



## **REQUEST FOR COMPETITIVE SEALED PROPOSALS**

### **Solicitation Number: B-16-003-PC**

#### **2016 METER REPLACEMENT PROGRAM**

#### **Addendum 1 – | April 21, 2016**

This Addendum includes provides responses to questions and changes to the RFCSP.

Questions and Answers
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**Q1: On the larger meters (1.5 and 2 inch), will SAWS expect and provide new gaskets for the meter change outs?**

A1: Only 1.5-inch meters are included in this contract. The expectation is that the gaskets will be replaced for the meter change out, and will be supplied by the contractor. 2-inch meters are not included in this contract.

**Q2: What is the material makeup of the service lines feeding off of the main water line to the meter and what can we expect for piping material from the meter to the customer unit?**

A2: The materials of construction for the SAWS and customer service lines vary and are not known for each meter. Installation Vendor shall be prepared to perform meter installation work on a variety of service line materials of construction, which may include but is not limited to copper, galvanized steel, cast iron, PVC, PEX (cross-linked polyethylene), or ABS.

**Q3: Are there any customers that do not have an accessible water spigot? If access cannot be gained is this an account that would be sent back in to SAWS?**

A3: There may be customers without an accessible water spigot outside. Should this situation be encountered, the Installation Vendor is expected to proceed with the work but note on the door hanger and in the database notes that the line was not flushed.

**Q4: Under what circumstances will SAWS accept a returned meter account due to inability to install (i.e. safety issue, potential damage water lines, multiple attempts, customer denial...)?**

A4: Circumstances that may require that a particular installation be returned to SAWS could include inability to access the meter after repeated attempts, customer refusing to allow the work to proceed, a leak on either side of the meter, a meter that has an illegal connection or appears to have been tampered with, etc. All work that the Installation Vendor recommends for return to SAWS must be approved by the SAWS Inspector or Project Manager and noted in the database.

**Q5: How many of the meter boxes are located in a concrete or asphalt environment?**

A5: SAWS does not have specific details on the installation conditions for each meter box in the system. Any concerns from the Installation Vendor about a particular meter box shall be coordinated with the SAWS Inspector or Project Manager. The Installation Vendor will not be expected to expose meter boxes covered over with concrete or asphalt.

**Q6: How many of the box replacements require DOT road site preparations?**

A6: The Installation Vendor is responsible for protecting each work site and taking all safety precautions necessary. SAWS does not have specific details on which meter boxes might be at or near the TXDOT right-of-way, and specific concerns from the Installation Vendor shall be addressed by the SAWS Inspector or Project Manager.

**Q7: What is the expectation from SAWS on sedimentation removal from meter boxes?**

A7: See Paragraph 3.7 Meter Installation Requirements, Meter Boxes of the Project Requirements.

**Q8: What is the blackout window for meter replacement and what is the total number of cycle days?**

A8: Below is a sample black-out cycle schedule from April 2016. The black-out schedules will be provided to the Installation Vendor prior to Authorization to Proceed.

CURRENT BILLING CYCLE	BLACKOUT BEGINS	IMPORT DATE	**CURRENT READ DATE	CURRENT EXPORT DATE	CURRENT BILLING DATE	BILL MAILING DATE	BLACKOUT ENDS
21	Mar 23	Mar 31	Apr 04	Apr 04	Apr 06	Apr 07	Apr 08
01	Mar 24	Apr 01	Apr 05	Apr 05	Apr 07	Apr 08	Apr 11
02	Mar 25	Apr 04	Apr 06	Apr 06	Apr 08	Apr 11	Apr 12
03	Mar 28	Apr 05	Apr 07	Apr 07	Apr 11	Apr 12	Apr 13
04	Mar 29	Apr 06	Apr 08	Apr 08	Apr 12	Apr 13	Apr 14
05	Mar 30	Apr 07	Apr 11	Apr 11	Apr 13	Apr 14	Apr 15
06	Mar 31	Apr 08	Apr 12	Apr 12	Apr 14	Apr 15	Apr 18
07	Apr 01	Apr 11	Apr 13	Apr 13	Apr 15	Apr 18	Apr 19
08	Apr 04	Apr 12	Apr 14	Apr 14	Apr 18	Apr 19	Apr 20
09	Apr 05	Apr 13	Apr 15	Apr 15	Apr 19	Apr 20	Apr 21
10	Apr 06	Apr 14	Apr 18	Apr 18	Apr 20	Apr 21	Apr 25

CURRENT BILLING CYCLE	BLACKOUT BEGINS	IMPORT DATE	**CURRENT READ DATE	CURRENT EXPORT DATE	CURRENT BILLING DATE	BILL MAILING DATE	BLACKOUT ENDS
11	Apr 07	Apr 15	Apr 19	Apr 19	Apr 21	Apr 25	Apr 26
12	Apr 08	Apr 18	Apr 20	Apr 20	Apr 25	Apr 26	Apr 27
13	Apr 11	Apr 19	Apr 21	Apr 21	Apr 26	Apr 27	Apr 28
14	Apr 12	Apr 20	Apr 25	Apr 25	Apr 27	Apr 28	Apr 29
15	Apr 13	Apr 21	Apr 26	Apr 26	Apr 28	Apr 29	May 02
16	Apr 14	Apr 25	Apr 27	Apr 27	Apr 29	May 02	May 03
17	Apr 15	Apr 26	Apr 28	Apr 28	May 02	May 03	May 04
18	Apr 18	Apr 27	Apr 29	Apr 29	May 03	May 04	May 05
19	Apr 19	Apr 28	May 02	May 02	May 04	May 05	May 06
20	Apr 20	Apr 29	May 03	May 03	May 05	May 06	May 09

**Q9: How will the accounts be released? All at once or will it be done in a cycle/route fashion, with a certain route saturation met before additional work is released?**

A9: It is anticipated that SAWS will issue work to the Installation Vendor quarterly, including a combination of “specified location” work from Cycles 6, 16, and 17 and other work from across the SAWS service area based on business need.

**Q10: Within the data request file from the contract there is a request for a “Service Line ID”. It does not seem to be in the file that is sent from SAWS. Can you clarify?**

A10: The TAPNO (Exhibit B, page PR-13) corresponds to the SL\_UNITID (Exhibit C, page PR-14).

**Q11: “Installation Vendor has tested the water flow of the new meter which includes required accuracy”....What does "required accuracy" mean?**

A11: The Installation Vendor shall ensure the meter is functioning (registering flow) when flushing the line.

**Q12 “If the Installation Vendor cannot restore water service, SAWS shall be contacted and the Installation Vendor shall wait for assistance until authorized by SAWS to leave the site.”.....Will SAWS have field auditors/supervisor in the field that can issue out additional work authorization?**

A12: If water service to a customer cannot be restored and the curb stop valve needs to be replaced, the Installation Vendor shall obtain authorization from the SAWS Inspector or Project Manager to replace the curb stop valve before proceeding. If the problem cannot be resolved by replacing the curb stop valve, SAWS expects that the Installation Vendor will remain on-site until a SAWS crew or representative arrives, at which point the Installation Vendor can continue to their next work site.

**Q13: “The selected contractor will replace up to 30,000 meters, up to 10,000 meter boxes, and up to 375 curb stop valves; however, the materials provided by SAWS will be issued as needed (not all at once).”....Does SAWS have an installation expectation per day/week/month?**

A13: SAWS expects that the Installation Vendor will manage the quarterly workload issued to them, which is expected to be in approximately equal volumes. Since the contract is for “up to” 30,000 meters, 10,000 meter boxes, and 375 curb stop valves, the specific volume of work for each quarterly workload assignment is not known at this time. Generally, the Installation Vendor shall have the capacity to install up to 7,500 meters, 2,500 meter boxes, and 94 curb stop valves per quarter (3-month period).

**Q14: Can the contractor use SAWS annuitants?**

A14: Any employee who did not leave the San Antonio Water System (SAWS) in good standing would not be considered for a contract assignment with SAWS. The use of former SAWS employees on a contract assignment with SAWS should be reviewed by SAWS Human Resources before commencing the contract. All employees of the Installation Vendor or their subcontractors must pass a background screening as outlined in Exhibit C – Security Procedures of the contract documents.

**Q15: What is expected of the installation contractor when taking the timestamped picture of the existing meter and reading if the meter register lens is fogged, discolored or otherwise not clear?**

A15: The Installation Vendor shall take a picture of the existing meter condition even if the meter read may be illegible.

**Q16: Section 4.3 states route sizes ranging from 200 to 2,000. What is the average percentage of a route that will be assigned to the Contractor? (Example: work orders assigned will be X% of total available accounts per route)**

A16: See response to Question 13. The volume of work for this contract was estimated using the following table, which summarizes the number of meters by size per meter reading cycle.

<b>Description</b>	<b>5/8"</b>	<b>3/4"</b>	<b>1"</b>	<b>1.5"</b>
Cycle 6	6,065	1,510	752	335
Cycle 16	6,826	120	247	174
Cycle 17	6,304	102	98	65
<b>Specified</b>	19,195	1,732	1,097	574
<b>Unspecified</b>	4,400	703	1,551	814

**Q17: Given the current blackout schedule and focusing on Cycles 6, 16 and 17, there is a three day window every month where these Cycles cannot be worked. Will there be enough Unspecified work to cover those days?**

A17: It will be the Installation Vendor's responsibility to manage their workload around the black-out schedule. Meter box replacement and "unspecified location" work can be performed when Cycles 6, 16, or 17 are in black-out.

**Q18: Will SAWS agree to provide the next quarter of work at least 30 days before the end of the current phase of work to ensure there is no downtime.**

A18: SAWS will coordinate with the successful Installation Vendor on the timeline for transmitting the quarterly work assignments. It is anticipated that the file will be transmitted within 7-14 calendar days before the beginning of the next quarter.

**Q19: Our experience has shown the customer valves have been found to be old, under maintained, buried and/or subject to failure at a high rate. Additionally, there is no need to touch the customer to affect a water meter exchange. Will SAWS allow an exception to operate customer valves as part of the installation process?**

A19: The customer valve does not have to be operated as part of the installation process, and the paragraph titled "Attentive Care" of Section 2, Customer Coordination Requirements will be revised accordingly. Flushing of the customer's line can be accomplished by opening an outdoor faucet or hose bib as described in Paragraph 3.2, Quality Assurance / Quality Control of the Project Requirements.

**Q20: If customer valves must be operated, who would be responsible for their repair / replacement?**

A20: The customer valve does not need to be operated. If the Installation Vendor elects to operate the customer valve and it breaks, it will be their responsibility to repair it.

**Q21: Will Contractor be responsible for any meter testing?**

A21: The Installation Vendor will not be responsible for meter accuracy testing beyond verifying the meter is registering flow when flushing the line.

**Q22: RFP states that the Contractor will pick up the needed meters at the SAWS facility. To be as efficient and economical as possible, would SAWS agree to have the meters delivered directly to the Contractor's facility? SAWS is already paying for the delivery of the meters as part of their meter purchase.**

A22: No, since SAWS will test 1% of every meter per lot as they are delivered. It should be assumed for purposes of this contract that the Installation Vendor will pick up the materials at the SAWS facility.

**Q23: However, if SAWS does require the Contractor to pick up the meters, and the cost of transporting the meters is incurred by the Contractor, how large a shipment can the Contractor arrange to ease the logistics and cost challenges?**

A23: SAWS will provide meters, meter boxes and curb stop to fulfill quarterly work assignments.

**Q24: Can SAWS provide an estimate on the number of meter yokes per Cycle to be installed to raise meters?**

A24: No, the estimated number of meter yokes required is not known.

**Q25: Can SAWS agree that enough meter and meter equipment to be provided by SAWS will be available for all work types and activities throughout the entire installation period to prevent down time?**

A25: SAWS will provide meters, meter boxes and curb stop to fulfill quarterly work assignments. Although SAWS cannot control the delivery timeline for materials from its suppliers, there is no anticipated delivery issues expected for this contract.

**Q26: Will SAWS consider the installation of meter yokes be an additional line item billable to SAWS?**

A26: No, the installation of meter yokes is considered incidental to the installation of the meter.

**Q27: Will Contractor be expected to RTU accounts found to have improper connections?**

A27: SAWS is assuming that RTU stands for "Return to Utility". If the meter connections are improper, it is expected that the Installation Vendor will replace the connections. This is considered incidental to the installation of the meter.

**Q28: If not, will SAWS provide the needed materials to complete the install?**

A28: SAWS will provide meter, meter boxes and curb stop valves. Any other material will be the responsible of the contractor.

**Q29: Will the SAWS Inspector survey the accounts that will require meter box exchanges in advance? If not, how much time can the Contractor expect for an approval?**

A29: The SAWS Inspector will survey the specified locations in advance to the extent possible and make recommendations for meter box replacement.

**Q30: For minor leaks where the customer is notified within the specified time frame, is it acceptable to coordinate repair longer than the 4 hour limit? (Example: Evening concern received where customer is agreeable to a morning repair). This also would minimize any safety concerns.**

A30: Generally, the expectation would be that repairs would be completed within the four (4) hours stipulated in the Project Requirements. However, exceptions to that timeframe can be coordinated with the SAWS Inspector or Project Manager.

**Q31: Will SAWS consider waving the meter tagging process since timestamped pictures are provided that contain a link to the customer address, reading and meter serial number? The question is posed as the field install environment is a dirty and wet environment not conducive to this process. It is also a duplication of efforts that increase the installation time.**

A31: The Project Requirements will be modified to reflect that the Installation Vendor is not required to tag each meter removed but will be required to provide information in case of a discrepancy in the database.

**Q32: Is the contractor expected to maintain a call center operation located within the United States with multilingual capabilities?**

A32: The location of the call center and the need for multilingual capabilities are not stipulated in the contract.

**Q33: Does SAWS have any customer service level requirements? (Call Answered with 30 seconds, % of Calls Answered in time period, etc.)?**

A33: The contract does not stipulate specific customer service level requirements, but it is expected that the Installation Vendor will answer calls 24/7.

**Q34: The solicitation does not have any audit requirements. Will SAWS require audits as quality control checks.**

A34: The audit requirements are part of the General Conditions, under Article XII and is part of this solicitation. As for Quality Assurance of work performed, this was covered within the Business Requirements under section 3.2 – Quality Assurance/Quality Control. SAWS will conduct random inspections to ensure quality work.

**Q35: If a meter that SAWS provides is found to be defective (i.e. leaks), is the contractor obligated to change the meter and not charge SAWS for the extra effort?**

A35: Yes, if the meter is found to be defective, the Installation Vendor can charge SAWS for re-installing a non-defective meter and shall be responsible for returning the defective meter to SAWS Eastside Supply Service Center for further testing. If further testing shows that the meter is indeed accurate, the Installation Vendor cannot double charge for that particular install.

**Q36: What is the expected defective meter failure rate (requiring contractor replacement) for the life of the project?**

A36: This is not known. If the meter is defective SAWS will provide and exchange meter for a replacement.

**Q37: Does SAWS require the meter installation contractor to have a Work Order Management System? If so, does SAWS a preferred WOMS?**

A37: No.

**Q38: Does SAWS require the meter installation contractor to have a Customer Relationship Management System (Call Center, Dispatch, Customer Contact)?**

A38: No. See “Field Communication” paragraph under Section 1, Basic Scope of Work for requirements on the answering service.

**Q39: Does SAWS require the meter installation contractor to have an Inventory Management System?**

A39: SAWS expects the Installation Vendor to manage the materials provided by SAWS (meters, curb stop valves, and meter boxes) as described in Paragraph 4.4, Storage and Protection of the Project Requirements. The contract does not stipulate how the Installation Vendor is to manage the inventory, and they may elect to use an Inventory Management System to do that efficiently.

**Q40: Our experience indicates that greater than 95% of meters will be semi buried in the as found state, will it remain the responsibility of the contractor to dig out / clear all pit materials so that meters can be exchanged without the risk of cross contamination?**



A40: Yes, see Paragraph 3.7 Meter Installation Requirements, Meter Boxes of the Project Requirements.

**Q41: What percentage of the work is in the SAWS work area and the former DSP area?**

A41: **Cycle 6**

Total Meters to be replaced: 8,662  
Meters in SAWS Area: 8,194 (94.6%)  
Meters in Former DSP Areas: 468 (5.4%)

**Cycle 16**

Total Meters to be replaced: 7,367  
Meters in SAWS Area: 3,542 (48.08%)  
Meters in Former DSP Areas: 3,825 (51.92%)

**Cycle 17**

Total Meters to be replaced: 6,569  
Meters in SAWS Area: 860 (13.09%)



Meters in Former DSP Areas: 5,709 (86.91%)

**Q42: Can SAWS provide an estimate on the number of accounts that do not have location codes?**

A42: The estimated number of accounts that do not have location codes is approximately 9,900 locations.

**Q43: Does SAWS require the contractor to be responsible for customer equipment in instances where a proper meter exchange occurs, but the customer equipment/infrastructure fails as a result of age or condition?**



A43: Yes.

**Q44: Does SAWS require the contractor to make repairs or compensate the customer in these instances?**

A44: Yes, the Installation Vendor is responsible for addressing customer claims per Section 2, Customer Coordination Requirements of the Project Requirements.

**Q45: For Curb Stop Repairs/Replacement, will the contractor continue to be responsible to complete repairs under pressure?**

A45: Yes. Specific exceptions shall be coordinated with the SAWS Inspector or Project Manager.

**Q46: Does SAWS require existing meter boxes not set by the Contractor that are found not to grade to be adjusted by Contractor at no charge to SAWS? If so, what is the estimated percentage of these type of occurrences based on historical SAWS data?**

A46: Significant meter box adjustments are not required by the contract, and the use of a yoke may be advantageous in some circumstances. Meter boxes that cannot be raised to grade without imported fill shall be noted in the database comments and communicated to the SAWS Inspector.

**Q47: Can SAWS provide sample addresses from each of the three Cycles for the bidder to site survey? Specifically, the area south of Hwy 1604 and SH 16.**

A47: Refer to Exhibit A – Specified Locations for Meter Replacement in the Project Requirements. Address information will be provided to the successful Installation Vendor in the data files.

**Q48: It is our experience that it is not possible to have the meter read and meter serial number in the same picture.**

A48: Two pictures can be taken to capture that information.

**Q49: At the pre-bid meeting, it was stated that SAWS has a budget of \$3 million for this project. Does that include the cost of the meters and parts along with the field effort?**

A49: Yes, that includes the cost of materials.

**Q50: Will SAWS reduce or waive the performance bond requirement?**

A50: No. The reduction or waiver of the performance bond requirement is not at the discretion of SAWS. The amount is mandated by the Texas Government Code §2253.021.

**Q51: Is this a Prevailing Wage Project?**

A51: Yes. HVY HWY General Decision Number: TX160016.

**Q52: We have a General Contractors license, are we correct in assuming that this is acceptable?**

A52: Yes.

**Q53: Are curb-stops furnished by SAWS? Basic Scope of Work indicates that they are furnished by SAWS. However, the Price Proposal Item #9 Installation of Meter Curb Stop Valve (All Sizes) – “Furnish all materials, labor, and equipment for installation in accordance with the technical specifications.” If we are to furnish the curb stops, we need to know of the 375 are 5/8”; ¾”; 1” and 1.5”.**

A53: The curb stop valves will be provided by SAWS. The Price Proposal will be updated accordingly.

**Q54: Are meter tails, washers and gaskets being furnished with the meters and yokes?**

A54: No, the Installation Vendor shall be expected to provide those in accordance with the “Quality Materials” sub-paragraph under Paragraph 3.7, Meter Installation Requirements.

**Q55: What software does SAWS use for their work order system? Reason for this question is to know if we have a compatible software to provide the information on a daily bases.**

A55: Infor Public Sector v8.4.0

**Q56: Instructions to Respondents, # 5, b (page IR-2) “Respondent shall make all investigations necessary to inform himself thoroughly regarding plant and facilities for delivery of material and equipment as required by the project conditions.”**

**Will SAWS be willing to provide a technical resource for a half-day to accompany bidders on a visit to the project sites?**

A56: Yes, this is being arranged for Monday, April 25<sup>th</sup> at 10 am. All interested respondents should meet at the Eastside Service Center, located at 3930 E. Houston Street. Please arrive no later than 10 am.



**Q57: Instructions to Respondents, # 5, b (page IR-2) “Respondents are encouraged to take their own representative samples of existing coating systems; e.g., exterior, interior and piping coating systems, test samples in a state certified laboratory for total lead, chromium and cadmium, and use their best judgment in determining their construction method, labor hazard protection, equipment and materials to perform the scope of work in full compliance with EPA, TCEQ, and OSHA Regulations.”**

**Will SAWS provide test samples of coatings or provide test results from previous tests? If SAWS is not able to provide either, will SAWS consider extending the proposal due date by a month to give vendors access and enable them to conduct these tests.**

A57: This is not applicable for this contract.

**Q58: Instructions to Respondents, # 10 (page IR-4) “Respondents are advised that during such period, the Board may determine not to purchase any of the items or may delete any or all of the work listed in a price proposal form or invitation” :**

**Please provide data from previous years’ contracts on the percentage of quantities actually completed by the vendors relative to the quantities given during procurement. If SAWS is unable to provide this information, can bidders specify minimum quantities for which the unit prices would apply?**

A58: This information is provided as a reference; however, the sites of the meter replacements have been identified in advance and expected utilization may not follow the previous contract history. The prior contract history is provided to answer this question.

Item No.	Item Description	Est. Units	Actual Units	% Usage
1	5/8” Meters– Provide the approved manufacturer and model to be utilized (See Technical Specifications for approved list).	23,250.00	20,993.00	-9.71%
2	3/4” Meters– Provide the approved manufacturer and model to be utilized (See Technical Specifications for approved list).	4,375.00	2,688.00	-38.56%
3	1” Meters– Provide the approved manufacturer and model to be utilized (See Technical Specifications for approved list).	750.00	420.00	-44.00%
4	1.5” Meters– Provide the approved manufacturer and model to be utilized (See Technical Specifications for approved list).	375.00	301.00	-19.73%
5	5/8” Installation– Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications.	23,250.00	20,949.00	-9.90%
6	3/4” Installation– Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications.	4,375.00	1,514.00	-65.39%
7	1” Installation– Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications.	750.00	406.00	-45.87%
8	1.5” Installation– Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications.	375.00	301.00	-19.73%
9	Installation of Meter Curb Stop Valve (All sizes) – Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications	350.00	199.00	-43.14%
10	Relocation of Meter Service (Up to 5’ All sizes) – Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications.	50.00	0.00	-100.00%
11	Maintain, Clean and Adjust Meter Pit Boxes to Grade (All sizes) – Furnish all labor, equipment and superintendence in accordance to installation standards	2,500.00	1,140.00	-54.40%
1	DSP - 5/8” Meters– Provide the approved manufacturer and model to be utilized (See Technical Specifications for approved list	4,650.00	3,441.00	-26.00%

2	DSP - 3/4" Meters– Provide the approved manufacturer and model to be utilized (See Technical Specifications for approved list).	4,950.00	0.00	-100.00%
3	DSP - 1" Meters– Provide the approved manufacturer and model to be utilized (See Technical Specifications for approved list).	250.00	135.00	-46.00%
4	DSP - 1.5" Meters– Provide the approved manufacturer and model to be utilized (See Technical Specifications for approved list).	125.00	0.00	-100.00%
5	DSP - 5/8" Installation– Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications.	4,650.00	0.00	-100.00%
6	DSP - 3/4" Installation– Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications.	4,950.00	0.00	-100.00%
7	DSP - 1" Installation– Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications.	250.00	0.00	-100.00%
8	DSP - 1.5" Installation– Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications	125.00	0.00	-100.00%
9	DSP - Installation of Meter Curb Stop Valve (All sizes) – Furnish all materials, labor, equipment and superintendence for the installation in accordance with the technical specifications	650.00	37.00	-94.31%
CO 1.1	CO 1.1 - SAWS 5/8" Installation - Furnish all materials, labor, equipm. and superintendence for the installation in accordance with the technical specification	2,252.00	44.00	-98.05%
CO 1.2	CO 1.2 - SAWS 3/4" Installation - Furnish all materials, labor, equi. and superintendence for the installation in accordance with the technical specification	2,166.00	1,174.00	-45.80%
CO 1.3	CO 1.3 - SAWS 1" Installation - Furnish all materials, labor, and equip. and superintendence for the installation in accordance with the technical specification	130.00	14.00	-89.23%
CO 1.4	CO 1.4 - SAWS Installation of SAWS Meter Replacements	130.00	76.00	-41.54%
CO 1.5	CO 1.5 - DSP 5/8" Installation - Furnish all materials, labor, equip. and superintendence for the installation in accordance with technical specification	4,650.00	3,441.00	-26.00%
CO 1.6	CO 1.6 - DSP 1" Installation - Furnish all materials, labor, equip. and superintendence for the installation in accordance with the technical specification	250.00	135.00	-46.00%
CO 1.7	CO 1.7 - DSP Installation of DSP Meter Box Replacements	1,026.00	1,003.00	-2.24%
DSP CO 2	DSP CO 2 - Installation of meter box replacements	693.00	0.00	-100.00%

**Q59: Project Requirements, 1. Basic Scope of Work, bullet #1 (page PR-2) “...however, the materials provided by SAWS will be issued as needed (not all at once).”**

**Will SAWS supply required materials on a schedule to enable field staff to carry enough stock with them into the field, so as to avoid them having to request the materials from the field?**

A59: It is anticipated the SAWS will provide sufficient inventory for the Installation Vendor to perform the quarterly assignment. The contractor will need a system in place to track materials issued.

**Q60: Project Requirements, 1. Basic Scope of Work, bullet #2 (page PR-2) “SAWS will purchase and provide the water meters, yokes, curb stop valves, and meter boxes for installation by the selected contractor.”**

**Please confirm that SAWS will also supply meter couplings.**

A60: No, SAWS will not supply the meter couplings.

**Q61: Project Requirements, 1. Basic Scope of Work, bullet #5 (page PR-2) “The curb stop valves and meter boxes shall only be replaced as necessary and at SAWS direction.”**

**Please describe the procedure for obtaining such direction. Will it be in advance or from the field? If from the field, how long will SAWS take to give such direction?**

**Please specify the criteria that determine when a meter box needs to be replaced (in addition to the few cases shown in Exhibit D).**

A61: The Installation Vendor shall call the SAWS Inspector; he/she will make site and provide direction. Typically, the SAWS Inspector can make site within two (2) hours, and the Installation Vendor can proceed to another job site nearby while waiting provided the customer’s water service is not impacted.

**Q62: Project Requirements, 1. Basic Scope of Work, bullet #10 (page PR-2) “Yokes shall only be replaced as necessary and shall be used at SAWS direction to raise meters to facilitate meter reading.”:**

**Please describe the procedure for obtaining such direction. Will it be in advance or from the field? If from the field, how long will SAWS take to give such direction?**

**Please supply specific criteria that determine when a yoke needs to be added (in addition to the few cases shown in Exhibit D).**

A62: Refer to response for Question 61. If the existing meter depth is lower than the bottom of the meter box, a yoke would typically be added.

**Q63: Project Requirements, 1. Basic Scope of Work, bullet #12 (page PR-2) “If the curb stop valve needs to be replaced, the selected contractor will obtain approval from SAWS prior to replacement.”**

**Please describe the procedure for obtaining such direction. How long will SAWS take to give such direction?**

A63: Refer to response for Question 61.

**Q64: Project Requirements, Continuous Work Effort (page PR-2) “... and the Installation Vendor has tested the water flow of the new meter which includes required accuracy.”**

**Please clarify how meter accuracy is to be tested in the field?**

A64: Refer to response to Question 11.

**Q65: Project Requirements, Continuous Work Effort (page PR-2) “If the Installation Vendor cannot restore water service, SAWS shall be contacted and the Installation Vendor shall wait for assistance until authorized by SAWS to leave the site.”**

**Please add a line item in the pricing form for hourly rate in such cases.**

A65: Refer to response for Question 61. Installation Vendor can continue working at another nearby site while waiting for the SAWS Inspector.

**Q66: Project Requirements, Response to Leaking Installations (page PR-3) “Should SAWS have to coordinate the work, the Installation Vendor shall reimburse SAWS through the payment application process in the form of a credit for services that equates to SAWS’ cost for performing services, plus a markup for services.”**

**Please provide specifics of how SAWS’ costs will be computed and the markup percentage.**

A66: SAWS costs will be calculated based on time and materials charged to a work order and are tracked through our computerized maintenance management system (CMMS). The mark-up will vary based on administrative time requirements.

**Q67: Project Requirements, Meter Tagging (page PR-3) “Installation Vendor shall tag the removed meters with the account number and customer address from which they were removed and photograph (with a time and date stamp) removed meter for retrieval in the event of a billing dispute or if a data error is suspected.”**

**Please clarify why this requirement is required if vendor’s WOMS has a demonstrably reliable way to associate the account number and customer address from its database.**

A67: Refer to response to Question 31.

**Q68: Customer Coordination Requirements, SAWS Customer Notification (page PR-4) “SAWS will notify customers of the meter replacements within their area by a letter directly from SAWS. The SAWS letter will announce the approximate start date of the meter replacements and if special arrangements are needed for the customer’s meter replacement, the customer will notify SAWS.”**

**If vendor has a customer-mailing system fully integrated with their WOMS and replacement schedule, would SAWS consider giving this responsibility to the vendor? If so, please add a line item in the pricing form.**

A68: No, SAWS will take care of the mailings.

**Q69: Customer Coordination Requirements, Vendor Coordination (page PR-4) “Should SAWS receive a notification from a customer needing special arrangements for a meter replacement, SAWS personnel will provide the Installation Vendor with the customer contact information and a basic description of the request.”**

**Will SAWS provide this information through the CIS data file?**

A69: Customer contact information will be provided as needed and not through the data file.

**Q70: Customer Coordination Requirements, Installation Vendors Process for Gaining Access for Hard to Access Points (page PR-4) “Hard to access points can include but are not limited to high security areas including military bases, locked gates, loose animals, building modifications, customers constraints, inside installations, celebrities, VIPs, and encroaching landscape.”**

**Please confirm that “hard to access” points will be identified in the CIS data provided by SAWS.**

A70: No, “hard to access” points are not identified in the data file.

**Q71: Customer Coordination Requirements, Installation Vendors Process for Gaining Access for Hard to Access Points (page PR-4) “The Installation Vendor will be required to make a 2nd customer contact attempt for the “hard to access” point.”**

**Please provide historic data on the percentage of: (a) hard to access points and (b) 2nd attempts.**

A71: SAWS does not have this information.

**Q72: Meter Installation Requirements, Section 3.1, Required Competencies (page PR-5) “The Installation Vendor is responsible for ensuring the Installation Vendor and its subcontractors, and agents are properly licensed...”**

**Please identify what types of license are required for this work.**

A72: There are no specific license requirements for this work.

**Q73: Meter Installation Requirements, Section 3.2, Meter Installation Testing (page PR-6) “After each new meter is installed, careful inspection shall be made to ensure that there are no leaks on the installed flanges, spools, fittings, valves, the new meter itself, or any existing piping or valves that the Installation Vendor may have disturbed during the course of the work.”**

**Is it sufficient for the installer to perform such inspection or is SAWS requiring a different person to perform these inspection on every installation?**



A73: The installer can perform the inspection.

**Q74: Meter Installation Requirements, Section 3.2, Meter Testing (page PR-6) “After each new meter is installed, the Installation Vendor shall test the installation by flow testing the service via an open fixture (such as an outdoor faucet or hose bib) to ensure....”**

**Please clarify how this task is to be performed if no exterior faucet or hose bib is found? Is vendor expected to enter the customer premise to perform such verification?**

A74: Refer to response to Question 3.

**Q75: Meter Installation Requirements, Section 3.3, Deployment of Meters (page PR-6) “The specified work areas are as shown in Exhibit A.”**

**Can SAWS supply addresses and/or GPS readings of the 30,000 meter locations to be serviced?**

A75: Addresses will be provided with the data files provided quarterly to the successful Installation Vendor.

**Q76: Meter Installation Requirements, Section 3.3, Meter Reading and Billing Cycles (page PR-6)**

**Please provide blackout dates for cycles 6, 16, and 17 for the project duration.**

A76: Refer to response to Question 8.

**Q77: Meter Installation Requirements, Section 3.6, Installation Tracking System Capabilities (page PR-6)**

**Please confirm that this information is required to be available in the vendor’s WOMS and not in the data file provided by Contractor to SAWS since the file layout in Exhibit C does not include all of these items.**

A77: This information will not be in the data sent to the contractor

**Q78: Meter Installation Requirements, Section 3.6, Installation Tracking System Capabilities, #7 (page PR-7) “Include comment fields for each photograph for the Installation Vendor to enter pertinent descriptions.”**

**Please provide data from historic installations of: (a) the comments expected to be entered with photos (b) the percentage of cases where comments were required.**

A78: SAWS does not have this information. Generally, comments should be included as needed at the Installation Vendor’s discretion.

**Q79: Meter Installation Requirements, Section 3.6, Installation Tracking System Capabilities, bottom un-numbered paragraph (page PR-7) “Any delays, illegible, incorrect data or failure**

**to complete the required forms thoroughly, both electronically and manually, shall postpone payment for the meter installation in question, until the Installation Vendor provides the necessary corrections.”**

**What forms and data are expected to be delivered manually? Does SAWS object to all data being transmitted electronically?**

A79: SAWS will coordinate with the successful Installation Vendor to have as much data as possible transmitted electronically to avoid manual paper deliveries.

**Q80: Meter Installation Requirements, Section 3.6, Data Delivery (page PR-7) “On a monthly basis after the start of work in each billing area, Installation Vendor shall provide SAWS with official hard copies of all data collected during the month by the Installation Vendor.”**

**If installation data is captured electronically by the vendor’s WOMS and accessible to SAWS, please specify what hard copies of data are expected to be delivered to SAWS?**

A80: SAWS is migrating towards all invoicing being electronic for capital improvement projects. It is anticipated that hard copies will no longer be required once this contract is awarded, but the Installation Vendor shall be able to provide hard copies at SAWS’ request.

**Q81: Meter Installation Requirements, Section 3.7, Reporting Suspected Tampering (page PR-10) “Installation Vendor shall provide and explain the means for photographing, recording, and immediately reporting revenue and protection tampering situations to SAWS.”**

**Should vendor, after documenting the tampering, continue with the meter replacement or not?**

A81: Installation Vendor shall coordinate with SAWS Inspector or Project Manager. Most likely, these meters will be turned back over to SAWS.

**Q82: Meter Installation Requirements, Section 3.7, Site Preparation (page PR-10) “The Installation Vendor shall be responsible for obtaining all permits when working in the public Right-of-Way, and shall be applied for through the City of San Antonio’s Plumbing, Development Services, and Public Works Departments.”**

**What percentage of the 30,000 meters is installed in public Rights-of-Way?**

A82: Most SAWS meters are in the right-of-way, but specific location data other than address is not known for the 30,000 meters included in this contract.

**Q83: Please advise the source of data for this field. It does not appear to be included in the “Data to be transmitted to Contractor”.**

**What is the primary key to associate records across the two data files?**

A83: The TAPNO (Exhibit B, page PR-13) corresponds to the SL UNITID (Exhibit C, page PR-14).

**Q84: Supplementary Instructions to Respondents, B Respondent's Qualifications, #2 (page SIR-1) "All installers and licensed plumbing contractors shall be bonded."**

**Please specify the work that requires the services of a licensed plumbing contractor on this project.**

A84: The work under this contract does not require a licensed plumbing contractor.

**Q85: Supplementary Instructions to Respondents, B Respondent's Qualifications, #4 (page SIR-2) "Installation Vendor shall provide references and proof of licenses as requested by SAWS."**

**What licenses are required for this project?**

A85: Refer to response to Question 72.

**Q86: General Decision Number: TX160016**

**Please provide the labor classification used for this work in past years.**

**Please clarify whether Davis-Bacon applies to this contract.**

A86: Laborer, Utility

Davis Bacon does not apply to this contract; however, the Prevailing Wage Rates under Texas Government Code 2258 apply and have been provided.

**Q87: SAWS Letter dated November 05, 2002 (page AAWR-1)**

**Please clarify if this contract involves Asbestos work and, if so, what are the situations in which it will be encountered?**

A87: To date, SAWS has not encountered Asbestos work for this type of contract. If Asbestos is encountered, please notify the SAWS Inspector or Project Manager so arrangements can be made for removal by SAWS if on the SAWS side of the meter.

**Q88: Technical Specifications Installation Standards and Meter Specifications (last page)**

**Please provide this referenced file.**

A88: The technical specification can be found on the SAWS website, within the Business Center page under the SAWS Construction Specification. The technical specification is #833.  
[http://www.saws.org/Business\\_Center/Specs/constspecs/docs/Final\\_Spec\\_833%20\(2014\).pdf](http://www.saws.org/Business_Center/Specs/constspecs/docs/Final_Spec_833%20(2014).pdf)

**Q89: Is the Installation Vendor required to meet the 17% Small Business Enterprise Subcontracting Goal, if the Vendor does not subcontract work out?**

A89: The Installation Vendor is not required to meet the 17% goal; however, the Installation Vendors that utilize sub-contractor participation for this contract to meet the sub-contracting goal may be awarded up to 10 points on their evaluation, in accordance to the Supplementary Instructions to Respondents, section D.

**Q90: What % of meters are located in concrete/asphalt?**

A90: Refer to response to Question 5.

**Q91: Are any of the meter boxes located in roadways?**

A91: Refer to response to Question 82.

**Q92: Is Contractor required to have on staff a Licensed Plumber?**

A92: No.

**Q93: What is SAWS current Billing System?**

A93: INFOR - Work Order, ASSET Management and CIS Software.

**Q94: Are the 1.5” meters flanged or threaded?**

A94: Oval flanged ends.

**Q95: Where a yoke has to be installed, is there an existing yoke being replaced or installing a yoke where one does not exist? What is the estimated quantities?**

A95: The estimated quantities are not known, and if there is an existing yoke that can be reused, the Installation Vendor can reuse that.

End Questions and Answers
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