



REQUEST FOR SEALED BID AUTOMATED METER READING/ADVANCED METERING INFRASTRUCTURE SYSTEM

Questions Deadline: MAY 20, 2021, 3:00 PM, CST
Bids Due: MAY 27, 2021, 2:00 PM, CST

Bids for the services specified will be received by the City of Blue Ridge until the date and time as indicated above. Please submit one (1) original sealed bid, seven (7) copies of the bid in hard copy only. The bid package can be found on the City's Website: www.blueridgecity.com

Delivery and Mailing Address: City of Blue Ridge
City Secretary's Office
200 S Main Street
Blue Ridge, TX 75424

Late submissions will not be considered. Sealed bids must be submitted with the Bidder's name and address clearly indicated on the front of the envelope. Additional instructions for preparing a bid are provided within.

BIDDERS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE DOCUMENT PRIOR TO SUBMITTING A RESPONSE.

For questions regarding this REQUEST FOR SEALED BID contact:

Edie Sims
City Secretary
972-752-5791
esims@blueridgecity.com

Please note that all submissions must be received at the designated location by the deadline shown. Bids received after the deadline will not be considered for the award of the contract and will be returned unopened. The City of Blue Ridge reserves the right to consider the most advantageous bid thereof, or to reject the bid. Unreasonable (or “unbalanced”) unit prices will authorize the City of Blue Ridge to reject any bid.

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INTRODUCTION

General Information

The City of Blue Ridge (City) is soliciting Sealed Bid(s) from vendors who are interested and qualified to provide a turn-key installed Advanced Meter Infrastructure system (AMI AMI). Scope of work includes, but is not limited to, Static meters procurement, hardware, software, and integration with existing systems, testing, and training.

AMI technology should provide the City with a more efficient method of collecting meter reads at regular intervals. The AMI system should collect consumption data using a drive- by system, a mobile protocol, repeaters located on stationary towers, or some other collection system(s) that will reduce the need for monthly physical reading of each meter.

The bids should include schedule, and information related to pricing for all meters, hardware, software, installation (of software), and training.

The City strongly desires to contract with a single vendor to procure meters, software, and hardware necessary to accomplish all work and/or services outlined in this Request for Sealed Bid.

Interested parties should submit one (1) original, seven (7) copies of the bid which should be returned in a sealed envelope bearing the name and address of the respondent and CITY OF BLUE RIDGE SEALED BID FOR WATER METERS. Response packages will be accepted until 2:00 pm on MAY 27, 2021.

SCHEDULE OF IMPORTANT DATES

The tentative schedule for this REQUEST FOR SEALED BID is as follows. The City reserves the right to change the schedule of dates as it deems necessary.

Release REQUEST FOR SEALED BID to Vendors and begin advertisement	
Deadline for Questions & Inquiries	MAY 20, 2021 3:00 p.m.
Bid Submission Deadline	MAY 27, 2021 2:00 p.m.
Earliest Award by City	JUNE 1, 2021 7:00 p.m.

BACKGROUND INFORMATION

Current Environment

Meter reading is currently conducted by Public Works staff. Currently, the meter system is divided into four meter books with one monthly billing cycle. Meters are read around the 17th of the month and continued until completed. The typical timeframe to read all four books is 2 days, however if inclement weather or excessive rain, the timeframe could extend to 3 days. All meters are located inside the City Limits or within the City's ETJ. The City currently manually reads its meters on a monthly basis. The data is then manually keyed into to the ASYST utility billing software system.

The City currently has 506 conventional water meters with sizes ranging from 5/8" to 2". The conventional system consists of a mixture of meters but primarily Master Meter. The breakdown of existing conventional meters is as follows:

5/8-inch meters – 499

2-inch meters – 10

All existing meter counts included in this REQUEST FOR SEALED BID are approximate and are subject to deviation. The bid shall include unit costs for each meter size and compensation will only be provided for actual meters installed.

SCOPE OF WORK

Objectives

The City seeks to replace the existing meter system including meters with an AMI system. The City seeks to acquire these systems that meet the following objectives:

- 1) Meter reading in the most cost-effective manner possible
- 2) Ability to perform advanced data analysis of incremental meter readings
- 3) Support conservation monitoring and enforcement
- 4) Provide accurate meter readings

Vendors should be prepared to review the existing system configuration and set up and to make specific recommendations for improvement. To facilitate this review, the City will host a pre-bid conference to answer any questions prior to the due date. This meeting will be held at Blue Ridge City Hall, 200 S. Main Street, Blue Ridge, Texas 75424 on MAY 20, 2021 at 3:00 PM. Interested responders are highly encouraged to attend this session.

Any addenda issued for the project will be posted to www.blueridgecity.com MAY 20, 2021, by 5:00pm. Vendors must acknowledge any addenda issued on the outside of the sealed bid package.

System Requirements

The City requires a turn-key system compatible with the ASYST billing software. The intent of this REQUEST FOR SEALED BID is to allow vendors to provide the City with the best solution given the City's current metering configuration and requirements.

The following system components are desired by the City and should be considered minimum system components. If the bid does not meet all of the listed desired components, an exclusion statement must explicitly be included in Tab H of the bid. Failure to exclude any of the requirements will be considered an affirmative response to the requirements being included in the bid price.

- 1) System and Meters Functionality
 - a) All meters shall be potable cold water meters conforming to one of the following specifications:
 - i) AWWA C- 715
 - b) The meter reading system shall deliver tamper status information for all water customers.
 - c) The end-point technology shall measure the possibility of downstream leaks by using consumption thresholds. It shall also set alerts for backflow / cross connection, high consumption, irrigation violations, and zero consumption.
 - d) Meters shall be guaranteed to be free from defects in materials and workmanship for a minimum of 10 years from the date of installation. The vendor shall provide a 10 year AWWA New Meter Accuracy Guarantee.

- 2) Network and Data Collection Functionality
 - a) The network technology shall represent each meter's and network component's functional status in the form of a mapping display.
 - b) The register shall store at least over 42 days of hourly data, alarms and events
 - c) The system shall be a web application or compatible with Windows 10 and upgradable to future versions of Windows operating systems.
 - d) The system shall support migration of 12 months of historical meter data for the purpose of analyzing usage patterns.
 - e) The City desires that the AMI system functions, reports, and data on the control computer be securely accessible remotely by properly authorized persons.

- 3) Miscellaneous Requirements
 - a) Existing meters shall be photographed with its consumption displayed prior to removal. Photographs and a spreadsheet detailing the address, consumption level, serial number of the meter, and new serial number shall be delivered to the City on a periodic basis throughout the installation phase.
 - b) Existing meters shall be delivered to the City of Blue Ridge Public Works Shop after removal. The City will dispose of meters at the end of the project. If the vendor chooses to retain the meters, the bid shall include a specific cost adjustment accordingly.

Overall Bid Requirements

- 1) The bids must include:
 - a) pricing for data collection hardware and software;
 - b) pricing for meters in standard sizes ranging from 5/8" to 2";
 - c) installation and training costs for data collection hardware and software;

- d) estimated life span of the meters and warranty information.

Deliverables

The deliverables shall be accepted by the City when (1) the deliverables have been delivered, installed and made ready for the use of the City's site in accordance with the installation and operating specifications; (2) City has tested the deliverables and the deliverables have passed testing; (3) City agrees that deliverables meet or exceed the specifications and those contained in the scope of work and order concerning performance and capabilities of the deliverables, and (4) training has been completed satisfactorily according to the Director of Public Works and the City Secretary.

Acceptance Testing

Once the deliverables are installed in City's premises as specified herein with regard to the Final Installation Date, the vendor shall notify the City in writing that the deliverables as specified have been installed, are in good working order, and are ready for use; that the modifications or enhancements are completed as defined and specified herein, are in good working order, ready for use, and to the best of the vendor's knowledge is one hundred percent (100%) operational and that the deliverables as installed are ready for testing. At that point, the City shall have thirty (30) working days to perform and complete acceptance testing on-site. If the deliverables pass such testing, the City shall so notify the vendor in writing termed the Certificate of Acceptance.

If the deliverables as installed fail to pass such testing, City shall notify the vendor in writing and the vendor shall then have ten (10) working days to correct any failure. The vendor shall then certify to the City that the failure has been corrected and the City shall have ten (10) working days for additional testing, at which time the City shall supply the Certificate of Acceptance if the deliverables pass testing. If the deliverables fail testing twice, at the City's option: (1) the correction period may be extended as agreed by the parties; or (2) City may terminate the Agreement, return the specifications, product and documentation to the vendor and the vendor will refund to the City any payments previously given to the vendor for the deliverables and modifications or enhancement pursuant to the Agreement.

TERMS AND CONDITIONS

Receipt of Bids

The submitted bid(s) must be received by the City Secretary prior to the time and date specified. The mere fact that the bid was dispatched will not be considered; the vendor must ensure that the bids actually delivered. Bids submitted via facsimile will not be accepted for any reason.

Questions and Inquiries

Questions and inquiries about this REQUEST FOR SEALED BID should be directed to Edie Sims, City Secretary at (972) 752- 5791 or esims@blueridgecity.com. Questions should be submitted in writing on or before 3:00 pm on the date specified herein.

Cartage, Freight & Transportation Charges: No charge will be allowed for cartage or packing unless by special agreement. Unit prices shall include freight and delivery charges to locations as specified by the City.

Reservations

The City reserves the right to accept or reject any or all bids as a result of this request, to negotiate with all qualified sources, or to cancel, in part or in its entirety, this REQUEST FOR SEALED BID if found to be in the best interest of the City. Additionally, although the City desires to contract with a single vendor for all work/services to be provided, the City reserves the right to split the work/services and deal with multiple vendors if it is deemed to be in the City's best interest. All bids become the property of the City of Blue Ridge.

Reimbursements

There is no express or implied obligation for the City of Blue Ridge to reimburse responding vendors for any expenses incurred in preparing bids in response to this REQUEST FOR SEALED BID and the City will not reimburse responding vendors for these expenses, nor will the City pay any subsequent costs associated with the provision of any additional information or presentation, or to procure a contract for these services.

Communication

The City shall not be responsible for any verbal communication between any employee of the City and any potential vendor. Only written requirements and qualifications will be considered.

Management

Should there be a change in ownership or management; the contract shall be canceled unless a mutual agreement is reached with the new owner or manager to continue the contract with its present provisions and prices. This contract is nontransferable by either party.

Insurance

The vendor shall procure and maintain throughout the duration of the project at its sole expense insurance against claims for injuries to persons or damage to property which may arise from or in connection with performance of the work. Policies shall include Minimum Bodily Injury Limits of \$300,000 per occurrence and Property Damage Insurance with minimum limits of \$50,000 per occurrence. Automobile Liability Insurance for all owned, non-owned, leased, and hired vehicles with minimum limits for Bodily Injury of \$100,000 each person, \$300,000 each occurrence and Property Damage minimum limits of \$50,000 for each occurrence. Coverage shall be maintained for two years after the termination of the contract. The City, its officers, employees, and elected officials shall be named as additional insured to all applicable coverage.

Payment Terms

Invoices must be submitted by the vendor in duplicate to the City of Blue Ridge, 200 S Main Street, Blue Ridge, Texas 75424. All invoices to be paid in full within 30 days after satisfactory delivery and billing of goods or services.

Security

Each bid must be accompanied by a bid bond of the Service Provider in an amount equal to \$25,000 as a guarantee on the part of the Service Provider that will, if called upon to do so, accept and enter into a contract on such form as mutually agreed upon by the City and the selected Service Provider. The bid shall address all the material provisions of the bid and response thereto, the work to be performed by such Bid, the rates stated therein and to furnish a corporate surety for its faithful and entire fulfillment. Bid bonds will be returned promptly after the City and the selected Service Provider have executed the Contract, or, if no Service Provider's Bid has been selected within ninety

(90) days after the date of the opening of the Bids, upon demand of the Service Provider at any time thereafter, so long as he has not been notified of the acceptance of his Bid.

A letter shall accompany the Bid from a corporate surety satisfactory to the City stating that the Performance Bond will be furnished by it to the person submitting the Bid in the event they have been selected as the successful Service Provider. Such letter is to be signed by an authorized representative of the surety together with a certified and effectively dated copy of his power of attorney attached thereto.

The successful Service Provider will be required to furnish a Performance Bond as security for the faithful performance of this Contract (see Section 6. SECURITY FOR FAITHFUL PERFORMANCE).

The Service Provider shall pay premium for the bonds described above. A certificate from the surety showing that the bond premiums are paid in full shall accompany the bond. Such certificate shall be submitted to the City with the bond on an annual basis.

Pricing

Pricing shall include meters, endpoints and installation. In addition, pricing for the Meter Data Management System, Consumer Portal, Customer Support, Technical Support, and all software upgrades shall be for ten (10) years. All pricing submitted with the bid must be guaranteed for a minimum of ninety (90) days.

Negotiations

Negotiations may be conducted with as many as three of the responsible vendor(s) that submit bids that are reasonably suitable for selection. All vendor(s) reasonably suitable for selection based on criteria set forth in this REQUEST FOR SEALED BID may be given an opportunity to make a presentation and/or interview with the Project Team. Following any presentations and/or interviews, vendors will be ranked in order of preference and contract negotiations will begin with the top ranked vendor. Should negotiations with the highest ranked vendor fail to yield a contract or if the vendor is unable to execute said contract, negotiations will be formally ended and then commence with the second highest ranked vendor, etc.

Award of Contract

Award of the contract shall be made to the responsible vendor(s) whose bid is determined to be the best evaluated offer resulting from the bid and negotiation process, taking into consideration the relative importance of price and other factors set forth in this REQUEST FOR SEALED BID. Awarding will not be based on availability of product.

EVALUATION FACTORS

After receipt of bids, the City of Blue Ridge will use the following criteria in the selection process. These evaluation factors will assist in determining which vendors, up to three, will be selected for follow-up presentations. The City may, at its sole discretion, elect not to conduct presentations and begin contract negotiations with the top-ranked vendors as described in this REQUEST FOR SEALED BID.

30%	Rates and expenses
25%	Qualifications and experience
15%	Project timeline
15%	Project design and methodology including technical approach and understanding of the scope of the project.
10%	Single vendor overseeing entire project.
5%	References

FORMAT REQUIREMENTS

You may respond in writing by sending, one (1) original, seven (7) copies of the bid in a sealed envelope bearing the name and address of the respondent.

The City of Blue Ridge requires comprehensive responses to every section within this REQUEST FOR SEALED BID.

To facilitate the review of the responses, vendors shall follow the described bid format. The intent of the bid format requirements is to expedite review and evaluation. It is not the intent to constrain vendors with regard to content, but to assure that the specific requirements set forth in this REQUEST FOR SEALED BID are addressed in a uniform manner amenable to review and evaluation.

TAB A Qualifications and Experience

- 1) Describe the qualifications and experience of the vendor in the last thirty-six (36) months in performing services in similar size and scope. Particular emphasis will be placed on vendors that have provided similar services in municipalities.
- 2) Identify the project manager and each individual who will work on this project.

TAB B Rates and Expenses (System)

- 1) Provide a proposed fee schedule for the system installation. Such as hardware, software, meter reading equipment, and other appurtenance to facilitate automated meter reading.
- 2) Expenses not specifically listed will not be considered reimbursable.

TAB C Rates and Expenses (Meters)

- 1) Provide a proposed fee schedule. Please discuss the rationale for this proposed schedule.
- 2) Expenses not specifically listed will not be considered reimbursable.

TAB D Project Timeline

- 1) Bids must provide chronological timeline of each task or event and the estimated time required to complete the engagement.

TAB E Project Design and Methodology

- 1) Bids must indicate the technical approach used and a clear understanding of the scope of the work, including a detailed project plan for this project outlying major tasks and responsibilities, time frames, and staff assigned for each category of the scope of work identified above.
- 2) Bids shall clearly distinguish the vendor's duties and responsibilities and those of the City.

Absence of this distinction shall mean the vendor is assuming full responsibility of all tasks.

- 3) Describe the process of City staff adding additional meters to the system as new subdivisions are constructed.

TAB F Oversight from Single Vendor

- 1) The City strongly desires to contract with a single vendor to accomplish all work and/or services outlined in this Request for Bid.
- 2) Any proposed subcontractor must be identified in the bid response.
- 3) Any work not conducted by the Vendor or his subcontractor must be disclosed.

TAB G References

- 1) Provide references for similarly successful projects from three government agencies, including the name of the agency, contact name, telephone, fax and email address. Reference listings should also include any relevant project numbers and contract prices.

TAB H Exclusions, acknowledgement of any addenda issued.

TAB I Please email esims@blueridgecity.com for a list of Occupant Addresses to perform a Prop Study

TECHNICAL SPECIFICATIONS

1. Static Water Meters

COLD-WATER METERS/ STATIC METERS

SIZES: 5/8" - 2"

GENERAL

All cold water meters (solid-state type 5/8" - 2") furnished shall be produced from an ISO 9001 manufacturing facility and shall meet or exceed the latest revision of the AWWA C715 Electromagnetic and Ultrasonic for Revenue Applications.

LEAD FREE LEGISLATION

The utility requires that all water meters submitted in this proposal be compliant with NSF/ANSI 61, which exceeds the requirements of NSF/ANSI 372 that became effective January 2014:

- Materials in contact with potable water shall comply with the requirements of the Safe Drinking Water Act and other federal requirements.
- Meters shall be made of "lead free" high-copper alloy as defined by NSF/ANSI 61 or a stainless steel type 316 as listed in ASTM A276.

TYPE

Only meters featuring solid-state metrology will be accepted because of enhanced low-flow accuracy performance and extended accuracy over the meter life.

MEASUREMENT TECHNOLOGY

The measurement technology shall be based on transit time ultrasonic sensing featuring no moving parts.

SIZE, CAPACITY, LENGTH

The meter's size, capacity, and length shall be as specified in AWWA Standard C715 (latest revision).

MAIN CASE

The meter main case shall be cast from NSF/ANSI 61 certified lead free alloy containing a minimum of 85% copper. Plastic main cases are not acceptable as the spuds are susceptible to cross-threading or breaking during installation, or from pipe stress over time. The serial number should be displayed in a permanent location on the register. Meter markings shall indicate size, model, direction of flow, and NSF 61 certification.

- All lead free main cases shall be guaranteed free from manufacturing defects in workmanship and material for the life of the meter.
- All main case screws or bolts shall be of 300 series non-magnetic stainless steel to prevent corrosion.
- Main Case must be rated to 300 PSI

ELECTRONIC DISPLAY REGISTER

The solid state meter electronic enclosure shall be constructed of a durable engineered composite designed to last the life of the meter. The meter shall provide a fully potted wire connection for use with AMR/AMI devices.

ENVIRONMENTAL

The solid state meter must feature fully potted electronics and battery as well as carry an IP68 rating for submersion in flooded meter pits.

ELECTRONIC DISPLAY REGISTER

- The register box must have a lid. The lid shall be recessed and shall overlap the register box to protect the lens, and the lens shall be held securely in place.
- The electronic display register shall provide at least an 8-digit visual registration at the meter and capable of 10 digit High Resolution.
- The electronic display register shall provide an 8-digit meter reading for transmission through the RF AMR/AMI MIU.
- The electronic display register shall employ a visual LCD leak detection indicator as well as provide remote leak detection through an ASCII format to the RF AMR/AMI MIU.
- The electronic display register shall provide reverse flow detection.
- The electronic display register shall subtract reverse flow from the total registration. In addition, reverse flow totalization shall be downloadable as separate total.
- The electronic display register LCD, at a minimum, should display the following and toggle between fields:
 - Totalized read (shall be displayed with leading zeros so that all digits capable of displaying are readable)
 - Gallons Per Minute (GPM)
 - Temperature of the Water (obtained by probe in the measuring chamber)
 - High Resolution Read
 - Error Messages
 - Alarm Message
 - Firmware version
- The display “loop” contents and order shall be configurable.
- The Electronic Display Register face must contain the following
 - Meter Manufacturer, Type and Model
 - Size of meter
 - Serial number
 - Date of manufacturer
 - Flow direction

MEMORY

- The meter should accumulate and register consumption without connecting to a receptacle or RF AMR/AMI Endpoint. The display should show flow rate information (toggled within the display loop with the current meter reading).
- The meter shall store a minimum of 40 days of hourly data.
- The meter shall provide a data log of at least 120 errors and alarms.

ENCODER OUTPUT

Standard Encoder Protocol

- Meter volume
- Serial number

The meter must be available in a version that provides an extended encoder protocol output to AMR/AMI devices that will accept the extended encoder protocol

Extended Encoder Protocol:

- Meter volume
- Serial number
- Alarm flags
- Battery lifetime
- Water temperature
- Ambient temperature
- Backwards volume
- Max. flowrate
- Min. flowrate

Local Communication

- Local communication of the meter to enable download of data when an AMR/AMI endpoint is not present or in case of AMR/AMI endpoint failure.
- Local communication should be performed wirelessly to local collection device such as laptop, tablet or handheld.
- Local communication via non AMR/AMI endpoint or frequency.

PERFORMANCE

Meter manufacturer's solid state meters shall meet or exceed AWWA C700 accuracy standards, the latest revision of the Electromagnetic and Ultrasonic for Revenue Applications, **AWWA C715** and warrant their published accuracy levels for the life of their meters. Each meter shipment must be accompanied by factory test data showing the accuracy of the meter as tested at their factory as indicated on a "toe tag".

Advanced Metering Infrastructure – LTE Cellular Cat M/NB IoT

Product Specification

A. GENERAL

The manufacturer will supply the cellular endpoint, all software including the Meter Data Management, Consumer Portal, Installation Software and provide customer and technical support. The endpoint is separate from the meter and can be installed through the standard touch read pit hole in meter lids.

The cellular endpoint must be available from a local authorized distributor trained by the manufacturer, able to provide warranty service and product. The local distributor must inventory product to meet the current and future needs of the utility.

B. CELLULAR LTE CAT M/NB IoT ENDPOINT

The cellular endpoint must have the following:

1. Two Way LTE Cat M/NB IoT
2. Wake up when installed the first time by connecting to the meter. No magnet swipe
3. Over the Air updates to allow configurable reading intervals, firmware updates, and alerts
4. 120 days of hourly data storage
5. Selectable immediate alarm notification
6. Supports Alert protocols from the meter
7. Tilt tamper detection and anti-theft detection
8. GPS on the endpoint for exact location during installation and recovery if lost or stolen
9. Configurable reading intervals remotely
10. Nicor Connector or wired end
11. IP68
12. 20-year battery life (lithium thionyl chloride battery)

C. METER DATA MANAGEMENT SOFTWARE (MDM)

The Meter Data Management Software, at a minimum, must have the following

1. Cloud based application running on either Amazon Web Services, Microsoft AZURE or Google Cloud Platform.
2. Accessed via desktop, laptop, and mobile device
3. Provide X509 Certificate-Based Communication Security
4. ID and password protected
5. Provide multiple levels of permissions from administrator level to view only, definable by utility
6. Mapping that includes entire utility service area, device location, alarms, etc.
7. Provide advanced data analytics, comparisons, graphing and reports
8. Must be able to accept meter extended protocols
9. Grouping of devices for billing or reporting.
10. Utility defined tagging of individual or group of meters
11. Errors, alarms, and overall system health
12. Manage Schedule management
13. Flat file Integration to utility billing system

D. CONSUMER PORTAL

The Consumer Portal shall:

1. Cloud based application running on either Amazon Web Services, Microsoft AZURE or Google Cloud Platform.
2. Accessed via desktop, laptop, and mobile device.
3. Provide x509 Certificate-Based Communication Security.
4. ID and password protected.
5. Must have the ability for the utility customer to pay from the site or directed to another site for payment
6. The portal must be able to show hourly, daily, weekly, monthly, and annual usage.
7. The portal must show average monthly consumption.
8. The utility must have the ability to choose alarms/alerts to send to consumers such as consumer leak, freeze warning, vacation usage alarm, etc.
9. Alert management and subscription via Email & SMS.

E. COMMUNICATION

The endpoint must be able to communicate

1. Both Cat M and NB IoT. Network
2. Communication provider must be a national, recognized provider such as AT&T, Verizon, T Mobile, or Sprint.
3. Provide x509 Certificate-Based Communication

F. INSTALLATION SOFTWARE

The installation software shall be provided by the cellular endpoint manufacturer and include the following

1. The installation application must operate on both IOS and Android platforms
2. No special hardware and/or handheld is allowed.
3. All pertinent account information such as account number, address, must be capable of pre-loaded in the installation application.
4. Record old meter reading for billing confirmation.
5. Pre and Post installation pictures must be captured and associated with the account on the MDM.
6. Must capture high resolution pictures of installation.
7. Capture and record GPS location and associated with the account on the MDM.

G. UTILITY BILLING SOFTWARE

Manufacturer must provide flat file integration from the MDM to the utilities billing software ____

2.

2.1. computer using Bluetooth.

2.2. .

3. Support Services

3.1. The vendor must have an in-house customer support department. The customer support department is required to maintain a telephone help desk and must have the capability of continuing the support through the use of a service agreement. A list of required services to be provided by the help desk includes but is not limited to the following:

3.1.1. Answer and resolve hardware/operation/maintenance questions and problems.

3.1.2. Answer and resolve software operation questions and problems.

3.1.3. Evaluate information for updates or revisions.

3.1.4. Evaluate personnel for training needs.

3.1.5. Perform additional on-site training or evaluation as needed.

3.2. The help desk must be available weekdays between 8:00 a.m. and 5:00 p.m. CST with after-hours numbers available as needed.

3.3. The customer support department of the vendor must provide metrics demonstrating that it routinely meets or exceeds the following minimum support performance metrics:

3.3.1. 95% Same Call Resolution

3.3.2. 95% Same Day Resolution

4. Installation and Training

4.1. Complete installation and operating instructions will be included for all of the supplied hardware and software equipment. The training must be supplied by the system manufacturer or approved distributor.

4.2. Bid must include any additional costs for training and assistance to install and begin operation of the system. The vendor will also inform the customer of any pre-installation activities that are to be completed and the support material that will be needed for the initial installation.

5. WARRANTIES

5.1. In evaluating bid submittals, warranty coverage will be considered. The vendor must be required to state its warranty and/or guarantee policy with respect to each item of proposed equipment. The procedure for submitting warranty claims must also be provided. The terms and conditions of the warranty coverage for: all MIUs, register integrated or non-integrated, supplied in connection with this bid are covered under the *Register & Electronics – General Limited Warranty*.

6. SYSTEM MAINTENANCE AND SUPPORT

6.1. In addition to warranty periods, vendors are required to supply information on required or optional maintenance programs beyond the warranty period for both hardware and software. Vendor must offer multiple-year maintenance contracts so utility can take advantage of multi-year discounts. The location of, and procedures for, obtaining such support must be stated.

7. VENDOR QUALIFICATIONS

7.1. The qualified vendor will have a minimum of twenty (20) years of experience with meter reading systems. The selected vendor must be thoroughly versed in meter and RF AMI/AMI technology and have been a major supplier in the US marketplace. The proposed system must be of a single brand, purchased through a single vendor and maintained by the selected vendor to ensure compatibility among system components.

7.2. All vendors must document which water meter manufacturers and models they are capable of interrogating with the proposed meter reading equipment. A customer reference list must be enclosed with the bid.



BID PROPOSAL FORM

I hereby submit my proposal for the City's purchase of an Automated Meter Reading/Advanced Metering Infrastructure System.

Bid Amount: _____

THE CITY OF BLUE RIDGE RESERVES THE RIGHT TO REJECT ANY AND ALL BIDS AND/OR WAIVE ANY INFORMALITIES.

I understand that the bid includes all specifications and requirements listed in the Request for Sealed Bid. I further understand that if my bid is accepted by the Blue Ridge city Council, the bid amount shall be paid upon delivery of the completed project.

I hereby certify that I Have read and understand the terms of this agreement as specified in the Request for Sealed Bid. I hereby approve and accept all of the conditions of this agreement.

Bidder's Signature

Bidder's Printed Name

Company Name

Phone Number

Email Address

Mailing Address:

