



REQUEST FOR PROPOSALS
Solicitation Number: R-16-006-GC

2016 METER READING SERVICES PROGRAM

Questions and Answers – | April 25, 2016

Questions and Answers

Q1: Section C. Scope of Services, 1.b. (page 1 of 100) - Requirement lists the number of meters to be read to start (131,181) and then when SAWS is ready to issue out more meters to read, Respondent will have 15 working days to provide those services. Does SAWS have an anticipated schedule as to what the roll-out of the additional meters would be on a month to month, quarterly or annual basis?

A1: No, we do not. SAWS' intent is to ensure that the contract is flexible and allows for attrition and shrinkage. It will be at SAWS sole discretion to add additional meters to be read.

Q2: "Exhibit E" Security Procedures. (Page 76 of 100) - We assume that the "Prime Contractor Data Form" and the "Background Screening Letter"(s) will be required of the Vendor following award and prior to the start of the project?

A2: Yes.

Q3: Could you address whether there are compound water, radio or touch read meters included in the quantities of meters to be read, and what quantities should be expected? If there are radio read meters, what brand of radio is fitted on the meter?

A3: All meters are read manually.

Q4: Are all the meters required to be read by the contractor accessible to the meter reader?

A4: 99.3% of the meters are accessible to the meter readers.

Q5: Scope of Services 2.3 (page 2 of 100) - Does SAWS have an estimate of how many notifications and customer door hangers would be anticipated to be placed on a monthly basis to notify customers of pending work and to gain access to meters on private property?

A5: Refer to answer number 4; therefore, the number of door hangers anticipated to be placed is minimal.

Q6: Is there a way that SAWS could modify (move up) the deadline for questions from the 25th to an earlier date to allow for the vendors to receive the questions and have more time to integrate or formulate responses to the RFP?

A6: Refer to Addendum No. 1 for the revised proposal deadline.

Q7: Who is the current vendor providing your contract meter reads?

A7: Olameter Corporation.

Q8: What is the starting hourly wage for a SAWS entry level meter reader?

A8: \$13.00 dollars per hour.

Q9: How many Meters are located in Vaults requiring a 2 man crew?

A9: All meters larger than 2" are in a vault. Please refer to Attachment 3 in the RFP. Not all meter vaults require a two man crew to lift the lid. Most meter vaults have a small door cut out for access to the meter.

Q10: Can we get clarification on the 3 day reading period/window that is referenced in the RFP. Does this mean routes started but not completed on the first or second day can still be turned in on the third day without any liquidated damages?

A10: The data transfer must be a completed cycle, not partial, and readings can not be received after the three day window. The three day reading window does not allow any additional time to transfer the data. This is only done when the cycle is due to process and bill. If we do not receive the data on that day then payment is not warranted. SAWS cannot read in a cycle more than three days in advance.

Q11: How many re-reads are sent out each day based on the 131,181 meters?

A11: On average 60-70 per cycle. However; the average can fluctuate from cycle to cycle.

Q12: Can SAWS provide a breakdown by type? i.e.. Customer bill complaint, low usage, high usage, etc.?

A12: No, not at this time.

Q13: If you are reading on day 1 or day 2 do you still only have 4-6 hours to collect re-reads?

A13: Once the information is received the contractor will have the allotted time specified in the RFP.

Q14: If re-reads are turned in prior to the daily cut-off are they counted as an error?

A14: No, as long as they are turned in within the allotted time specified on page 1 Section C-1-e of the RFP.

Q15: Can we get clarification on the error rate as listed below? Does this mean less than five (5) errors per 1000 reads?

Provide accurate monthly meter reads with less than 0.5% meter reading errors. Respondent shall be responsible for Liquidated Damages of \$25 per error above 0.5% (calculated monthly) and will warrant Non-Payment for each error SAWS identifies in data provided by the Respondent.

A15: The Liquidated Damages error rate is calculated based on the total number of meters read during the month.

Q16: Would a digital photo captured by Meter reader of the meters failing High/Low suffice as a completed reread...meaning no further field visit required?

A16: This is not addressed in the RFP. However, this can be discussed with the selected respondent.

Q17: Would additional future meters/routes requested by Saws to be picked up by contractor be optional?

A17: No.

Q18: How many employees are required just to do re-reads on a daily basis (based on the 131K in the RFP)?

A18: This is strictly up to the selected contractor.

Q19: Are contractor's licenses or any local licenses required?

A19: The respondent must be authorized or licensed to do business in Texas. Please refer to Project Management Requirements and the Respondent Questionnaire in the RFP. In addition, a valid driver's license is required of each meter reader operating a vehicle.

Q20: Would contractor have Hi/Lo usage parameters in data provided by Saws?

A20: Yes, the parameters are preset with the data that SAWS sends out.

Q21: How much liquidated Damages are being assessed currently to the current contactor on an average monthly basis? How many reads per month is this based on?

A21: No liquidated damages have been assessed to date.

Q22: Data Transfer- if work is complete and there is a data or hardware issue preventing data to be uploaded by 7pm...can we assume that the completed work can be uploaded and used by Saws for billing, and contractor to be paid.....if it falls within the 3 day reading window?

A22: Refer to answer number 10.

Q23: At what point does a meter get counted as estimated?

A23: A meter read is estimated when it is skipped for a legitimate reason and a skip code is entered such as sick meter or damaged meter. Please reference Attachment 2 of the RFP for a full listing of skip and trouble codes.

Q24: How many open positions has the current contractor had this year?

A24: SAWS does not have this information.

Q25: Are the vehicles to be used for this bid required to be company owned rather than employee supplied vehicles?

A25: This decision will be made by the selected respondent.

Q26: Please confirm that the Contractor supplies the handhelds and meter reading system to upload all reads.

A26: Yes, that is correct.

Q27: How many readers will be required?

A27: The number of meter readers will be determined by the selected respondent.

Q28: Can you break out the routes by driving route vs manual walking route?

A28: All routes are walking routes.

Q29: How many reads on average can a reader obtain?

A29: The industry standard is 500.

Q30: What is the average length per route in productive hours?

A30: On average approximately 4 hours.

Q31: How many routes per day can be read by one meter reader?

A31: This depends on the individual meter reader and how efficient he/she is.

Q32: Based on the route info provided, is it safe to assume we can read more than one route per day?

A32: Yes, however; this is strictly up to the selected respondent.

Q33: How many LOW and Zero failures are expected in a cycle or months worth of readings (in which the meter reader would be required to perform the "Test" by turning the bib hose on to verify whether the meter is running properly?)

A33: On average, there are approximately 30 LOW and Zero failures per day for the entire cycle.

End Questions and Answers
