



CITY OF GRIFFIN, GEORGIA

REQUEST FOR INFORMATION

RFI #19-008

For

WATER METERS / AUTOMATIC METER INFRASTRUCTURE (AMI) SYSTEM

For all questions about this RFI contact:

Cindy Fay, Procurement Analyst
cfay@cityofgriffin.com

Deadline:
BY Tuesday, March 19 at 2:00 P.M.

IMPORTANT SUBMITTAL REQUIREMENT

Submittals must be properly labeled to ensure they are not inadvertently opened before the designated time. Affix the label below to the outside of the sealed submittal envelope or delivery package.

If this label is not used (i.e. in case of some delivery services), it is the supplier's responsibility to ensure that the information is on the **OUTSIDE** of the delivery package. Submissions that do not comply may be rejected.

Submittals must also include the required number of copies specified in section 1.2.

Please make sure either the label below or the information on the label appears on the **OUTSIDE of the delivery package** and is clearly visible. There may be multiple solicitations open at any given time and if the sender organization and solicitation number are not discernable, your response may not be recorded as properly received.



RESPONSE SUBMITTAL

DELIVER TO:
CITY OF GRIFFIN
PROCUREMENT – 3RD FLOOR
100 S HILL STREET
PO BOX T
GRIFFIN, GA 30224

BID/PROPOSAL #: RFI 19-008

BID/PROPOSAL NAME: INFORMATION FOR WATER METERS & READING SYSTEM

DUE ON OR BEFORE: 03/19/19 @ 2:00 PM (EST)

COMPANY NAME: _____

COMPANY ADDRESS: _____

CONTACT NAME: _____

CONTACT PHONE & EMAIL: _____

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CITY OF GRIFFIN, GEORGIA REQUEST FOR INFORMATION SPECIFICATIONS for 19-008

WATER METERS AND AUTOMATIC METERING INFRASTRUCTURE (AMI) SYSTEM

1. SECTION I – SOLICITATION-SPECIFIC INFORMATION

The City of Griffin (City) is seeking information from water meter manufacturers regarding the technical capabilities of their water meters and related fixed network advanced meter infrastructure (AMI), Mesh Network AMI, Cellular AMI, and mobile drive-by systems to meet the current and future meter reading needs of the utility. The overall goal of this Request for Information (RFI) is to gather information to assist with development of solicitation specifications that will meet the City’s short term and long term goals for water system and meter reading management. **This RFI is being issued in conjunction with an RFI for a Meter Data Management (MDM) system.**

Responses to this RFI may be submitted by any meter manufacturer interested in providing the City with information on two way metering communication capabilities through a fixed network AMI, a mesh network AMI or cellular based system. . While no definite determination has been made, **it is likely that the responses received for this RFI will be used to determine the short list of selected suppliers invited to participate in the subsequent Request For Proposal (RFP).**

Suppliers must demonstrate at least five years’ experience in the manufacture and delivery of 1.) Mechanical Positive Displacement (PD) meters, Mechanical Multi-Jet meters, and/or solid state (SS) type with absolute encoder registers/meter interface units (MIU), and 2.) Radio frequency (RF) and cellular automatic meter reading (AMI) endpoint modules. RF endpoints must be able to migrate from mobile drive by system for use in a fixed network AMI system.

NOTE: Responses to this RFI will be reviewed for informational purposes only and **will NOT result in the award** of a contract. However, it is possible that the evaluation team may request a presentation/demonstration in order to have a better understanding of the system described.

NOTE: Any request for cost information is for the City’s budgetary preparation purposes only and is not binding.

1.1. SCHEDULE & SUMMARY

This Request will be governed by the following schedule and criteria:

DATES

Release of Request	Wednesday, February 13, 2019
Questions due	Tuesday, March 5, 2019
Responses due	By: Tuesday, March 19, 2019 by 2:00 PM
# of Response Submittals Required	(Five) One original, three copies AND one electronic copy
Project manager	David Dennison; ddennison@cityofgriffin.com

1.2. BACKGROUND

In 2003 and 2004, all 22,500 residential meters (City and County) were replaced with Neptune meters. In 2011, the City decided to upgrade existing meters to an advanced meter technology along with the Neptune AMI/AMR system (City = AMI and County = AMR). Due to the evolution of metering technology our current system is reaching the end of its useful life and become a legacy item. To date we installed Neptune R450 AMI meters in

the City and Neptune Enhanced R900i AMR meters in the county. Two-thirds of our meter lids are metal with 2" holes cut into them. The metering system is integrated with our Cogsdale CSM billing system.

1.3. GOALS AND AREAS OF INTEREST

We are looking to replace or upgrade our current AMI system to include meters. The City change out will be phased over several years beginning with the meters that are within the city limits (~9600 meters) and then expanding outward into the County (~13525 meters), depending on costs. We are requesting technical information, system capabilities and budgetary costs that will include the following:

- **AMI System**

- 1) Do you offer a SaaS?
- 2) List some current water systems (over 20,000 meters) using the proposed system? Are any in Georgia?
- 3) Can you integrate with our current Cogsdale CSM billing system?
- 4) With which meter data management systems can you integrate?
- 5) With which Customer Information Systems can you integrate?
- 6) Does your AMI system integrate with GIS, SCADA?
- 7) List the water smart features/technologies that are currently part of your system.
- 8) List the water smart features/technologies are on your technology roadmap.
- 9) Does your system accept drive-by reads for areas outside of the network?
- 10) What are reporting capabilities and available exporting formats? What canned reports do you currently offer?
- 11) How granular are the reads?
- 12) Detail the type of customer portal/app of your system.

- **Network**

- 1) What percentage of coverage will you guarantee on a service level agreement?
 - What are the terms and minimums of the SLA for the City limits?
 - What are the terms and minimums of the SLA for the County limits?
- 2) Provide installation expectations.
- 3) Define your network type (mesh, fixed, etc.).
- 4) Do you provide a NaaS?

- **Meters**

- 1) What meter type are you proposing for the City?
- 2) What is the accuracy guarantee of these meters?
- 3) Is the endpoint compatible with multiple meter manufacturers?
- 4) Are there any environmental limitations of the meters/endpoints (extreme heat or cold, submersion in water, etc)?
- 5) Can a retrofit program be created using your register on our current Neptune T10 brass bodies?
- 6) What are the smart capabilities (pressure sensor, utility side leak detection, customer side leak detection, remote cutoff) of your meters?
- 7) What is the expected life and warranty of your registers and batteries?
- 8) Are secondary batteries included in your solution?
- 9) Are the batteries replaceable? If yes, will the replacement need to recalibrate any sensing capability?

1.4. RESPONSE FORMAT

The evaluation team will not only be reviewing the features the different systems have to offer, it will also have the primary input in deciding what features have the best value for the City. The evaluation team will review and use this information to invite selected suppliers to participate in the subsequent Request for Proposal (RFP).

Response Format: Based on the goals listed above, your response should provide the following:

1.4.1. Supplier Background

- 1.4.1.1. Provide a brief history of your company including the year organized, locations, affiliated companies, and the total number of employees. Include any additional information not already included elsewhere in your response that you consider relevant to the City.
- 1.4.1.2. Describe your company's market presence in the United States. Where are the components manufactured?
- 1.4.1.3. Do you make the components used in the proposed system or do you partner with other suppliers to supply the completed system. Identify any such affiliations.
- 1.4.1.4. Discuss your company's experience in implementing AMI and metering solutions. What is the expertise level of the project team that would be assigned to this project?
- 1.4.1.5. Has your company ever been terminated on an awarded contract or failed to complete any awarded work within the contract timelines? If yes, explain.

1.4.2. Product Overview

- 1.4.2.1. Describe your understanding and approach to accomplish the items described in the previous section.
- 1.4.2.2. Describe your suggested solution; emphasizing SaaS and integration capabilities.
- 1.4.2.3. Describe the capability to customize both visual and data elements in the solution.
- 1.4.2.4. Describe reporting current capabilities and possibilities.
- 1.4.2.5. Detail the life expectancy of the solution (and batteries) and how that is impacted by firmware updates, recalibrations of sensing capabilities, disconnect/reconnects, etc.
- 1.4.2.6. What is the percent failure rate of meter registers, bodies and RF/cellular endpoints?.

1.4.3. Product Components

Provide a list of products that will be necessary to support the City's needs, to include system requirements for any necessary:

- 1.4.3.1. Software, including licensing and licensing structure(s);
- 1.4.3.2. Hardware, if any, required onsite at the City;
- 1.4.3.3. Proposed geographical location for data and document storage and the availability of data, particularly during non-business hours;
- 1.4.3.4. Third party products, both required and/or optional;
- 1.4.3.5. Warranty;
- 1.4.3.6. On-going Maintenance & support; and
- 1.4.3.7. Disaster recovery and redundancy issues.
- 1.4.3.8. How long (in years) will system components be fully supported and replacement parts available?
- 1.4.3.9. How does your endpoint detect problems (backflow, etc) and tampering?

1.4.4. Reporting

Describe the types of canned reports available to the City and to individual employees. Provide sample reports for those typically used by employers and employees. Describe the ability to create customized reports and any limitations associated with doing so in the base system.

1.4.5. Cost

Provide an **estimated lump sum** cost range of the base proposed solution for budgeting purposes. Also include what additional equipment, materials and services would incur costs over the basic lump sum estimate. Using the following list, identify the modules or functionalities that are part of the proposed based system and which will incur an additional cost:

- 1.4.5.1. List of each module/functionality;
- 1.4.5.2. Installation, implementation and configuration;

- 1.4.5.3. Data ingestion, migration, conversion and/or storage;
- 1.4.5.4. Training for CSRs, Finance, Metering, Information Technology and other End Users;
- 1.4.5.5. Maintenance & support for the term of a contract;
- 1.4.5.6. Frequency of recurring subscriber costs and how they are broken down; and
- 1.4.5.7. Are there any additional anticipated consulting or other costs not listed above?

1.4.6. Proposed Implementation/Maintenance

- 1.4.6.1. Provide an overview of the implementation process and its' complexity.
- 1.4.6.2. Describe an estimated³ timeline and level of effort to implement the system as proposed including how the data from our current system would be transferred to the new system.
 - 1.4.6.2.1. How much historical data will be transferred?
- 1.4.6.3. Describe the training your company would provide in using this solution for our employees. The City prefers on-site, classroom-based hands-on training in labs with content tailored to use elements from our data environment. We have training facilities on site.
- 1.4.6.4. Provide a technical explanation of information technology security controls including:
 - a) User authentication;
 - b) Access roles and division of duties;
 - c) System generated audit trails and reporting; and
 - d) Historical data retention.
- 1.4.6.5. Service Level Agreement, description of change management controls and release schedule(s) for security patches, bug fixes, maintenance and enhancements.
- 1.4.6.6. Describe your business continuity and/or disaster recovery plans and any additional costs associated with these plans.
- 1.4.6.7. Detail any potential enhancements in the five-year roadmap for all components of your solution. Is it anticipated that these upgrades will incur additional equipment or other costs?

1.5. ADDITIONAL INFORMATION

1.5.1. Proprietary Information

Any portion of the submitted response which is asserted to be exempt from disclosure under OCGA § 50-18-72, shall be clearly marked "exempt", "confidential", or "trade secret" (as applicable) and shall also contain the statutory basis for such claim on every page. Designating material simply as "proprietary" will not necessarily protect it from disclosure under Chapter 50-18 of the Open Records Act.

Suppliers do not need to be registered to respond to this RFI or to submit a response to any open solicitation. Suppliers do have to be registered in order to be awarded a solicitation and do business with the City. Please consider registering early.



SUPPLIER REGISTRATION

Supplier Registration with the City Of Griffin consists of the following:

The City of Griffin now has online self-service registration, via Vendor Registry. In order to be registered as a City of Griffin supplier, you must access the registration via the City's site. This will give you the opportunity to keep your information accurate and current. It also permits unlimited NIGP commodity codes, allowing for notifications based on your specific business criteria. In addition to the visibility to the City, this service will allow for other agencies in our area to have visibility of your company and it will allow you to have visibility of opportunities from other agencies in our area. There is no charge for this basic service, but you do have the option to automatically expand your visibility to other areas for a small fee to Vendor Registry at any time.

TO REGISTER:

- ✓ Please visit our website at www.cityofgriffin.com
- ✓ Select "Resources"
- ✓ Select "Register my Business with the City"
- ✓ Complete your registration by following the instructions provided
 - Two documents (forms included below) will be required to be **uploaded online** before your registration is complete. They are:
 - **Supplier Affidavit** – This document is also referred to as the E-Verify affidavit and has been updated to reflect new laws that have recently gone into effect. An E-Verify (EV) number is REQUIRED by the State of Georgia (OCGA § 13-10-91) if you provide labor or services to the City that is valued in excess of \$2,499.99. In addition to the EV number and signature, the affidavit must be notarized. If you have no employees or your company provides only products, simply initial the statement that applies to your situation and sign. **There is no need to notarize the affidavit unless you provide your EV number.**
 - **W-9** – This document supplies the Employer Identification Number (EIN) or the Social Security (SS) number of the supplier.

Note: *If you have problems getting registered, Vendor Registry is available to answer questions and help get you registered; they can be reached toll-free at (865) 777-4337. The City is also available to help.*

If you are registered on Vendor Registry with another agency other than City of Griffin, you can 'piggyback' off of your existing profile to create a profile for Griffin. Contact Vendor Registry or our Procurement office for help in creating this new record.