



## REQUEST FOR PROPOSALS

### ADVANCED METERING TECHNOLOGY FEASIBILITY ANALYSIS, SYSTEMS INTEGRATION AND PROGRAM MANAGEMENT SERVICES

Solicitation No.: R-16-013-JG

Addendum 4 | March 29, 2017

#### QUESTIONS AND ANSWERS

1. QUESTION: Which other systems will have to integrate or interface with the Advanced Metering Technology, and will the SAWS provide incumbent vendors for each system?  
ANSWER: *The integration of the systems to achieve the strategic business objectives may include, but are not limited to: billing, customer service, analytics, work orders, GIS. It is the intent of this RFP that after the progressive elaboration tasks, the system interfaces would be defined.*
2. QUESTION: How is the Department currently meeting the Advanced Metering Technology need?  
ANSWER: *Through manual meter reads.*
3. QUESTION: Would it be possible to name the three greatest challenges the Department is having with the current solution?  
ANSWER: *Please see the answer to Question #2, in this Addendum, regarding the current solution. It is not possible to list the greatest challenges with the current solution as in general, through this project, SAWS is intending to achieve superior meter to cash process and any other ancillary benefits that may become apparent as a result of Task 1 of the RFP.*
4. QUESTION: Which operating platform does the Department currently use? By operating platform, I mean Windows (7, Vista, XP, etc), macOS, etc. Some newer systems/software do not function correctly on older operating systems, so it is nice to know what is currently in use, or will be in use when a system/software is implemented.  
ANSWER: *SAWS business application server OSs range from Windows 2008 to 2012. In addition, Debian Linux 8 and Oracle Linux 6 are used for internal servers.*
5. QUESTION: Can the Department elaborate on any additional drivers behind the Advanced Metering Technology effort?  
ANSWER: *Superior Customer experience, Analytics, and any other ancillary benefit.*

**QUESTIONS AND ANSWERS (continued)**

6. QUESTION: What is the number of users anticipated for the Advanced Metering Technology?  
**ANSWER: SAWS has approximately 504,000 active accounts. There are currently 461,846 – Residential and 41,551 – Non-Residential accounts.**
  
7. QUESTION: How many standard meters are currently in use for SAWS?  
**ANSWER: SAWS currently has approximately 510,000 meters in service. A majority of them (approximately 85%) are 5/8” size.**
  
8. QUESTION: Who is the technical contact and/or project manager for the Advanced Metering Technology effort?  
**ANSWER: This information is not available during this time due to the Communication provisions detailed in the RFP, which is available on the solicitation website.**

**END OF QUESTIONS AND ANSWERS**

**CLARIFICATIONS**

1. To assist Respondents in preparing an adequate and thorough proposal, please see the Submission Tips Sheet posted under this Project at the SAWS website located at: [http://www.saws.org/business\\_center/ContractSol/Drill.cfm?id=1879&View=Yes](http://www.saws.org/business_center/ContractSol/Drill.cfm?id=1879&View=Yes)

**END OF CLARIFICATIONS**

This Addendum, is two (2) pages in its entirety. There are no attachments.