



ADDENDUM 4
March 15, 2023

To Respondent of Record:

This addendum, applicable to project referenced above, is an amendment to the RFCSP and as such will be part of and included in the Contract Documents. Acknowledge receipt of this addendum by entering the Addendum number and issue date on the space provided in submitted copies of the Respondent Questionnaire.

RESPONSES TO QUESTIONS

1. **Question:** Appendix 8 discusses fleet vehicles. Are these fleet vehicles required to be uniform (being of the same make/model/color, etc.)?
Response: No.

2. **Question:** Due to the complexity and time to get a bid bond for a project of this size, also in light of not falling in the footsteps of the previous installation contractor, could you extend the proposal due date of this project-preferably by 4 weeks?
Response: SAWS will extend the submission due date to April 13th with the understanding that it still expects to notify the selected EPI vendor for the project by May 26 and to contract by the original date specified in the RFCSP. Short list presentation dates will be May 17-18. No change to the SAWS Board consideration and award date of August 1, 2023 is made. At the end of this Q&A, please refer to the section titled “Changes to Specifications”. The updated schedule is provided therein as Items 1, 2 and 4.

3. **Question:** Is SAWS open to a bid bond for the first year with annual renewals thereafter? Clarification: Is SAWS open to a performance & payment bond to cover the expected value of the project (or 25% of project) for Year 1, annually renewable throughout the life of project to cover the annual expected value.
Response: Firms can raise their exceptions to this in their proposals, which will be reviewed by SAWS and be scored accordingly. SAWS reserves the right to reduce the initial term to some period less than two years however, a two-year term is SAWS’ preference.

4. **Question:** Can a third round of Q/A’s be allowed with an extended project due date?
Response: SAWS will accept additional questions until Monday, March 20th at 2PM CST. SAWS will respond to these additional questions by March 22nd at 4PM CST. Please refer to the section titled “Changes to Specifications”. The updated schedule is provided therein as Item #1.

5. **Question:** In regard to SMWB participation,
 - a. Is SAWS receptive to modifying the scoring system or waiving the good faith effort, if the proposed contractor is currently already an SBE and a WBE through a national certification agency (such as WBENC)—and intends to seek proper local certification through SCTRCA or Texas Hub upon award after establishing a local office to support this project?
Response: Not at this time. As per the SMWB Policy, SAWS recognizes certification through the South Central Texas Regional Certification Agency and/or the State of Texas Historically Underutilized Business (HUB) Program certification. Modifying the scoring would have an impact on the other 85 points allotted for technical scoring criteria. Waiving the Good Faith Effort Plan would negatively impact contractors who intend to meet the SMWB goal through subcontracting to local SMWBs.
 - b. Would SAWS be receptive to accepting a SCTRCA certified WBE business that is “Out of Jurisdiction”? If so, would SAWS be open to adjusting the SMWB participation scoring based on this?
Response: Not at this time. The mandatory SMWB goal is based upon the availability of minority and woman-owned businesses in the SAWS Relevant Marketplace for the specific scopes of work associated with this contract. Therefore, “Out of Jurisdiction” firms cannot count toward the mandatory SMWB goal. SMWB scoring looks at the certification and location status of a prime contractor and their subcontractors

at the time of the solicitation due date. SMWB points will not be assessed for actions that may occur at a future date.

6. **Question:** Is SAWS receptive to allowing references of successful projects over 150k endpoints completed by current Project Managers (that would be on this project) from previous employers to be acceptable as required experience?
Response: *No.*
7. **Question:** Do you have a preference toward a particular Work Order Management system, such as Ensign+?
Response: *No. Please refer to Appendix 1 Work Order Management System files. These files were originally developed with the Ensign WOMS but are applicable to any WOMS.*
8. **Question:** Will the 500W's require some type of activation—in the field or other?
Response: *No.*
9. **Question:** While the SOWs indicates no need for through the lid antennas, is there an expected number of lids that would still need to be drilled? If so, is there an expectation on where this would be most likely to occur? (ie metal lids vs plastic lids).
Response: *Per section 2.6.5.1 of the SOW/Specifications document, SAWS expects a maximum of 1%. SAWS expects that these would be identified after installation has occurred when SAWS resolves any communications issues.*
10. **Question:** (Ref. page 26 section 2.5.5) What percentage of the call center reps will need to be bi-lingual? If less than 100%, would a translation service suffice? What percentage of customers speak only Spanish?
Response: *We currently have 5,762 customers who have Spanish listed as their preferred language and calls made to our Spanish queue currently account for just over 9% of our total call volume. Call Center staffing should be sufficient to account for this same ratio on your end. Translation services are not acceptable.*
11. **Question:** (Ref. page 27 section 2.5.8) Is SLA 70/45 based on weekly/monthly stats? If Olameter doesn't meet the SLA of 70/45, and 6% or less abandoned, does SAWS apply monthly penalties?
Response: *There are no penalties directly associated with these SLAs. These are targets that should be considered when selecting and training Call Center staff.*
12. **Question:** (Ref. page 29 section 2.5.19.1) What method of contact is expected for the 2 telephone attempts?
Response: *SAWS requires a live agent; robo-calls are not acceptable.*
13. **Question:** Section 2.1.1 discussed permitting requirements. Based on the requirements stated, can SAWS provide how many meters they believe are located within the right-of-way (ROW)? Also, can SAWS clarify what they define as "when working in right-of-ways? For example, is parking along the street considered working in a ROW? Lastly, would the agencies mentioned within this section consider waiving the permitting fees?
Response: *95% of the meters are located in (ROW) front locations. The remaining meters are located in alleys, basements, rear, and side locations. We define parking along the street the ROW. No permitting is required nor will utility pay for any permitting. EPI vendor is responsible for ensuring that its employees follow local laws and have proper signage on all vehicles.*
14. **Question:** Does SAWS anticipate any removed metering product to remain within the selected vendor's warehouse for an extended period of time? (i.e., longer than two weeks.)
Response: *The vast majority of meters can be disposed of as soon as the vendors submits a valid completion record via WOMS for work completed. A small quantity of meters will need to be retained by vendor and returned to utility. These meters would be tagged with an identifier in the daily Infor export file to WOMS.*
15. **Question:** Section 2.3.15 discusses Hazardous Waste. Can SAWS provide an estimate of the number of their legacy water meters that may require battery removal? Can SAWS provide additional information on the components that may require battery removal?
Response: *None.*

16. **Question:** Section 2.1.2.1 – Please define the duration and resource expectations for the project planning activities.
Response: SAWS expects proposing vendor to indicate duration and effort to successfully begin installation activities.
17. **Question:** Section 2.1.4.8 – What expectations does SAWS have for claims tendered to the meter installation vendor where no fault is found during the installation process related to ownership, corrective actions and any costs. Examples would be low pressure, appliance failures, etc.
Response: SAWS encourages proper cleaning of boxes to avoid damage to customers internal fixtures. EPI contractor will be responsible for customer issues caused by improper cleaning of boxes. If EPI contractor has all proper steps of work flow documented and an internal problem still occurs EPI must have some sort of denial process that informs the customer of why their claim may be denied.
18. **Question:** Section 2.1.4.13 – Is there a legacy (removed meter) hold period of any kind prior to storing meters in crates for salvage? This would be beyond any occasional meters flagged by a system and provided to the meter installation vendor.
Response: Legacy meters should be held, at a minimum, until the installation transaction record is submitted to SAWS and required audit activities have been completed.
19. **Question:** Section 2.1.14.4 – Can this standard be converted to a percentage (i.e. 1 percent of meter installations). Can you provide a defined list of any error that would be considered for mandatory retraining (i.e. meter leak at connection, meter reading, backwards meter, etc.). We ask only because a single occurrence is an extremely high threshold.
Response: Will respond in a future Addendum.
20. **Question:** Section 2.1.14.5 – Can this standard be converted to a percentage (i.e. 1 percent of meter installations). A second error could otherwise occur for a installer that may install thousands of meters and they could be removed from the project.
Response: Will respond in a future Addendum.
21. **Question:** Section 2.2.13 – Can you provide situations where permits may be required along with time frames to secure permits and permitting costs.
Response: Please refer to response to question 13 of this Addendum.
22. **Question:** Section 2.3.2 – Are meter gaskets provided by SAWS or the installation contractor?
Response: SAWS will provide the gaskets recommended by the meter manufacturer.
23. **Question:** Section 2.3.4.4 – What is the duration of the SAWS meter testing process?
Response: SAWS sample tests 3% of each sample lot and typically completes within 1-2 weeks (depending on size of shipment) of receipt of meters and/or modules from installation vendor.
24. **Question:** Section 2.7.19.4 – Can SAWS provide an estimate of the percentage of meter pits that will require the removal of debris?
Response: Approximately 70% of boxes will require the removal of some sort of debris.
25. **Question:** Section 2.3.13.3, are you asking that we record the quantity/size of each legacy meter removed and scrapped?
Response: Yes.
26. **Question:** Do we need room to store scrapped meters inside our facility or will SAWS provide lockable bins that can be kept outside?
Response: SAWS will provide lockable bins that can be kept outside of vendor's facility.
27. **Question:** Section 2.4.4.4, does this mean we wouldn't have the next day's work available for planning until 2 AM?

Response: No. Identification of expected meter installations will occur typically no less than 4 weeks prior to installation based on installation vendor's proposed installation plan. The EPIExport data set (2.4.4.4) provides any updates to existing meter population.

28. **Question:** Section 2.7.4, are we required to have a team of techs surveying the routes before installation?

Response: Will respond in a future Addendum.

29. **Question:** Section 2.8.4, will SAWS be responsible if the information that a service is turned off for non-pay is correct and the service is not off for renovation?

Response: Please refer to Section 2.8.4 of the SOW ONP (Off for Non-Pay) conditions. For other situations where the service is off and is not ONP, the meter should be exchanged. The curb stop must be left in the position it was found, as verified with before and after installation photos.

30. **Question:** (Ref: pg. SIR-2, "EPI RFCSP B-23-001-JP Front End Documents (1)" / 2.0 Background) Are the approx. 40,000 AMI meters within saturated service areas, or have they been sporadically located throughout various service areas?

Response: Installed locations are distributed across SAWS' service territory. But where installed, they are installed in complete routes. We do have a very low number of isolated installations.

31. **Question:** (Ref: pg. SIR-2, "EPI RFCSP B-23-001-JP Front End Documents (1)" / 2.0 Background) Will the Contractor be required to perform "clean-up" services as related to the already installed approx. 40,000 meters (e.g. returning to addresses that previously could not be installed)? If yes, please provide the approx. total number of remaining meters that would fall under this service requirement / definition.

Response: No.

32. **Question:** (Ref: pg. SIR-3, "EPI RFCSP B-23-001-JP Front End Documents (1)" / 4.0 SAWS ConnectH2O Program Structure / End Point Installation Services) Are the approx. 48,000 "static meters" located within primarily saturated service areas (ref: contiguous, premise-to-premise in-field service requirement), or are they to be sporadically located throughout SAWS general service area? If sporadically located throughout SAWS general service area, please provide a detailed meter summary (e.g. excel) of the "static meters" including service address, meter size and lat/long coordinates.

Response:

Please refer to response to question 30 of this Addendum.

33. **Question:** (Ref: pg. GC-8, "EPI RFCSP B-23-001-JP Front End Documents (1)" / 2.10 Prevailing Wage Rate and Labor Standard Provisions) Do prevailing wage requirements apply for the purposes of this contract (ref: Davis-Bacon Act)? If yes, under what job description / definition?

Response: Yes, please refer to the Wage Decisions included in the RFCSP, as well as the General Conditions of this RFCSP.

34. **Question:** (Ref: pg. GC-8, "EPI RFCSP B-23-001-JP Front End Documents (1)" / 2.10 Prevailing Wage Rate and Labor Standard Provisions) Is the Contractor required to utilize unionized installation personnel for the purposes of this contract?

Response: Please refer to question 33 of this Addendum.

35. **Question:** (Ref: pg. SS-29, "EPI RFCSP B-23-001-JP Front End Documents (1)" / Section IV. WOMS Services License and IP Ownership) Will the Contractor be required to provide WOMS related handhelds for SAWS personnel use? If yes, please provide total number of anticipated handhelds.

Response: No.

36. **Question:** (Ref: pg. SS-29, "EPI RFCSP B-23-001-JP Front End Documents (1)" / Section IV. WOMS Services License and IP Ownership) Please confirm the total number of licenses SAWS will require regarding the Contractor WOMS.

Response: SAWS will want access to the vendor's WOMS for audit and investigation purposes only. SAWS expects up to 10 back-office users to require access.

37. **Question:** (Ref: pg. 9, "Appendix 8 – EPI SOW and Specifications_Add1_2.7.23" / 2.1.14 Training) Are there any mandatory SAWS hosted training sessions for the Contractor's field personnel (e.g. SAWS hosted "health & safety orientation")? If yes, how long is the session or sessions (e.g. ½ day)?
Response: There is no SAWS mandated training. SAWS does have and actively encourages the EPI vendor to incorporate SAWS outdoor test lab into the EPI vendor's training program.
38. **Question:** (Ref: pg. 11, "Appendix 8 – EPI SOW and Specifications_Add1_2.7.23" / 2.1.24 SAWS Performance of Work) Is it SAWS intent to install a percentage of 5/8" to 2" meters with their personnel? If yes, please provide the anticipated totals, by meter size.
Response: Yes. See Appendix 6, columns J – M of the volumes of meters to be installed by SAWS.
39. **Question:** (Ref: pg. 33, "Appendix 8 – EPI SOW and Specifications_Add1_2.7.23" / 2.7.4 Pre-Installation Inspection Requirements) It is our understanding that the Contractor is to provide a separate crew, working in front of the installation personnel, to perform the pre-installation inspection service requirement. Please confirm.
Response: Will respond in a future Addendum.
40. **Question:** (Ref: pg. 33, "Appendix 8 – EPI SOW and Specifications_Add1_2.7.23" / 2.7.4.4 Pre-Installation Inspection Requirements) Please provide additional details as to what the Contractor's responsibility in "coordinating the resolution of pre-existing conditions" is to entail.
Response: SAWS expects that vendor will notify SAWS to coordinate resolution.
41. **Question:** (Ref: pg. 33, "Appendix 8 – EPI SOW and Specifications_Add1_2.7.23" / 2.7.4.4 Pre-Installation Inspection Requirements) As part of the pre-inspection phase, is the Contractor required to make more than 1 attempt to complete the inspection (e.g. no access, unsafe conditions, etc.)? If yes, how many total attempts are required?
Response: SAWS expects vendor to make one reasonable attempt to complete pre-inspection activities at each location.
42. **Question:** ("Appendix 7 – Meter_and_Location_Information") Please provide an update Appendix 7 which includes lat/long coordinates.
Response: SAWS is not providing lat/long coordinates at this time.
43. **Question:** (General) As part of the SAWS's download file for the Contractor, will there be account specific notes (special instructions) and codes indicating physical meter locations, access issues, safety issues/alerts, etc. (e.g. "key" numbers, "bad dog", "meter in backyard", etc.)?
Response: SAWS provides INST CODE 1, INST CODE 2, and METER LOC in the daily Export file. SAWS will provide a "key" that translates these codes into meaningful information.
44. **Question:** (General) As part of the SAWS's download file for the Contractor, will all meter sizes / classifications be "blended" within the same route/route sequencing structure (ref: residential and small commercial metering applications)? If no, please provide the associated details regarding metering applications that are to be downloaded as a separate file for the Contractor (e.g. 10,000 small commercial meters to be downloaded as a separate file).
Response: Information is provided in a single file. See Appendix 1 – Work Order Management System Files.
45. **Question:** (General) Given the general size/scope of this RFP, plus to allow the Contractor adequate time to complete detailed on-site analysis of the various service divisions, would SAWS consider an extension to the RFP due date (e.g. 3 week extension)?
Response: Please refer to response to question 2 of this Addendum.
46. **Question:** (General) Is it acceptable for the Contractor to include pricing notes for clarity purposes as part of their RFP response?
Response: Please refer to and utilize Tab 5 - Assumptions found in the pricing workbooks.
47. **Question:** (General) Are there any unique meter installation related service requirements (e.g. boats, ferries, ATVs, etc.)? If yes, please provide associated details including total applicable metering applications

Response: No.

48. **Question:** (General) What is the current approx. meter saturation percentage of the total available customer base within SAWS service area (e.g. 90% of all available customers have a water meter)?

Response: Every address provided by SAWS to the EPI vendor will be metered.

49. **Question:** (General) Please provide the approx. total number and/or percentage of small commercial metering applications, up to / including 2" (e.g. strip malls, convenience stores, etc.).

Response: Approximately 31,656 are commercial; approximately 5,098 are multi-family; and the remaining are residential.

50. **Question:** Currently we are not doing business with any local government entity in Texas. In this case we do not have to fill out the CIQ form, correct?

Response: The Conflict of Interest Questionnaire is a required form and must be completed, signed and submitted with your Proposal. For situations where you are not currently doing business with any local government entities in Texas, entering N/A on the form is acceptable.

51. **Question:** I do have another question regarding the Training Manual, since it is referencing to 2.1.18.3 in EPI SOW but there is only 2.1.18 and is not referencing the Training Manual.

Response: Please see Item #1 in the Changes to Specifications section of this Addendum.

52. **Question:** I have a question regarding where to find the Signed Price Proposal Signature Page/Acknowledgement of Addendums/Statement on President's Executive Orders for this solicitation.

Response: The page in question is found on page 38 of 169 in the pdf file named RFCSP Front-End Documents_EPI found on the SAWS solicitation website at:

https://apps.saws.org/business_center/contractsol/Drill.cfm?id=4200&View=Yes

53. **Question:** Also, we are directed to submit three pdf files, but the Proposal Checklist indicates the EPI Pricing Workbooks 1, 2, and 3 should be completed in Excel format. Do you want us to pdf the excel files for inclusion to our File 1?

Response: All documents requested to be provided in excel formats shall be provided separately from the pdf files submitted. Copies of the excel files requested do not need to be included in the pdf files.

54. **Question:** This project has several complex layers to pass through in order to achieve a high final score toward contractor proposal evaluation. Our company is a nationally certified WBE Small Business through the WBENC—see attached. While I understand that alone does not qualify toward the SMWB goal for this project, as we are not certified through the SCTRCA namely due to not having a local office, I would think the project requirement to have a local office effectively creates a path for this to happen. It would be our intention if we were awarded this project, we would immediately apply for this designation upon having a local office for the minimum duration requirement to be eligible. I would think achieving 100% SMWB goal post contractor selection would have a higher value to SAWS than either meeting just meeting the 24% goal—or even 0% via good faith effort.

While I will be submitting project questions on the impacts of such a path, I just wanted to reach out to you for any guidance or thoughts on the best path toward maximizing the SMWB goal for this project --in light of our company currently being a WBE and our intentions to fully satisfy the SMWB requirement post award.

Response: The mandatory SMWB goal is based upon the actual availability of minority and woman-owned businesses in our Relevant Market Area, which is why we have a local requirement attached to the goal. You are correct that SAWS does not recognize WBENC certification.

Your firm may choose to maximize the SMWB goal through subcontracting. Potential subcontractors may be found in the South Central Texas Regional Certification Agency's database at www.sctrca.sctrca.org. Please use the SAWS-specific search parameters when conducting your search (SBE or HUB certification at minimum, and a location in one of the following counties: Bexar, Comal, Guadalupe, Hays, Travis, or Williamson). You are also able to search by specific scopes of work. Please note that if you decide to use the certification agency's database for your SMWB outreach, the firms in the list/s are not endorsed, nor are they prequalified by SAWS in any way.

CHANGES TO SPECIFICATIONS

1. **Page IV-1, REQUEST FOR COMPETITIVE SEALED PROPOSALS (RFCSP).** The last three (3) paragraphs in the Request for Competitive Sealed Proposals section are hereby deleted in their entirety and replaced with the following:

“A third set of questions will be received until 2:00 PM (CDT) on March 20, 2023. Answers to the third set of questions will be posted to the website by 4:00 PM (CDT) on March 22, 2023.”

Proposals will be received electronically only, until **10:00 AM (CDT), April 13, 2023**. Electronic proposals will be received via the secure SAWS FTP site. See the Electronic Proposal Opening Instructions attachment for additional information regarding an electronic proposal submittal. Electronic proposals shall be accompanied by a bid bond in an amount not less than five percent of the total proposal price. (Or, if providing SAWS with a cashier's check or certified check in an amount not less than five percent of the total proposal price, SAWS will request this within 24 hours from the Respondent who did not submit a bid bond). Proposals will then be publicly opened and read aloud by Contract Administration via WebEx.

<https://saws.webex.com>

Audio Connection: (210) 233-2090

Meeting number (access code): 2492 069 3088

Meeting password: ConnectH2O

Respondents will need to submit a request by **April 12, 2023 at 10:00 AM (CDT)** to receive access to the File Transfer Protocol (FTP) site via email to Janie.Powell@saws.org. Respondent's email requesting access to the FTP site shall provide the legal name of Respondent's company and the intended recipient's email address and phone number. No requests for FTP site access will be accepted after **April 12, 2023 at 10:00 AM (CDT)**.”

2. **ELECTRONIC PROPOSAL OPENING INSTRUCTIONS.** The title section and first two (2) paragraphs of the Electronic Proposal Opening Instructions section are deleted in their entirety and modified to read as follows:

ELECTRONIC PROPOSAL OPENING INSTRUCTIONS

April 13, 2023 at 10:00 AM (CDT)

FTP PROPOSAL UPLOAD

In order to receive electronic proposals for this RFCSP, SAWS will utilize a SAWS secured File Transfer Protocol (FTP) site. Only Respondents submitting as Prime Contractors will need to submit their request prior to **April 12, 2023 at 10:00 AM (CDT)** to receive access to the FTP site via email to Janie.Powell@saws.org. Respondent's email shall provide the legal name of the Respondent's company and the intended recipient's email address and phone number. No requests for FTP site access will be accepted after **April 12, 2023 at 10:00 AM (CDT)**. Once a Respondent is approved for access, an email with a hyperlink to the FTP site and a unique password for the Respondent will be provided to the Respondent's email recipient.

Once access is received, Respondent may upload the required documents per the Respondent's Proposal checklist any time before **April 13, 2023 at 10:00 AM (CDT)**. Please ensure to allow sufficient time should Respondents experience technical difficulties in uploading the required documents. No changes to the proposal price can be made once the Proposal has been submitted.”

3. **Page SIR-8. SUPPLEMENTARY INSTRUCTIONS TO RESPONDENTS, SECTION E.4.** The last bullet is modified to read as follows:

- Training Manual (see requirements 2.1.14.1 in EPI SOW and Specifications document)

4. **Page SIR-12. SUPPLEMENTARY INSTRUCTIONS TO RESPONDENTS, SECTION I. Estimated Timeline.** This section is deleted in its entirety and replaced with the following:

“February 13, 2023	RFCSP Released
February 23, 2023 at 2:00 p.m. (CST)	Pre-Proposal Meeting/Pricing Tutorial Workshop
February 24, 2023 by 2:00 p.m. (CST).....	Receipt of Written Questions Due
March 1, 2023 by 4:00 p.m. (CST).....	Q & A #1 Posted to Website
March 10, 2023 by 2:00 p.m. (CDT)	Receipt of Written Questions Due
March 10, 2023 by 2:00 p.m. (CDT)	Deadline to Submit Disclaimer for Appendix 7
March 15, 2023 by 4:00 p.m. (CDT)	Q & A #2 Posted to Website

March 20, 2023 by 2:00 p.m. (CST)	Receipt of Written Questions Due
March 22, 2023 by 4:00 p.m. (CST)	Q & A #3 Posted to Website
April 12, 2023 at 10:00 a.m. (CST)	FTP Requests Due
April 13, 2023 at 10:00 a.m. (CST)	Proposals Due
April - May, 2023	Evaluation of Proposals
May 2023	Shortlisted Respondents Notified
May 17 th and May 18 th 2023	On-Site Interviews
May 26, 2023	Selected Vendor Notified
May-July, 2023	Negotiations
August 1, 2023	SAWS Board Consideration and Award
August 2023	Non-Selection Notices Mailed
August 2023	Start Work

The dates listed above are subject to change without notice.”

END OF ADDENDUM 4

This Addendum is **eight (8)** pages in its entirety.