



2023 Meter Reading Services Program - RFQ
Solicitation Number: R-23-03-SM

ADDENDUM 2
June 20, 2023

To Respondent of Record:

RESPONSES TO QUESTIONS

1. **Question:** (Ref: pg. 1, “R-23-03-SM – Final RFP – 06.08.23” / Project Information / B. Background) For the purposes of this contract, who is to be responsible for the provision of the manual meter reading system (ref: SAWS or Contractor)?

Response: It is the contractor’s responsibility to provide the Itron Field Collection System for their staff.

2. **Question:** (Ref: pg. 1, “R-23-03-SM – Final RFP – 06.08.23” / Project Information / C. Scope of Work) Please provide details regarding SAWS anticipated transitioning from manual meter reading to full AMI (e.g. Contractor to continue reading / invoicing based on full routes until such time that AMI saturation for said routes has reached (e.g.) 97%, at which time Contractor will no longer be required to read associated routes, or Contractor to be required to read all non-AMI meters regardless of total route saturation percentage).

Response: The contractor will be required to continue reading all non-AMI meters regardless of the total route saturation. All addresses that are updated to AMI will automatically transition to over the air reads and will no longer be included on the next meter reading route file. AMI installation planning will be focused on completing routes in a timely manner as to prevent the same route from extending beyond more than two reading cycles.

3. **Question:** (Ref: pg. 1, “R-23-03-SM – Final RFP – 06.08.23” / Project Information / C. Scope of Work) Regarding “SAWS estimates that the number of meters assigned will not be reduced by more than 20% from the numbers reported in the table below”, how is the Contractor to accurately projected their associated staffing requirements and/or associated costs?

Response: Year 1 quantities are based off the allocation of meters to our current contractor and should be priced as such. Years 2 and 3 were established based on the deployment schedule for AMI plus some flexibility to allow SAWS to shift workload to the contractor due to internal attrition. 30-60 day notice will be provided prior to any proposed shift in workload to allow contractor review and preparation.

4. **Question:** (Ref: pg. 1, “R-23-03-SM – Final RFP – 06.08.23” / Project Information / C. Scope of Work) Regarding “SAWS estimates that the number of meters assigned will not be reduced by more than 20% from the numbers reported in the table below”, would SAWS allow the Contractor to propose an alternative pricing structure that would be fair to both SAWS and the Contractor under this format / scope (e.g. “per day / per meter reader” or “per hour / per meter reader”)?

Response: No alternative pricing structure will be accepted. Please fill out Attachment I Compensation Proposal in the RFP.

5. **Question:** Ref: pg. 2, “R-23-03-SM – Final RFP – 06.08.23” / Project Information / C. Scope of Work / 1. Meter Reading Service Requirements: / k.) Please clarify the “allowable flexibility” or “read window” in which the meters can be read in advance of, or after the scheduled meter reading date (e.g. acceptable to commence meter reading up to a maximum of 2 days in advance of the scheduled read date).

Response: Page 2, continuation of Section 1, line h state “Contractor shall not be allowed to work a particular meter reading cycle more than 3 days prior to the scheduled due date back to SAWS via an established meter reading schedule to assure timely and accurate billing windows for the customers”. The updated files are delivered by SAWS each day, typically around noon. The contractor can begin that cycle the next full day, having three days to complete the cycle. The read file shall be returned to SAWS on the third day, by 7:30 p.m.

6. **Question:** (Ref: pg. 3, “R-23-03-SM – Final RFP – 06.08.23” / Project Information / C. Scope of Work / 3. Other Services Requirements: / b.) It is our understanding that this service requirement is to be performed in conjunction with the regular meter reading schedule, versus independent of (ref: 1 - single site visit to read meter plus provide customer notifications / door hangers, as / when required). Please confirm.

Response: Yes, the door hangers, if required, are to be delivered at the time of scheduled reads.

7. **Question:** (Ref: pg. 6, “R-23-03-SM – Final RFP – 06.08.23” / Project Information / A. Restrictions) Is it acceptable for the Contractor to include pricing notes for clarity purposes as part of their RFP response?

Response: Yes

8. **Question:** (General) Is the Contractor required to provide a bond(s) for the purposes of this contract (e.g., bid bond, performance and/or payment bond)? If yes, please provide details regarding the bond requirements and associated value of said bonds (e.g. performance bond required for 100% value of the contract).

Response: No bond requirements are needed for this RFP/

9. **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. 2 week extension)?

Response: No extension will be issued at this time.

10. **Question:** (General) Is the Contractor required to make more than one (1) initial site visit in the attempt to capture the meter read (e.g., secondary site visit required for all initial “can’t reads”)? If yes, please provide the historical total number and/or percentage of meters where the Contractor would be required to make a secondary attempt (outside of the initial regular meter reading scheduled attempt

Response: No, but keep in mind page 3, 2b places restrictions on the allowable percentage of certain types of skips.

11. **Question:** (General) Are there any daily work assignment restrictions (e.g., maximum one (1) route per day/per FSR) or is this to be left up to the discretion of the Contractor?

Response: No, this is left up to the contractor.

12. **Question:** (General) To assist in lower the associated costs, would the City consider providing office space within one of their facilities for the purposes of this contract?

Response: Not at this time, but having a physical facility is at the discretion of the contractor. There is not a contractual requirement to have a facility locally.

13. Question: (General) Is it mandatory for the purposes of this contract that all meter reading personnel have cell phones, or just the Contractor's associated management personnel?

Response: There is not a contractual requirement for all meter reading personnel to have cell phones.

14. Question: (General) As SAWS goes through their transitioning to full AMI, is it SAWS intent to ensure that the (remaining) meter reading schedule is evenly dispersed throughout the entire month to ensure consistent staffing levels / requirements for the Contractor? If no, please provide additional details here.

Response: Yes, the deployment schedule for AMI takes manual meter reading into consideration and moves around the service area in conjunction with non-black out cycles in a manner to ensure the manual meter reading schedule is evenly dispersed throughout the entire month.

END OF ADDENDUM 2

This Addendum is three (3) pages in its entirety.