



**REQUEST FOR COMPETITIVE SEALED PROPOSALS**

**AUTOMATED METERING INFRASTRUCTURE (AMI) SOLUTION FOR THE CONNECTH2O PROGRAM**

**Solicitation No.: R-19-014-FF  
Addendum 4 | December 18, 2019**

**RESPONSES TO QUESTIONS RECEIVED**

1. **Question** - Does SAWS require a 24 month warranty on all products and services to include installation? At what point does the warranty period start and end?

*Response – Tab 7 of the SAWS AMI Solution and Services - Functional and Technical Specifications lists the warranty requirements, the start and end dates, and the applicable installation.*

*For purposes of clarity, the Warranty portion of tab 7 is pasted here:*

<b>7.3</b>	<b>Equipment &amp; Warranty Support - Warranty</b>
<b>7.3.1</b>	<b>Standard Warranty - Water Meter Endpoints (Module):</b> Offeror shall provide and include in its base pricing a minimum standard full warranty of ten (10) years. This warranty shall commence at time of installation, or no later than 12 months after formal commodity acceptance by Utility, whichever comes first. This warranty shall cover 100% of the cost of all water communications hardware and batteries as provided under this specification, without proration.
<b>7.3.2</b>	<b>Extended Warranty - Water Meter Endpoints (Module):</b> In addition to the period, Offeror shall provide the option of extended warranties for these devices for an additional ten (10) years. This warranty shall be on a pro-rated basis that assumes a 100% value at the beginning of year 11, and declining to 0% value at the end of year 20. This warranty shall cover 100% of the cost of all water communications hardware and batteries as provided under this specification, without proration.
<b>7.3.3</b>	<b>Standard Warranty - Network Equipment:</b> Offeror shall provide and include in its base pricing a minimum standard full warranty of four (4) years. This warranty shall commence at time of installation, or no later than twelve (12) months after formal commodity acceptance by Utility, whichever comes first. This warranty shall cover 100% of the cost of all hardware including communications devices, network devices, back-up batteries and other such devices as provided under this specification, without proration.
<b>7.3.4</b>	<b>Extended Warranty - Network Equipment:</b> In addition to the period defined, Offeror shall provide the option of extended warranties for these devices for an additional four (4) years. This warranty shall be on a pro-rated basis that assumes a 100% value at the beginning of year 5, and declining to 0% value at the end of year 8. This warranty shall cover 100% of the cost of all hardware including communications devices, network devices, back-up batteries and other such devices as provided under this specification, without proration.
<b>7.3.5</b>	<b>Standard Warranty - AMI System:</b> If the AMI System does not substantially meet the performance specifications set forth in the Section 8.0 of the RFP, the Offeror shall make the needed modifications, adjustments and repairs to the AMI System, at no cost to SAWS, to substantially conform the system to such specifications. This warranty shall expire three (3) years from the date of Final System Acceptance.
<b>7.3.6</b>	<b>Field Replacement</b> - For the requirements outlined in this Equipment and Warranty Support Section, during the standard warranty period, the Offeror shall cover all costs resulting from the removal and replacement of the endpoint device until the date of Final System Acceptance.
<b>7.3.7</b>	<b>Catastrophic Failures:</b> In the event of a failure of greater than three (3) percent (3%+) during any 12 month rolling period of time, for any single class of any equipment (Water and/or Network), the Offeror shall be responsible to provide replacement hardware and labor at its cost to remove and replace those devices identified within twelve (12) weeks after receipt of replacement equipment, regardless of Final System Acceptance.

2. **Question** – Does the performance bond need to stay in place for 1 year after the work is completed or 1 year after the warranty period expires?

*Response* – A response will be provided in Addendum 5, which will be issued as soon as possible.

3. **Question** - Page 5 Section D states that SAWS intends to implement a pilot with two AMI Respondents. Given the options presented within the table in this section, is it possible for one System provider would be selected with two different metering options?

*Response* – SAWS does not plan to select one Offeror to implement two different metering options. Selected AMI respondents will implement the same metering option.

4. **Question** – Page 5 Section D lists 4 Options that SAWS is contemplating for implementation. Would a 5th option be considered with retrofitting 5/8” through 2” mechanical meters according to the schedule found in Option 2 or Option 3 and replacing Commercial meters with new static meters + AMI communications?

*Response* – SAWS is not considering any additional options.

5. **Question** – Page 7 Section F Question 3 states that the “Respondent shall propose a static meter solution” however Option 2 on Page 5 states that one of the options SAWS is considering (Option 2) is to replace existing meters with mechanical meters. Should our response provide multiple options for consideration? In other words, should each response provide a solution for Option 1, Option 2, Option 3, and Option 4.

*Response* – Offeror is to complete the AMI Solution and Services Functional and Technical Specifications workbook and the AMI Pricing workbook. SAWS will use the information from these workbooks to understand Offeror’s solution and costs for each of the four options. Offeror need only to submit a single RFP response with a single pricing response.

6. **Question** – Exhibit B Section 3.19.3 states that all meters must meet appropriate Underwriter Laboratories certification. This certification is for fire safety and is required for any meter that serves a building with fire protection or suppression. It is not required by AWWA standards for any meter that is a domestic only service (similar to Positive Displacement, Compound, and Non-Fire Turbine meters). Is Underwriter Laboratories certification required for static meters that will not be installed on a fire services?

*Response* – SAWS expects UL certification if appropriate to the product proposed.

7. **Question** – Is the respondent allowed to pick a trial area based on existing coverage in San Antonio?

*Response* – No, SAWS will select the three pilot test areas.

8. **Question** – Will the respondent have access to City owned sites (municipal towers, buildings, etc.) for connectivity or network installation? Will the use of these facilities be free of cost to the respondent?

*Response* – Offerors may utilize SAWS assets listed in Appendix 9: SAWS Towers, Tanks, Facilities and Communications Asset Information to locate network infrastructure. SAWS will provide access to these locations free of cost. Offeror is responsible for labor and cost of installation. Offeror is responsible for securing any other network infrastructure locations.

9. **Question** – Since the current POR for contract is ~Q4 of 2021 – can full deployment pricing be firmed up as we approach the award date to account for market pricing?

*Response* – SAWS is requesting pricing for both pilot and full deployment in their response to this solicitation. Offeror's pricing should account for anticipated fluctuations in market pricing.

**10. Question** – What are the success criteria and/or performance penalties during the one year pilot period?

*Response* – Offeror's AMI solution will be evaluated on its ability to achieve the requirements indicated in the SAWS AMI Solution and Services - Functional and Technical Specifications.

**11. Question** – What are the payment terms for the pilot?

*Response* – Both Offerors will be paid for negotiated, approved costs incurred in execution of the pilot. Payment terms will be negotiated with each Offeror during contract negotiations.

**12. Question** – If the respondent is not selected for the final award, what are the plans for the implemented pilot infrastructure? Exit plan?

*Response* – SAWS expects to remove the AMI solution infrastructure of the Offeror not selected for full deployment.

**13. Question** – Will the respondent be awarded the contract for the full term of 20 years, or will it be awarded in multi-year increments? If awarded in multi-year increments what would be the duration of these increments?

*Response* – SAWS expects to negotiate and award a full term 20 year contract.

**14. Question** – Has the City accounted for technology refreshes during the 20 year period? If so – can the City share their requirements and/or expectations?

*Response* – SAWS expects that the negotiated, contractual requirements of the Offeror's AMI solution will be available for the life of the contract. AMI solution technology refreshes required to maintain adherence to contractual requirements should be included in the negotiated contract. SAWS has accounted for periodic battery replacement and backhaul communications changes (e.g. sunsetting of a generation of cellular service) associated with network infrastructure.

**15. Question** – Since Option 1 of R-19-014-FF is retrofit 100% of the meter population with AMI modules, should the pricing be for register and radio? SAWS has many different meter manufacturers installed.

*Response* – Offeror must provide pricing for a water communications module. SAWS will procure registers as needed. However, the Offeror has the option to provide pricing for an integrated encoder/register/water communications module (see columns K-L on Tab 1 - Water Comms Modules of the AMI Pricing Workbook).

**16. Question** – The comment section in Exhibit B Technical Specifications is extremely limited in the allocated space for comments. Are we allowed to provide attachments for further explanation? Or, are we only allowed the one line in the comment?

*Response* – Unless explicitly stated, Offeror should limit responses to the workbook provided. Each comments cell has been configured to expand and display more than one line of information (aka the "word wrap" feature in Excel). Respondents should not provide attachments for further explanation.

**17. Question** – We do have a question on tab- Water meter and Module of Exhibit B. Are we to respond under each one's manufacturer on how we comply or are we to answer only the column that says Neptune? Instructions are not too clear.

**Response** – Offeror should respond to each of the seven, existing, SAWS-approved positive displacement meter options. Response should indicate how Offeror's proposed solution meets each requirement for each meter option.

**18. Question** – Are we expected to provide a response for each of the seven approved meter types on Tab 3. If so, where do we put comments? Also, how do we know what type of register is being used at each meter?

**Response** – Offeror should respond to each of the seven, existing, SAWS-approved positive displacement meter options. Response should indicate how Offeror's proposed solution meets each requirement for each meter option. Column AF is available to Offeror for comments. Offeror should assume that original manufacturer register is still in place for each positive displacement meter type.

**19. Question** – Are we supposed to put the specs for the R900 IoT Gateway solution on tab 4 where it says “SAWS operates and maintains” in addition to also filling out the NaaS section? Are we required to fill out the “SAWS operates and maintains” section?

**Response** – Offeror should propose a solution for both a SAWS operated and maintained AMI network (“SAWS operates and maintains”) and a network as a service offering where the Offeror operates and maintains the AMI network (“Offeror's NaaS”). For each of the requirements on Tab 4 – AMI Network (of the AMI Specification workbook), Offeror should provide a response for both “SAWS operates and maintains” and “Offeror's NaaS”. SAWS understands that the same response may be provided for both offerings for a specific requirement.

**20. Question** – What are SAWS's future plans regarding a customer portal? Does SAWS wish for a customer portal to be included in the AMI bid?

**Response** – SAWS currently offers customers the MyAccount customer portal. SAWS has not finalized any plans regarding changes to that portal resulting from the implementation of an AMI solution. Offeror should not include a customer portal in its proposal.

**21. Question** – RFP Page 284 says “APPENDIX 6 - SAWS AMI METER OPTIONS WATER DEPLOYMENT PLAN (Excel Workbook - Available for download on SAWS Solicitation webpage)”. I do not see this Excel workbook posted. Can you please provide?

**Response** – Appendix 6 was erroneously omitted when posting documents for the AMI solicitation. Appendix 6 is now available as part of this addendum. Apologies for the delay.

**22. Question** – Would you please provide a list of SAWS approved/qualified Static Meters and their vendors?

**Response** – SAWS has not approved or qualified any static meter solutions yet.

**23. Question** – With the holidays occurring during production of the RFP response, would SAWS consider an extension to the January 22 deadline?

**Response** – SAWS is not extending the deadline for responses to this solicitation.

**24. Question** – Please provide Appendix 6 – AMI Water Deployment Plan.

**Response** – Appendix 6 was erroneously omitted when posting documents for the AMI solicitation. Appendix 6 is now available as part of this addendum. Apologies for the delay.

**25. Question** – The AMI mentions in Section IV.B.4. (page 9 of 309) that the “SAWS on-Premise Vendor Assessment Questionnaire” is not included in the page limit. However, this questionnaire does not appear to be included in the RFP documents. Is this an error?

**Response** – Yes, this is an error - an "on-premise vendor assessment questionnaire" response is not required. Please see 1. in the CHANGES TO THE RFCSP portion of this addendum.

**CHANGES TO THE RFCSP**

1. Page 9 of 309, Section IV.B.4, REVISE and REPLACE the entire paragraph with the following:

Responses are limited to a maximum of **one hundred (100)** pages per proposal. Required forms do not count toward the page limit. Required forms are the Submittal Response Checklist, Respondent Questionnaire, W-9 form, Insurance requirements, Good Faith Effort Plan, SCTRCA Certificates, the Conflict of Interest Questionnaire, all TWDB forms, Cloud Vendor Technology Assessment Questionnaire, AMI Solution and Services: Functional and Technical Specifications, AMI Pricing Workbook and the Financial Statement. The cover page, table of contents and tabs do not count towards the page limit. Number each page starting with the cover letter, including text charts and graphic images.

**CLARIFICATIONS**

1. The Automated Meter Infrastructure (AMI) for the ConnectH2O RFCSP references Appendix 6 – AMI Water Deployment Plan, an Excel Workbook, which was available for download from the SAWS solicitation webpage. Appendix 6 was erroneously omitted when posting documents for this RFCSP. Appendix 6 – AMI Water Deployment Plan is now available for download at: [https://apps.saws.org/Business\\_Center/Contractsol/Drill.cfm?id=3707&View=Yes](https://apps.saws.org/Business_Center/Contractsol/Drill.cfm?id=3707&View=Yes)
2. The Changes to the RFCSP 1. Listed above, removes the reference to the “SAWS on-Premise Vendor Assessment Questionnaire” which was a relic and is not a required document for this RFCSP.

**END OF ADDENUM**

This Addendum is five (5) page in its entirety.