, single-jet, or multi-jet, etc.), except the meter must be a mechanical meter (i.e. not ultrasonic or electromagnetic). The meter type and its operation shall be specified in the Technical Proposal. The features of the meter, its components, operating characteristics, accuracy, and installation instructions shall be described in detail.
- C. All meter assemblies shall be tested in compliance with the requirements of the latest revision of the applicable American Water Works Association (AWWA) Standards for that meter type, ex. C708, C712, or C713, etc.

- D. Meters supplied shall be from a company that has manufactured water meters for at least five (5) years. The specific model being proposed must have been in successful and continuous municipal service for at least two (2) years.
- E. Meters shall be guaranteed against defects in materials and workmanship for a minimum period of one (1) year from the date of installation or 18 months after shipment, whichever occurs first. A full copy of the meter and register warranty shall be provided with Technical Proposal. Defective parts will be replaced without charge to the Owner. The limit of guarantee for water meters and component parts shall be as indicated by the manufacturer.
- F. The Offeror shall at his own expense replace all rejected meters. All meters shall be properly boxed to protect them against damage in shipment. Meters shall be rejected by the Owner when damages to the container indicate the possibility of damage to the meter. The Owner will not accept title to the property until inspection and testing of the meters are satisfactory to the Owner.
- G. The meters shall be guaranteed to meet AWWA New Meter Accuracy Standards for a minimum period of five (5) years for the 5/8-, 3/4-, and 1-inch meters, two (2) years for the 1 1/2-inch meters, and one (1) year for the 2- to 8-inch meters from the date of purchase. At the expiration of this period, the meters shall be guaranteed to meet AWWA Repaired Meter Accuracy Standards for at least ten (10) years from the date of shipment. Registers shall be guaranteed for at least ten (10) years from the date of purchase. All guarantees are the responsibility of the manufacturer. The manufacturer shall provide a certificate showing that each meter has been tested for accuracy of registration and that it complies with the accuracy of appropriate AWWA standards.
- H. All meters shall consist of a main case with raised marking(s) to indicate the direction of flow, and size. The meter size and serial number shall be included on the main case or display. The main case shall be certified by NSF 61.
- I. All external bolts, washer, hardware, etc. shall be of stainless steel or other corrosion resistant composition as approved by the Owner.
- J. The meters and component manufacturers must submit an affidavit confirming that the items to be supplied meet all the requirements specified herein.

PART 3 – EXECUTION (NOT USED)

END OF SECTION 11200

APPENDIX A – COMPARATIVE EVALUATION CRITERIA

	Highly Advantageous	Advantageous	Not Advantageous
1 EXPERIENCE	<ul style="list-style-type: none"> • Same business name and Owner structure for more than 5 years. • Manufacturer has manufactured water meters for more than 6 years. • Proposed meters have been manufactured for more than 5 years. • Proposed AMI system has been in successful and continuous municipal service for more than 4 years. • Products are manufactured in the United States. • Manufacturer implements green initiatives. 	<ul style="list-style-type: none"> • Same business name and Owner structure for more than 5 years. • Manufacturer has manufactured water meters for more than 6 years. • Proposed meters have been manufactured for more than 5 years. • Proposed AMI system has been in successful and continuous municipal service for more than 4 years. • Products are partially manufactured in the United States. • Manufacturer implements green initiatives. 	<ul style="list-style-type: none"> • Same business name and Owner structure for 2-5 years. • Manufacturer has manufactured water meters for 5-6 years. • Proposed meters have been manufactured for 2-5 years. • Proposed AMI system has been in successful and continuous municipal service for 2-4 years. • No products are manufactured in the United States. • Manufacturer does not implement green initiatives.
2 REFERENCES	<ul style="list-style-type: none"> • 6 or more references of any meter reading system type and size • 3 or more references of the proposed AMI system • 1 or more references of the proposed AMI system with over 10,000 accounts • 1 or more references of the proposed AMI system in a City environment • 1 or more references within New England • 3 or more references have been active 2-5 years prior to this RFP's proposal opening date • Offeror was very favorably reviewed and highly recommended by several references. 	<ul style="list-style-type: none"> • 6 or more references of any meter reading system type and size • 3 or more references of the proposed AMI system • 1 or more references of the proposed AMI system with over 10,000 accounts • 1 or more references of the proposed AMI system in a City environment • 1 or more references within New England • 3 or more references have been active 2-5 years prior to this RFP's proposal opening date • Offeror was favorably reviewed and recommended by all references. 	<ul style="list-style-type: none"> • 5 references of any meter reading system type and size • 2 references of the proposed AMI system • No references of the proposed AMI system with over 10,000 accounts • No references of the proposed AMI system in a City environment • No references within New England • 2 references have been active within 2- 5 years prior to this RFP's proposal opening date • Offeror was not favorably reviewed and/or not recommended by a few references.
3 ADVANCED METERING INFRASTRUCTURE (AMI) SYSTEM	<ul style="list-style-type: none"> • Exceeds 1 or more requirement(s) of Section 11100 • The Technical Proposal provides detailed information relating to the network being out of order (likelihood, prevention, procedures, etc.). The likelihood is very low. • The proposed cellular or fixed network system is clearly and entirely explained in detail, including equipment and hardware provided, software provided, features, installation, operation, power source, and specifications. 	<ul style="list-style-type: none"> • Meets all requirements of Section 11100 • The Technical Proposal provides detailed information relating to network being out of order (likelihood, prevention, procedures, etc.). The likelihood is very low. • The proposed cellular or fixed network system is clearly and entirely explained in detail, including equipment and hardware provided, software provided, features, installation, operation, power source, and specifications. 	<ul style="list-style-type: none"> • Does not meet 1-2 requirement(s) of Section 11100 • The Technical Proposal provides information relating to the network being out of order (likelihood, prevention, procedures, etc.). The network is not reliable. • The proposed cellular or fixed network system is clearly and entirely explained, including equipment and hardware provided, software provided, features, installation, operation, power source, and specifications.

APPENDIX A – COMPARATIVE EVALUATION CRITERIA

	Highly Advantageous	Advantageous	Not Advantageous
3 ADVANCED METERING INFRASTRUCTURE (AMI) SYSTEM	<ul style="list-style-type: none"> • The Proposed AMI System has a greater than 10-year expected life. • The operation, maintenance, and installation of the proposed AMI System is minimal and straightforward. 	<ul style="list-style-type: none"> • The Proposed AMI System has a greater than 10-year expected life. • The operation, maintenance, and installation of the proposed AMI System is straightforward. 	<ul style="list-style-type: none"> • The Proposed AMI System has a less than 10-year expected life. • The operation, maintenance, and installation of the proposed AMI System is time-consuming and complicated.
4 SOFTWARE	<ul style="list-style-type: none"> • Exceeds 1 or more requirement(s) of Section 11100, 2.2 • The software can be used on an unlimited number of computers. • The software can have more than two logins/users. • The software stores more than 2 years of historical meter readings. • The software is very easy to use, especially for generating reports and data management. It also includes helpful, powerful features to aid the City in completing billing and interacting with customers. • The software is compatible with other third-party software, such as work order, GIS, and asset management. 	<ul style="list-style-type: none"> • Meets all requirements of Section 11100, 2.2 • The software can be used on more than two computers. • The software can have more than two logins/users. • The software stores more than 2 years of historical meter readings. • The software is simple and easy to use, especially for generating reports and data management. • The software is compatible with other third-party software, such as work order, GIS, and asset management. 	<ul style="list-style-type: none"> • Does not meet 1-2 requirement(s) of Section 11100, 2.2 • The software can only be used on two computers. • The software can only have two logins/users. • The software stores 1-2 years of historical meter readings. • The software is complicated and not easy to use, especially for generating reports and data management. • The software is not compatible with other third-party software, such as work order, GIS, and asset management.
5 CUSTOMER PORTAL (Reference Section 11100, 2.3)	<p>Option Two (2): The proposed AMI software includes a customer portal.</p> <ul style="list-style-type: none"> • The proposed customer portal has powerful, helpful features, such as leak and usage alerts, consumption comparison to other customers/average water users, budgeting tools, etc. Features are similar to or better than AquaHawk. 	<p>Option One (1): The proposed AMI software interfaces with AquaHawk. A customer portal is not provided by the Offeror.</p> <ul style="list-style-type: none"> • The AMI software can interface with AquaHawk, and the interface is real-time, automatic, and easy to use. <p>Option Three (3): The proposed AMI software does not include a customer portal. The Offeror supplies a third-party customer portal that can interface with its proposed AMI software.</p> <ul style="list-style-type: none"> • The AMI software can interface with proposed third-party customer portal, and the interface is real-time, automatic, and easy to use. 	<p>Option One (1): The proposed AMI software interfaces with AquaHawk. A customer portal is not provided by the Offeror.</p> <ul style="list-style-type: none"> • The AMI software can interface with AquaHawk, but the interface is complicated and takes several, manual steps. • The AMI software can interface with AquaHawk, but the interface is not clearly described. <p>Option Two (2): The proposed AMI software includes a customer portal.</p> <ul style="list-style-type: none"> • The proposed customer portal is missing many features provided by AquaHawk, particularly usage information and leak and usage alerts.

APPENDIX A – COMPARATIVE EVALUATION CRITERIA

	Highly Advantageous	Advantageous	Not Advantageous
<p>5 CUSTOMER PORTAL (Reference Section 11100, 2.3)</p>		<ul style="list-style-type: none"> The proposed third-party customer portal has powerful, helpful features, such as leak and usage alerts, consumption comparison to other customers/average water users, budgeting tools, etc. Features are similar to or better than AquaHawk. 	<p>Option Three (3): The proposed AMI software does not include a customer portal. The Offeror supplies a third-party customer portal that can interface with its proposed AMI software.</p> <ul style="list-style-type: none"> The AMI software can interface with proposed third-party customer portal, but the interface is complicated and takes several, manual steps. The AMI software can interface with proposed third-party customer portal, but the interface is not clearly described. The proposed third-party customer portal is missing many features provided by AquaHawk, particularly usage information and leak and usage alerts.
<p>6 METER INTERFACE UNITS (MIUS)</p>	<ul style="list-style-type: none"> Exceeds 1 or more requirement(s) of Section 11100, 2.3 MIUs and their features, installation, operation, power source, and warranty are described clearly and in detail. Installing MIUs in basement settings does not negatively affect their operation. MIUs are very easy and quick to install. MIUs store twenty-four hours of consumption data for 30 or more consecutive days. MIUs collect/transmit low battery warnings well in advance of battery failure. MIUs collect useful information in addition to the following: numeric meter identification, water usage readings, tamper information, leak information, reverse flow information, and battery life information. Battery has a warrantied life of 20 years: 10 years full and 10 years prorated. Prorated percentages favor the Owner. 	<ul style="list-style-type: none"> Meets all requirements of Section 11100, 2.3 MIUs and their features, installation, operation, power source, and warranty are clearly described. MIUs do not have to be mounted on the outside of houses/buildings. MIUs are straightforward to install. MIUs store twenty-four hours of consumption data for 30 or more consecutive days. MIUs collect/transmit battery life information. MIUs collect useful information in addition to the following: numeric meter identification, water usage readings, tamper information, leak information, reverse flow information, and battery life information. Battery has a warrantied life of 20 years: 10 years full and 10 years prorated. Prorated percentages favor the Owner. 	<ul style="list-style-type: none"> Does not meet 1-2 requirement(s) of Section 11100, 2.3 MIUs and their features, installation, operation, power source, and warranty are poorly and/or not clearly described. MIUs must be mounted on the outside of houses/buildings. MIUs are complicated/difficult and time-consuming to install. MIUs store twenty-four hours of consumption data for 15- 30 consecutive days. MIUs cannot collect/transmit battery life information. Battery has a warrantied life of 20 years: 10 years full and 10 years prorated. Prorated percentages do not favor the Owner.

APPENDIX A – COMPARATIVE EVALUATION CRITERIA

	Highly Advantageous	Advantageous	Not Advantageous
7 TRAINING	<ul style="list-style-type: none"> • Exceeds 1 or more requirement(s) of Section 11100, 2.4 • The Technical proposal contains clear, detailed information on the training program, including the Offeror’s staff and their experience. • Offeror’s staff is highly experienced. 	<ul style="list-style-type: none"> • Meets all requirements of Section 11100, 2.4 • The Technical Proposal contains clear, detailed information on the training program, including the Offeror’s staff and their experience. • Offeror’s staff is experienced. 	<ul style="list-style-type: none"> • Does not meet 1-2 requirement(s) of Section 11100, 2.4 • Technical Proposal contains little and/or unclear information on the training program, including the Offeror’s staff and their experience. • Offeror’s staff is not experienced.
8 SUPPORT SERVICES AND DELIVERY	<ul style="list-style-type: none"> • Exceeds 1 or more requirement(s) of Section 11100, 2.5 and 2.6 • Technical Proposal contains clear, detailed information on the Offeror’s proposed support services. • Renewable maintenance agreement options are beneficial and similar to support services required by this RFP. • Supplier and manufacturer can deliver requested products quickly (less than one month from date of request) and have a proven record of accomplishment with other clients/references. 	<ul style="list-style-type: none"> • Meets all requirements of Section 11100, 2.5 and 2.6 • Technical Proposal contains clear, detailed information on the Offeror’s proposed support services. • Renewable maintenance agreement options are beneficial and similar to support services required by this RFP. • Supplier can deliver requested products one month or less from date of request. 	<ul style="list-style-type: none"> • Does not meet 1-2 requirement(s) of Section 11100, 2.5 and 2.6 • Technical Proposal contains little and/or unclear information on the Offeror’s proposed support services. • Renewable maintenance agreement options are limited and not similar to support services required by this RFP. • Supplier can deliver requested products no sooner than one month from date of request.
9 WATER METERS	<ul style="list-style-type: none"> • Exceeds 1 or more requirement(s) of Section 11200 • The operation, features, installation, and specifications of the meter(s) and strainer are described clearly and in detail. • Water meter type has many benefits and advantages when compared to other meter types (accuracy, ability to capture low flows, measures water temperature, etc.). 	<ul style="list-style-type: none"> • Meets all requirements of Section 11200 • The operation, features, installation, and specifications of the meter(s) and strainer are clearly described. 	<ul style="list-style-type: none"> • Does not meet 1-2 requirement(s) of Section 11200 • The operation, features, installation, and specifications of the meter(s) and strainer are poorly and/or not clearly described.

APPENDIX B

TECHNICAL PROPOSAL: QUESTIONNAIRE AND CONTENT REQUIREMENTS

1 EXPERIENCE

- 1.1 For both the manufacturer and supplier, how long has the Company's business name and Owner structure been in place?
- 1.2 How long has the manufacturer produced water meters?
- 1.3 How long have the proposed water meters been manufactured?
- 1.4 How long has the proposed AMI system been in successful and continuous municipal service?
- 1.5 Are the proposed products manufactured in the United States?
- 1.6 Describe any green initiatives implemented by the manufacturer.

2 REFERENCES

- 2.1 The Offeror shall supply a list of references within their Technical Proposal. Refer to the References section of the Comparative Evaluation Criteria in Appendix A for reference requirements.

3 ADVANCED METERING INFRASTRUCTURE (AMI) SYSTEM

- 3.1 Does the proposed AMI System meet all of the requirements of Section 11100 Part 1 and 2.1 (as applicable for cellular or fixed network)? If not, please explain.
- 3.2 Can the proposed system collect 100% of water accounts? Explain how.
- 3.3 Describe the likelihood of the AMI system going down, including procedures and plan of action for System issues or failure.
- 3.4 Explain any handheld or mobile equipment being supplied. What is the Offeror supplying for use by the meter installer to test the installations?
- 3.5 Explain any security and privacy controls for the AMI System.
- 3.6 Explain any possible interference from outside sources and how it will be addressed.

APPENDIX B

TECHNICAL PROPOSAL: QUESTIONNAIRE AND CONTENT REQUIREMENTS

Fixed Network:

- 3.7 The Technical Proposal shall detail how the proposed radio frequency system operates. Is an FCC license required?
- 3.8 What is the warranty for the DCUs and Repeaters?
- 3.9 What is the expected life of the proposed DCUs and Repeaters? Explain recommended operation and maintenance procedures.
- 3.10 The operation, features, components, and power supply of the DCUs and Repeaters shall be described in detail. Any potential effects or interference with medical devices or other radio-frequency devices and how these will be addressed shall also be explained.
- 3.11 The Offeror shall perform a propagation study to determine the placement of AMI system DCUs and Repeaters. The propagation study shall be included with the Technical Proposal. The Offeror shall attempt to utilize the existing DCU locations prior to any new sites. Clearly indicate what is being supplied (i.e. the number of DCUs).
- 3.12 Field programming necessary to completely install and activate the DCUs and Repeaters so that they are ready to collect and transmit meter readings shall be discussed.
- 3.13 Describe the available installation location settings in detail, including installation instructions.

4 SOFTWARE

- 4.1 Does the proposed software meet all the requirements of Section 11100, 2.2? If not, explain.
- 4.2 How is the software accessed?
- 4.3 How many users can access the software? Describe login/user system and capabilities.
- 4.4 How much data can be stored by the software?
- 4.5 The Technical Proposal must describe the proposed software, including its features. Pictures and/or videos of the proposed software shall be included.

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- 4.6 Is the AMI software compatible with other third-party software?
- 4.7 Describe how the software will interface with the Owner's existing billing software.

5 CUSTOMER PORTAL

- 5.1 Offeror shall clearly indicate and describe the chosen option(s) in the Technical Proposal.
- 5.2 For Option One (1), the Technical Proposal must describe how the proposed AMI software will interface with AquaHawk, such as API, real-time, separate file transfers, automated, manual, etc.
- 5.3 For Options Two (2) and Three (3), is the customer portal opt-out? Explain.
- 5.4 For Options Two (2) and Three (3), the Technical Proposal must describe the proposed customer portal, including its features and how it interfaces with the proposed AMI software. Pictures and/or videos of the proposed customer portal shall be included.

6 METER INTERFACE UNITS (MIUS)

- 6.1 Do the proposed MIUs meet all the requirements of Section 11100, 2.3? If not, explain.
- 6.2 The operation of the MIUs, including an explanation of the MIU's "interrogation" method with an associated meter encoder register and the manner in which the MIU transmits data, shall be explained in the Technical Proposal. The features of the MIU and its components shall be described in detail.
- 6.3 Where must MIUs be installed: basement settings or mounted outside of house/building? Describe basement, outside, or pit setting in detail, including installation.
- 6.4 Field programming necessary to completely install and activate MIUs so that they are ready to transmit meter readings shall be discussed.
- 6.5 How much data stored is by a MIU?
- 6.6 List and describe the alerts, codes, and information transmitted by the MIU in addition to water usage volume.

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- 6.7 Include information on warranted battery life in the Technical Proposal. Discuss estimated battery life and the impact of the MIU's operation and features on battery life. Provide any testing data or information as proof of battery life, if available.
- 6.8 How much power is used for each signal transmitted by the MIU to the AMI network?
- 6.9 Can the MIU transmit data from multiple meters?
- 6.10 Can the supplied MIUs read water meters from different manufacturers? If so, describe and provide a list of the different meters with which the proposed MIUs can interface.

7 TRAINING

- 7.1 Does the proposed training program meet all the requirements of Section 11100, 2.4? If not, explain.
- 7.2 Describe proposed training program.
- 7.3 List the Offeror's staff involved in the project and their experience.

8 SUPPORT SERVICES AND DELIVERY

- 8.1 Does the Technical Proposal meet all the requirements of Section 11100, 2.5 and 2.6? If not, explain.
- 8.2 Offerors must describe their intent in the Technical Proposal with respect to support services during the contract period and renewable maintenance agreement options.
- 8.3 Describe how the supplier and manufacturer will ensure that requested products can be provided to the City in a timely manner and that there are no supply chain issues.
- 8.4 When ordering supplies throughout the Contract for installation, what is the expected delivery time from the date of request?

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9 WATER METERS

- 9.1 Do the proposed water meters meet all requirements of Section 11200? If not, explain.
- 9.2 The operation, features, installation, and specifications of the meter(s) and strainer shall be clearly described in the Technical Proposal.
- 9.3 List the type(s) of water meter(s) to be supplied (positive displacement, single-jet, etc.) and their size(s).
- 9.4 How long does the meter warranty protect against defects in materials and workmanship? Include the warranty in the Technical Proposal.
- 9.5 How long can the proposed meters meet AWWA New and Repaired Meter Accuracy Standards?
- 9.6 What material is the meter's main case made of, and what is the warranty on the main case? Explain the durability of the meter main case. Are there risks of breakage to the main case when installing or any difficulties installing due to the main case material?
- 9.7 How is the proposed meter better than competitor meters?