



**CITY OF GRIFFIN, GEORGIA**

**REQUEST FOR INFORMATION**

**RFI #19-009**

**For**

**Water Meter Data Management System**

**(MDMS)**

**For all questions about this RFI contact:**

*Cindy Fay, Procurement Analyst*  
[cfay@cityofgriffin.com](mailto: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.



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## RESPONSE SUBMITTAL

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

**BID/PROPOSAL #:** RFI 19-009

**BID/PROPOSAL NAME:** Water Meter Data Management 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 19-009  
WATER METER DATA MANAGEMENT (MDM) SYSTEM**

**1. SECTION I – SOLICITATION-SPECIFIC INFORMATION**

The City of Griffin (City) is seeking information from water meter data management system suppliers that has the capabilities of accepting many types AMI/AMR inputs from multiple systems needed to handle the future meter reading needs of the City. 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 an MDM system. **This RFI is being issued in conjunction with an RFI for the upgrade or replacement of the City’s current smart water meters.**

Responses to this RFI may be submitted by any MDM software company interested in providing the City with information on MDM capabilities that are beneficial to the water utility and our customer base. 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 installation and delivery of 1) Full MDM implementation and internal integration of utility owned systems, 2) the ability to accept multiple meter read inputs from Water AMI/AMR, manual reads, and Electric AMI and 3) customer facing portal with customer notification features.

**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; <a href="mailto:ddennison@cityofgriffin.com">ddennison@cityofgriffin.com</a>

**1.2. BACKGROUND**

In 2003 and 2004, all 22,500 residential meters (City and County) were replaced with Neptune meters., In 2011, the City of Griffin decided to upgrade existing meters to an advance 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. In order achieve the freedom to grow in any direction we are seeking a flexible and robust technology that will take us well into the future and not become

prematurely obsolete. Our meter to cash process is an integration between our AMR/AMI systems and our Cogsdale CSM billing system.

### 1.3. GOALS AND AREAS OF INTEREST

We are looking to introduce a meter data management system that can provide vendor neutrality. We expressly must avoid getting locked into a solution that forces utilization of a specific meter manufacturer or AMI-associated technology vendor on an on-going basis or to the detriment of future expansion possibilities. 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) Will your deployed technology be changeable and interoperable with future systems and with new technologies?
- 5) Are there any AMI/AMR systems that you do not integrate with?
- 6) Which Customer Information Systems can you integrate with?
- 7) Can your MDM system integrate with GIS, SCADA?
- 8) List the water smart features/technologies that are currently part of your system.
- 9) List the water smart features/technologies are on your technology 'build plan'.
- 10) What are reporting capabilities and available exporting formats?
- 11) How granular can the meter reads be input and displayed?
- 12) Can your system integrate electric utilities while maintaining a strong water focus?
- 13) Do you have a customer portal/app?
- 14) Do you have customer conservation features?
- 15) Do you have customer notification capabilities?
- 16) What internal customer service facing capabilities does your software provide?
- 17) What operational facing capabilities does your system provide?

### 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. Is the proposed system wholly owned 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. Explain why this solution was recommended.
- 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. What is the percent failure rate or downtime of your system?

#### **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);
  - 1.4.3.1.1. Explain functional capabilities;
  - 1.4.3.1.2. Explain how preventative maintenance, prioritization, failure and condition alerts are handled;
- 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?

#### **1.4.4. 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. 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 the 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;
  - d) Historical data retention; and
- 1.4.6.5. Describe the parameters of the 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.

## **1.5. 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](http://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.*