



## PROCUREMENT SERVICES

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### ADDENDUM No. 1

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REQUEST FOR PROPOSAL No.: 1220-030-2020-030

TITLE: WATER METER READING SERVICES

ADDENDUM ISSUE DATE: JANUARY 25, 2021

**REVISED CLOSING DATE AND TIME: ON OR BEFORE THE FOLLOWING DATE AND TIME (THE "CLOSING TIME"):**

**TIME: 3:00 P.M. (LOCAL TIME)**

**DATE: FEBRUARY 8, 2021**

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### INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 1 to 1220-030-2020-030 is hereby issued by the City. This addendum shall form part of the contract documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by Proponents, for the above-named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Proponents or any sub-contractor not being familiar with this addendum. This Addendum No. 1 contains four (4) pages.

#### QUESTIONS AND ANSWERS:

**Q1. (Ref: pg. 11, "RFP 2020-030 – Water Meter Reading Services" / Section 5.8 Acceptance of Proposals / Item a)) Is it acceptable for the Contractor to include pricing notes for clarity purposes as part of their RFP response?**

**A1. Pricing notes are acceptable.**

**Q2. (Ref: pg. 13, "RFP 2020-030 – Water Meter Reading Services" / Schedule A – Scope of Services / Section 1. Scope of Services / Item a & k)) As we are not understanding the reference to "Last Reading File Received from Contractor date and time", 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).**

- A2. Meter read request file is provided to the Contractor on 10<sup>th</sup> of the last month of the respective billing period by 4:30pm, (local time) (or business day before if the 10<sup>th</sup> is a holiday or a weekend). Please refer to Schedule A-5 Time Schedule, 1. Major Activities and 2. Time Tables as it provides specific dates and times. Must meet these timelines every month.**
- Q3. (Ref: pg. 13, "RFP 2020-030 – Water Meter Reading Services" / Schedule A – Scope of Services / Section 1. Scope of Services / Item d & f)) It is our understanding that the Contractor will not be required to make secondary site visits in an attempt to capture meter reading where legitimate "skipped / can't read" reasons have been provided. Please confirm.**
- A3. Skipped is not acceptable. "Can't read" – must attempt 3 times, as per Schedule A-2 Trouble/Skip Codes comments. Must provide details as to why read was not attained.**
- Q4. (Ref: pg. 13, "RFP 2020-030 – Water Meter Reading Services" / Schedule A – Scope of Services / Section 1. Scope of Services / Item f)) Please provide the average number of "skip reads" per month where the Contractor is required to make a secondary site visit in an attempt to capture a meter reading.**
- A4. The City is unable to provide an average as the Contractor manages this before they send the file to the City.**
- Q5. (Ref: pg. 14, "RFP 2020-030 – Water Meter Reading Services" / Schedule A – Scope of Services / Section 1. Scope of Services / Item h)) It is our understanding that the services requests as noted here are to be considered as billable (ref: "Unit rate per special meter read" or "Unit rate per investigative meter read"). Please confirm.**
- A5. Yes, the special meter reads and investigative meter reads are billable.**
- Q6. (Ref: pg. 14, "RFP 2020-030 – Water Meter Reading Services" / Schedule A – Scope of Services / Section 1. Scope of Services / Item q)) To assist in locating the meter at the customers' service addresses, does the City maintain, and pass down to the Contractor, meter location data / codes and/or fields?**
- A6. Yes, existing meter location provided in read file as well as photos available through City's Mapping Online System COSMOS. In addition, the City has an online Water Meter Locator.**
- Q7. (Ref: pg. 15, "RFP 2020-030 – Water Meter Reading Services" / Section 2. Control of Services / Meter Reading Equipment, Tools and Apparatus) Within this section it states that "Technological requirements have been left unrestricted to accommodate a broad range of potential meter reading equipment", but it is our understanding that the Sensus "radio" read (ref: MXU) meters that are installed are "proprietary" and can only be read via the Sensus meter reading system (versus Itron or other system options)? Please confirm.**
- A7. That is correct. Radios require Sensus equipment.**
- Q8. (Ref: pg. 17, "RFP 2020-030 – Water Meter Reading Services" / Section 4. General Meter Read Program Services / Item h)) Does the City update the meter reading sequence data to their internal CIS, and subsequently pass down said sequencing as part of their meter reading download file to the Contractor?**
- A8. Correct.**
- Q9. (Ref: pg. 18, "RFP 2020-030 – Water Meter Reading Services" / Section 4. General Meter Read Program Services) If changes to the general service requirements for this contract have a notable effect on service pricing (positive or negative), will this be done through a standard "Scope Change / Change Order" process (ref: "The City reserves the right to modify specific requirements based on changed circumstances such as a change in business or technical requirements. "). If no, please provide additional supporting details here as to how the Contractor is to be fairly compensated under this provision / scenario?**

- A9. An amending agreement or change order would be used.**
- Q10.** (Ref: pg. 19, “RFP 2020-030 – Water Meter Reading Services” / Section 5. General Meter Reading Duties and Requirements / Item f)) Please provide the historical average number of reread requests per month.
- A10. The average re-read requests per billing period and area can vary however an estimated average or re-read request may be in the range of 30 to 50.**
- Q11.** (Ref: pg. 19, “RFP 2020-030 – Water Meter Reading Services” / Section 5. General Meter Reading Duties and Requirements / Item g)) Is “virtual” participation acceptable for the Contractor’s management quarterly meetings (e.g. Zoom meetings)?
- A11. Yes, virtual participation is acceptable.**
- Q12.** (Ref: pg. 20, “RFP 2020-030 – Water Meter Reading Services” / Section 6. Special and Investigative Meter Reads) Please provide the historical average number of City requested special and investigative meter read requests per month.
- A12. Approximately 3,425 special reads in the year 2020 and 28 investigative reads per month.**
- Q13.** (Ref: pg. 31, “RFP 2020-030 – Water Meter Reading Services” / Schedule A-3 – Metered Water Services Areas) Within the service areas as outlined, what is the current approx. meter saturation percentage of the grand total available customer base (e.g. 90% of all available customers have a water meter)?
- A13. As of 1997 all new construction went on a meter. The City has approximately 39,000 (approx. 35%) annual flat billing accounts (non-metered) that are mixed with the metered areas and has approximately 71,706 (approx. 65%) metered accounts.**
- Q14.** Ref: pg. 47, “RFP 2020-030 – Water Meter Reading Services” / Schedule B – Draft Contract / Section 2.8 Term) Does the term as set out in this section reflect the actual term of this contract (including options to extend)? If so, please provide details regarding term and extension options.
- A14. Yes, this is the expected term and optional extensions.**
- Q15.** (Ref: pg. 47, “RFP 2020-030 – Water Meter Reading Services” / Schedule B – Draft Contract / Section 2.10 Service Performance Security) Is the amount as noted within this section to be applicable for the purposes of this contract (ref: \$150,000 Letter of Credit)?
- A15. Yes.**
- Q16.** (Ref: pg. 51, “RFP 2020-030 – Water Meter Reading Services” / Schedule B – Draft Contract / Section 5.4 Performance Failure Deductions) Will performance failure deductions be implemented immediately or will there be a grace period of (e.g.) one (1) or more months to allow for the start up?
- A16. A grace period may be allowed depending on scenarios and volume of performance failures.**
- Q17.** (Ref: pg. 78, “RFP 2020-030 – Water Meter Reading Services” / Schedule B – Draft Contract / Work Areas – City Facilities) In an effort to reduce the associated costs, would the City consider providing small office space at one of their facilities for Contractor use, or is it mandatory that the Contractor provide office space for the purposes of this contract?
- A17. The Contractor should provide its staff office space.**

Q18. (Ref: "1220-030-2020-030 – Schedule C – Form of Proposal") It is our understanding that with the exception of "missed" reads, where no attempt was made by the Contractor, and/or non-legitimate "skipped" reads, the associated "Unit Price Per Meter Read" rates are to be applied on a "per meter" basis (ref: successful meter reads and legitimate "skipped" read reasons). Please confirm.

**A18. Correct.**

Q19. (General) As part of the associated service requirements under this contract, will the Contractor be required to physically enter pits and/or vaults (ref: "Confined Spaces" Regulations)? If yes, please provide the total number of associated metering applications / sites.

**A19. No.**

Q20. (General) Are all meters "blended" and read concurrently within the same route/route sequencing structure (ref: residential and commercial metering applications)? If no, please provide the associated details regarding metering applications that are read separate, including the associated total number of meters (e.g. 2,500 large industrial commercial meters read separate).

**A20. Yes.**

Q21. (General) As long as vehicles adhere to all associated required insurance coverages, safety standards/conditions, and display proper signage, is the use of the employees' personal vehicles acceptable for the purposes of this contract?

**A21. Yes.**

Q22. (General) Is it mandatory for the purposes of this contract that all meter reading personnel have cell phones, or just the associated management personnel?

**A22. The Contractor should have a method of communicating with its staff.**

Q23. (General) Are there any mandatory initial and/or on-going "City hosted" training sessions for the Contractor's meter reading personnel (e.g. City hosted "health & safety orientation")? If yes, how long and how frequent is the session or sessions (e.g. initial one time requirement for new employees = 1/2 day)?

**A23. The Contractor should provide their staff with health and safety and other training that is relevant or required for the Services.**

Q24. Does Evidence of Insurance need to be included with our submission or following award?

**A24. This may be provided upon the City issuing a letter of intent to award.**

Q25. 2.10 Service Performance Security (Page 47) "In lieu of an irrevocable, unconditional, on site letter of credit in the amount of \$150,000.00 - would a Performance Bond be acceptable and if so, for what % of the contract value?"

**A25. Performance Bond is acceptable at \$150,000.00.**

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All Addenda will become part of the Contract Documents.

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