AMI RFQ Question Responses 5/16/23

1. FORMS: The 2nd to last page of the SOQ indicates that "A respondent's reference sheet should be included." Is this list in addition to the "at least three" references the City's requests under Section 4. Qualifications and Experience? If so, is there a form, or will a table or excel spreadsheet listing suffice? Also, is this form/list exempt from the 15-page limit?

   The reference sheet should contain additional information including contact names, phone numbers, and email addresses for the City to easily reach out to references. Any form is acceptable. This reference sheet will NOT be counted in the 15-page limit.

2. The SOQ Requirements state that the "Total pages, including all pages should not exceed 15 total pages." Will the City consider excluding the Cover page, Cover Letter, 1-page resumes, and list of references from this page limit?

   All pages are included in the 15-page limit with the exception of the separate reference sheet as described in Question 1.

3. Section 4, Qualifications and Experience, item h requests that we include the contact information of the AMI vendor reference. Can the City clarify this request? For example, if Sensus was the winning AMI vendor, are you requesting a reference for their work on the project, or for them to be a reference for our work on the project?

   The City is considering using the selected AMI consultant for the life of the project. These references should be specific AMI manufactures/vendors who your firm has actively worked with during project design and deployment of AMI projects.

4. Evaluation Criteria & Selection Process indicates up to 15 points be awarded for Project Approach Methodology and Timeline and up to 20 points for Work Samples and References. However, the instructions for each of these sections do not request a project Timeline or Work Samples. Please confirm if the City is seeking an estimated project timeline and sample work products at this time. And, if so, are these items exempt from the 15-page limit?

   Project Approach Methodology and Timeline refers to your overall project approach and your availability as a consultant. An overall general timeline based upon past projects should be included. The City is not requesting a full project timeline.

   Work Samples and References simply includes the types and scope of projects you have worked on and who the customer and/or vendor was. In this case, work samples are simply the types and variety of projects you have led.

All pages questioned are included in the 15-page limit.

5. What City organizations/roles will comprise the Evaluation Committee for the RFQ?

    Various departments will be involved, including water, electric, billing, etc.

6. To what extent does CityWorks Asset Management integrate/interface with Harris/Northstar CIS?

    Harris/Northstar currently generates service requests in Cityworks for field crew response.

7. Has the City determined whether to continue with eCARE for its customer portal or consider alternatives to customer engagement?

    If the selected AMI vendor has a customer portal, we will consider.

8. To what extent would the City want to include organizational change management (OCM) planning within the presented three phases of work? Details to be discussed with the selected consultant.

9. What model of Itron ERT is most prevalent in the City's water system (100W, 80W, 500W/OpenWay Riva)? Details to be provided to the selected consultant.

10. What is the current failure rate of Itron AMR ERTs (percentage of direct read accounts)? Details to be provided to the selected consultant.

11. What is the current failure rate of Nexgrid AMI (percentage of direct read accounts)? Details to be provided to the selected consultant.

12. What services or support does Nexgrid currently provide the City of Concord in AMI system (software/infrastructure)? Details to be provided to the selected consultant.

13. Is the City a direct account with Itron or does the City utilize regional distribution for Itron service and support? Details to be provided to the selected consultant.

14. Are the AMI project directives lead by the Water Department, the Electric Department, or mutually shared by both utilities? Currently both. If different solutions are selected, each department will lead their own effort.

15. Do you have an anticipated timeframe for the Phase III AMI System Implementation from startup through final acceptance? This is often largely dependent on the pace of meter installations during mass deployment. Obtaining a better understanding of that expectation will help us better plan our support effort during this phase of the project. There are no timelines available for the deployment of the project. Part of this scope will be recommendations on a deployment schedule after understanding the status of our current assets and AMI system.

16. The RFQ states a 'local office' – please expand on the definition of a 'local office' / what is considered local? Our intention is that project support can easily travel to the City in-person within a reasonable amount of time. A presence within approximately 150 miles would likely be sufficient.

17. Within the utility, to what extent are there common services that serve both electric and water? For example, are there common IT services? Both systems currently share a common fiber backhaul. Part of this process will determine if we stay with one overall AMI solution or go separate directions. There are a large amount of water meters outside the electric and City footprint.

18. Does the city plan to outsource installation of end points? Undetermined at this time. Will consider consultant recommendations.

19. Is the selection of a Meter Data Management (MDM) within scope? Both utilities are interested in MDM. We are interested in MDM options and how it integrates with AMI, Harris/Northstar, etc. Will consider consultant recommendations.

20. The due date is a holiday, can we move it to another day? The due date will remain the same and responses may be submitted any time before the advertised end date and time.