Public Notice

REQUEST FOR PROPOSALS (RFP)

Automatic Metering System Equipment

Release Date: 2/12/2010

Deadline for Submission: 3/4/2010, at 2:00 pm PST

Contact person: City Clerk

City of Rio Vista
One Main Street
Rio Vista, Ca 94571

February 12, 2010

Dear Prospective Bidder:

The City of Rio Vista is now accepting proposals for procurement of an automated meter reading (AMR) system which will allow manual reading and is upgradeable to remote meter reading without necessitating direct access to the meters.

Instructions for preparation and submission of a proposal are contained in this package.

All proposals are due in the City Clerk's Office, City Hall, 1 Main Street, Rio Vista, California 94571 no later than 2:00 p.m. on Thursday, March 4, 2010. The names of the proposers will be read at the public bid opening shortly thereafter.

Thank you for your interest in doing business with the City of Rio Vista.

Sincerely,

Hector De La Rosa
City Manager

INTRODUCTION

The City of Rio Vista is a community of 8,000 population. The City has an estimated 3,900 homes of which an estimated 2,500 are currently metered. The majority of the homes build after 1992 are equipped with Sensus analog water meters. The City currently bills customers a flat water fee but effective April 2011 the City is required to bill based on actual usage. In preparation to bill for actual usage the City will commence reading existing meters gathering usage data for a period of one year.

The City's current practice of reading commercial accounts is to document usage data on individual paper ledgers. With the requirement to read residential meters the City is seeking proposals for the purchase, installation and support of automated meter reading system.

The intent of this RFP is to obtain Proposals for the supply of the following:

• At a minimum two (2) handheld computers remote readers to collect readings from the meter modules and pass this data to the billing system

• A meter module programming system with the capability to initialize meter modules upon installation and pass pertinent installation data to the billing software.

• Software for managing and transferring read information

• Installation and training of the above automated meter read system

• Maintenance of the above as applicable

The proposal will be based upon the estimated quantities contain in the RFP. Specification of the automated meter read equipment and software is attached.

SECTION I

INFORMATION & INSTRUCTIONS

1.0   Submission Requirements:

1.1   The complete original proposal must be submitted in a sealed package and received in accordance with the instructions detailed in the cover letter. All proposals shall be marked, Water Meter Reading System. Proposers shall file all documents necessary to support their proposal and include them with their proposal. Proposers shall be responsible for the actual delivery of proposals during business hours to the address indicated in the cover letter. It shall not be sufficient to show that the proposal was mailed in time to be received before scheduled closing time.

1.2   Proposal Format:

Proposals shall include the following information at a minimum:

a.   This request for proposal document signed by responsible party.
b.   Qualifications and experience requested with this document.
c.   Published Warranties
d.   Technical support description
e.   Proposal

1.3   It is the sole responsibility of the Proposer to assure that they have received the entire Request for Proposal (RFP).

1.4   Proposers will be notified in writing of any change in the specifications contained in this RFP.

1.5   No verbal or written information which is obtained other than through this RFP or its addenda shall be binding on the City of Rio Vista. No employee of the City of Rio Vista is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document.

1.6   Right of Rejection and Clarification: The City of Rio Vista reserves the right to reject any and all proposals and to request clarification of information from any proposer. The City of Rio Vista is not obligated to enter into a contract on the basis of any proposal submitted in response to this document.

1.7   Request for Additional Information: Prior to the final selection, proposers may be required to submit additional information which the City may deem necessary to further evaluate the proposer's qualifications.

1.8   Denial of Reimbursement: The City of Rio Vista will not reimburse proposers for any costs associated with the preparation and submittal of any proposal, or for any travel and/or per diem costs that are incurred.

1.9   Gratuity Prohibition: Proposers shall not offer any gratuities, favors, or anything of monetary value to any official, employee, or agent of the City of Rio Vista for the purpose of

4

influencing consideration of this proposal.

1.10   Right of Withdrawal: A proposal may not be withdrawn before the expiration of ninety (90) days from the proposal due date.

1.11   Right of Negotiation: The City of Rio Vista reserves the right to negotiate with the selected proposer the exact terms and conditions of the contract.

1.12   Right of Rejection of Lowest Fee Estimate: The City of Rio Vista is under no obligation to award this project to the proposer having the lowest fee estimate. Evaluation criteria included in this document shall be used in evaluating proposals.

1.13   Exceptions to the RFP: It is anticipated that proposers may find instances where they may take exception with certain requirements or specifications of the RFP. All exceptions shall be clearly identified, and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for the City of Rio Vista, and a description of the advantage to be gained or disadvantages to be incurred by the City as a result of these exceptions.

1.14   Indemnification: The Proposer, at its own expense and without exception, shall indemnify, defend and pay all damages, costs, expenses, including attorney fees, and otherwise hold harmless the City of Rio Vista, its employees, and agents, from any liability of any nature or kind in regard to the delivery of these services. The Proposer shall secure and maintain General Liability Insurance as will protect him from claims under the Worker's Compensation Acts and from claims for bodily injury, death, or property damage which may arise from the performance of his services under this contract. Further, the proposer shall provide the City with evidence and the amount of Errors and Omissions Insurance, i.e., Professional Liability Insurance currently in effect.

1.15   Rights to Submitted Material: All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, and other documentation submitted by proposers shall become the property of the City of Rio Vista when received.

1.16   Copies: An original and two (2) copies of the proposal and supporting documents must be submitted in response to the RFP.

1.17   Proposal Reservations: The City reserves the right to reject any or all proposals, to award in whole or in part and to waive minor immaterial defects in proposals. Negotiations may be necessary in order to complete the contract.

1.18   Conflict of Interest: The proposer covenants that they presently have no interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the services hereunder. The proposer further covenants that no person having any such known interest shall be employed or conveyed an interest, directly or indirectly, in the contract.

1.19   Independent Contractor: The proposer represents itself to be an independent contractor offering such services to the general public and shall not represent himself or his employees

to be an employee of the City of Rio Vista. Therefore, the proposer shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, and other expenses, and agrees to indemnify, save, and hold the City of Rio Vista, its officers, agents, and employees, harmless from and against, any and all loss; cost (including attorney fees); and damage of any kind related to such matters. The proposer shall further understand that the City of Rio Vista cannot save and hold harmless and/or indemnify the proposer and/or the proposer's employees against any liability incurred or arising as a result of any activity of the proposer or any activity of the proposer's employees performed in connection with the contract.

1.20   Contract: The contract between the City of Rio Vista and the proposer shall consist of (1) the Request for Proposal (RFP) and any amendments thereto, (2) the proposal submitted by the proposer to the City in response to the RFP and (3) a Purchase Order to be issued to the successful proposer. In the event of a conflict in language between the two documents referenced above, the provisions and requirements set forth and/or referenced in the RFP shall govern. However, the City of Rio Vista reserves the right to clarify any contractual relationship in writing with the concurrence of the proposer, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the proposer's proposal. In all other matters not affected by the written clarification, if any, the RFP shall govern.

1.21   Compliance with Laws: In connection with the furnishing of supplies or performance of work under the contract, the proposer agrees to comply with the Fair Labor Standard Act, Equal Opportunity Employment Act, and all other applicable Federal and State laws, regulations, and executive orders to the extent that the same may be applicable and further agrees to insert the foregoing provision in all subcontracts awarded hereunder

1.22   Minority/Women Business Enterprise (MWBE) Policy: It is the policy of the City to provide minority and women owned business enterprises with equal opportunity for participating in selling goods and services to the City of Rio Vista. Proposers are required to make "Good Faith Efforts" to subcontract, where applicable, with or purchase supplies from MWBEs. The proposer shall keep records of such efforts that are adequate to permit a determination of compliance with this requirement.

The proposer shall also submit the attached notice of non-discrimination with their proposal and complete the participation schedule if appropriate

1.23   Proposer/Contractor certifies that the proposer is not debarred or excluded from bidding by any Federal agency; has not been convicted within a three year period or had a civil judgment against them for commission of fraud in obtaining or performing a public contract, has not within a three year period been terminated on a public contact for cause or default.

SECTION II

SCOPE OF SERVICES

2.1   The City of Rio Vista is requesting proposals for the acquisition and implementation of a walk-by automated meter reading system. However, the City desires a system which could be upgraded with minimal expense at a later date. The AMR system shall be capable of remotely reading meters without necessitating direct access to the meters by meter readers and shall also be capable of taking manual reads. All system components necessary to activate such a meter-reading system shall be supplied and warranted under this Contract. Components in the AMR system shall include the AMR unit which will consist of the radio read module, encoded register, and meter, along with all equipment, hardware, software, and identified services necessary for providing a reliable AMR system as specified herein.

The City expects to address several key operational issues with the implementation of an AMR system, including, but not limited to: reducing meter reading costs and re-read costs, improving meter reading efficiency and accuracy, improving ability to read difficult-to-locate/access meters, improving meter-reading safety, and reducing customer billing complaints.

The City, as part of its long range metering and billing plans, is looking for the radio based water meter reading and route management software to be either initially compatible or easily convertible to the existing billing software system. It shall operate in a Windows based environment and provide all the essential elements for a complete electronic meter reading system. It shall include all additional standard software, to support the radio read meters and for downloading the routes from hand held units. In addition, custom software shall be written be loaded onto the hard-drive and written, developed, and installed which communicates and shall be able to interface with the City's existing billing system and software (Eden Accounting System – Utility Billing Module by Tyler Technologies). It shall be capable of operation within the environment of the City's existing network software for purposes of communicating with the mainframe billing system, and stand alone for communicating with the handheld units in the event the network system is not operational.

2.2   The proposal shall include the price for three (3) hand-held units. Additional hand-held units and possible mobile collector may be purchased in the future depending on the overall experience of this initial purchase and installation.   Current price must be provided for additional hand held units and the mobile collector units and the Proposer shall provide the basis for future pricing such as a maximum price escalation for future years.

2.3   The successful vendor shall demonstrate their ability to deliver an AMR system that adheres to the requirements outlined herein, support the system on an on-going and timely basis, and provide references as to where such systems have been successfully installed and are currently in operation. Specific requirements of the AMR system are detailed in this RFP, but may not be all inclusive.

2.4   The short listed vendors may be required to give City staff a site visit to the nearest location utilizing the proposed system. Expense for the site visit shall be the responsibility of the City.

2.4.1   All proposers shall have experience either in the design, manufacture, supply, installation, of an automated radio based water meter reading system. The City reserves the right to award

the RFP in whole or in part.

2.4.2   The successful proposer shall have successful experience in the AMR field satisfactory to the City of Rio Vista. The City shall be the sole judge in this matter.

2.4.3   The successful proposer shall be required to provide staff support during normal business hours (7:00 am to 5:00 pm) and an on staff authorized factory representative / technician with on-call 24 hour availability and shall include hardware and software support.

2.4.4   Each proposer shall be required to demonstrate that their system is compatible with existing City water meters. In the event that the system proposed by the proposer is not presently compatible with the present meters used by the City, the proposer shall detail what conversions are necessary to make it compatible and the detail of costs associated with the conversion.

SPECIFICATIONS

1 Scope of Work

This RFP to procure a meter reading system capable of meeting the current and future meter reading needs within the City of Rio Vista. The scope of work involves, but is not limited to, providing and installing a meter reading system which includes software, hardware and all necessary training and installation support. The reading equipment shall be capable of receiving meter readings while utilizing a handheld reading device and/or a mobile reading unit and/or a targeted fixed network. It is the intent of the City of Rio Vista to have the Vendor provide the meter reading equipment compatible with a wide variety of water meter companies (i.e. Sensus, Neptune, Badger) equipped with touch read encoder registers.

The system must have the capability to be upgraded to radio frequency technology to improve meter reading efficiency including addressing "hard-to-read" meters and increasing meter reader safety. The Vendor shall describe the upgrade requirements to incorporate RF technology.

Once upgraded to allow radio frequency reading, the system shall still be able to probe water meters or allow manual entry within the same route without detaching the probe or radio interface unit.

All system parts furnished (reading equipment, RF transmitters, meters with absolute encoders) shall be produced from an ISO 9001 manufacturing facility.

2 System Overview

The meter reading system shall be adaptable to manual input, touch wand, walk-by, mobile or targeted fixed network methods of collecting data.

The transition from walk-by to mobile to fixed network shall be seamless and allow all methods to operate together in a hybrid system.

The meter reading system shall include walk-by system providing a migration path through to targeted fixed network applications. The difference between the various systems shall be the method of gathering the meter readings. The systems are not mutually exclusive — they can be used together seamlessly. The first shall use the handheld data collection device; the second shall use a mobile data collection device driven near the customer premises to collect reads; and the third shall use a fixed network data collector to continually receive, store and communicate data from meters within range. Each method shall add its unique value to Rio Vista and the choice shall be driven by the needs of Rio Vista and its customers.

- **Host Software** — The software package installed on the host system at the utility site. Its main function shall be to make route assignments to send to the data collection device and to transfer collected information to the Eden billing system via a transfer file. The City will be responsible for the transfer file.

- **Data Collection Device** — The means of communication between the meter interface unit (MIU) installed at the meter site and the host software. In a walk-by system, it must be a handheld computer capable of reading meters using keyed-entry, probing or RF communications with an attached receiver device. In the case of a mobile application, the data collection device must be a portable personal computer integrated to an RF receiver that can be installed in any vehicle. For the fixed network application, the data collection device must be an environmentally sealed control box able to adapt to various installation settings.

It must also demonstrate the ability to receive, store and communicate meter readings to the host software for further use and analysis.

- **Meters/Meter Interface Units** — Meters connected to electronic devices that shall collect meter usage from an encoder meter register and shall transmit the meter reading and a unique ID number to the data collection device.

3 Host Software

The Host Software must be meter reading software that will transfer files between the Eden Billing System and the data collection devices. The City will provide the transfer file to the vendor's file format provided it is a standard ASCII format. The host software must be configurable for either a standalone installation or operate in a client/server environment.

3.1 Computer Platform

The meter reading software must be capable of running in a standalone mode and have the capability to support a Windows Client / Server environment. When operating in either standalone or client/server configurations, the PC computer will be equipped with a minimum Intel 2 MHz Processor with at least 1 GB of RAM, 60 GB of available space on the hard disk space, Super VGA (1024x768) or higher resolution video adapter and monitor, keyboard and mouse or compatible pointing device, 48X minimum CD/DVD drive and compatible printer. In addition, the software must be able to operate with Windows XP® or later operating system. System must be equipped with an Ethernet network adapter.

When operating in a client/server environment, the meter reading software shall operate on a server with Intel 800MHz or higher, with at least 1GB RAM, 10.0 GB of available space on the hard disk space, Super VGA (1024x768) or higher resolution video adapter and monitor, keyboard and mouse or compatible pointing device, 24X minimum CD-ROM drive and compatible printer. In addition, the software must be able to operate with Windows Server 2000®/Windows Server 2003®. Server must be equipped with an Ethernet network adapter.

3.2 Basic Functions

The software must provide easy management of the meter reading data. After the readings are collected, they must be unloaded to the PC for review and reporting and exported to a file to be sent to the Eden Billing System. New meter reading routes must then be imported into the database and prepared for loading into the handheld.

The meter reading software shall manage the routes that are loaded into the data collection device and be able to split them into multiple routes if necessary.

The meter reading software must include the following:

- Loads/unloads from the handhelds by serial communications at a minimum speed of 19,200 bps and via Ethernet communications at a minimum speed of 10 Mbps.
- Allows PC operator to review and edit any account in the meter reading database.
- Generates route and activity reports defined by the user.
- Provides database backup/restore functions.
- Allows user to merge several separate files into one database.
- Enables the user to setup and save custom report formats.
- Enables the user to specify the data to be exported from the database for transferring to

the billing system.
- Allows for database records to be automatically deleted during or after the export process.
- Enables the user to search the database for records matching specified information.
- Allows the user to define up to 100 notes.

3.2.1 Typical Read Cycle

In a typical Read Cycle, the meter reading system must allow the following operations:

- Merging of routes into the existing database for loading onto a data collection device.
- The selection of routes to be read, splitting of routes and assignment of routes to a data collection device. Generate the route file and load it onto the data collection device or Flash Drive.
- Unloading routes from the data collection device.
- Posting of readings from the data collection device onto appropriate accounts within the database.
- Making a backup copy of the routes within the database (including current system configuration files).
- Printing pre-selected reports.
- Exporting routes out of the database to be sent back to the utility billing system.

3.2.2 Reports

Standard reports must include:

    Route Assignments
    Accounts with Readings
    Accounts without Readings
    ID Compare
    Returned With Notes
    Hi/Lo Fails
    Found Meters
    Dashes/Opens

The software must also provide a powerful custom report generator, allowing the user to select and order specific fields from the database to be printed; in addition, allows the entire database to be sorted by criteria such as date, reader ID or other specified fields.

3.2.3 Special Reports

Special Reports must provide meter reader productivity information. The reporting module must also be a detailed productivity report that will list total number of readings for a specific meter reader and book as well as the time elapsed between each read entered. Also available must be a summary of start time, stop time, elapsed time, mean, maximum and minimum read times.

4 Data Collection Devices
4.1 In a Walk-by System

In a walk-by system, the system must give the user the ability to collect metering data in several ways:

Keyed entry
Inductive probing (Touch Read)
RF communication: The meter must be attached to an RF meter interface unit (MIU); the handheld must have an RF receiving device

The proposed walk-by data collection system must include:

Communication cradles for charging and loading the handheld unit.
Battery operated backup handheld unit.
Probes for interrogating various encoders (i.e. Neptune and Sensus).

4.1.1 Handheld Data Collector Device

4.1.1.1 Basic Functions

The handheld data collection device shall have the capability to collect and store meter readings at any time of the meter reading route by any of the following methods:

Manual use through the use of an alphanumeric keypad.
Probing of water meters equipped with supported absolute encoders.
Via radio frequency.

The unit shall be able to obtain all types of readings on any particular route without requiring:

Reprogramming of the handheld computer.
Physical change of software contained within the unit while in the field.
Access through special software menus contained within a given route/program.

The handheld data collection device must be able to multi-task by collecting data while in keyed entry (manual) meter reading mode.

4.1.1.2 Hardware Requirements

4.1.1.2.1 Processor and PC Compatibility

The handheld data collection device must be PC compatible and run Windows XP. At minimum, the handheld must operate with Processor at 400 MHz.

4.1.1.2.2 Case

The unit must be able to withstand a minimum four-foot drop to concrete.
The handheld must meet and exceed MIL-STD 810F standard, method IP67 for waterproof, dustproof, and shockproof (drop) standards.
The handheld shall be ergonomically designed to be comfortable for handheld meter reading.

4.1.1.2.3 Display

The handheld screen must be 3.5" diagonal QVGA TFT transflective color LCD with backlighting. The size of the display characters must be selectable, allowing the use of

larger characters that are easiest to read. The screen must have a minimum of 240 by 320 pixels (a total of 76,800 pixels) and is CGA compatible for both text and graphics.

   The display must have no degradation when exposed to storage temperatures and operating temperature of -30°C to + 50°C (-22°F to +122°F).

4.1.1.2.4 Keyboard

   The keyboard must have independent large keys of rubber with adequate separation for use with gloved hand.

   The keyboard must provide tactile feedback and be fully alphanumeric.

   There must be an audible beep indicating key has been fully depressed; there must also be an auto-repeat function on keys and a rapid response between keying and seeing results on the screen.

   The keyboard must be fully PC compatible and programmable.

4.1.1.2.5 Battery

   The battery capacity must be sufficient for a minimum of 8 hours of meter reading.
   The handheld must come with a power management system designed to conserve power.
   The handheld must come with an integrated intelligent fast charge capability that allows for full charge in 4 hours.
   Rechargeable Lithium Ion batteries shall be made with a technology that does not develop memory effect.
   field rechargeable backup battery.

4.1.1.2.6 Memory

The handheld data collection device must include 64MB of DRAM and/or minimum128MB FLASH memory.

4.1.1.2.7 Carrying Method

A hand strap must be provided with each unit and must provide ease of use for right- or left-handed operators.

4.1.1.2.8 Size

The handheld data collection device dimensions must not be larger than:

   Length: 10.5" (267 mm)
   Width: 4.08" (104 mm)
   Height: 3.25" (83 mm)

4.1.1.2.9 Weight

The unit's weight must be less than 2.0 lbs (907g) with the battery pack installed.

4.1.1.4 Software Requirements

4.1.1.4.1 Basic Functions

  The handheld software must be easy to use and give the meter reader control over the

route in searching for accounts, tagging accounts for later action, entering related notes and manually reading meters.

The handheld software must include entry of meter readings.

In addition, the handheld software shall include but shall not be limited to the following basic features:

> User customizable key assignments.
> Allows manual or automatic entry of meter readings, ID numbers and note codes.
> Performs high/low test on readings.
> Date and time stamped to each reading.
> Identifies type of reading — manual keyed, probed or RF MIU.
> Must be able to read ARB® I -VI and Sensus ECR® II AND ECR III (*denotes support for the ECR III encoder when programmed as an ECR II with 6 wheels) encoders via either wireless probed reading or via RF MIU.
> Performs unread meter search.
> Found meter processing for new accounts.
> Forward and reverse walk order allowed.
> Data search capability (Display, Notes and ID).
> Auto-Search for automatic reading of encoded meters.
> Displays the number of read and unread accounts on demand.
> Left-to-right, right-to-left or calculator entry of manual meter readings.

4.1.2 Communications/ Charging Equipment

4.1.2.1 Communication

Communications between the handheld and the PC software must be established using a cradle. In addition, the following basic features must be included:

> Extensive error checking is provided to assure data integrity during communications between the handheld and the PC.
> A typical route of four to five hundred accounts could be loaded or unloaded in less than one minute and must be able to load up to 5000 records into a single handheld unit.
> Routes/books can be split at the PC level.
> Once loaded, routes may be individually selected on the handheld.

4.1.2.2 Charging / Communications Cradles

> The communications/charging cradle will be housed in a suitable material that can be wall or tabletop mounted.
> It will have the capability of recharging the handheld unit within 4 hours and also provide the communication port connection to the computer.
> The cradle will hold one handheld at a time and be capable of connecting in a series to accommodate additional units.
> The cradle will be capable of communicating with the host computer at 10 Mbps.
> Multiple handhelds must be able to be connected to the host computer.
> The charging units must carry the Underwriters Laboratory (UL) seal of approval.

4.1.3 Probes

The handheld must be compatible with a wireless probe capable of reading Neptune ARB V, Neptune ProRead AutoDetect and Sensus ECR® II and ECR III * (*denotes support for the ECR III encoder when programmed as an ECR II with 6 wheels) encoder water meters.

4.1.4 Radio Frequency Capability

The reading system must be capable of being upgraded to radio frequency communications. Rio Vista plans to read water meters equipped with radio frequency meter interface units. In the radio read system, the encoder registers will be connected to a MIU that shall provide the radio link from the meter to the handheld interface unit.

The handheld radio frequency adapter must be available as a retrofit kit for existing handheld units.

4.1.4.1 Radio Frequency Reading Function

The function of the handheld in radio frequency mode is to provide Rio Vista the capability of reading meters via radio signals. The handheld must be capable of receiving RF readings. All transmissions from supported MIUs will be collected. The reading of any MIU shall be automatically stored in the proper account record without the intervention of the meter reader.

Should any MIU not be able to be read during the route, the software shall support storage of a flag in the account record, indicating clearly that the MIU could not be read.

When reading the meters in the RF mode, it should not require the meter reader to activate any wake-up tone.

The handheld reading equipment must provide a test mode to verify operation of the MIU. This test mode must be accessible from within the meter reading application as well as accessible from a device main screen (no login required). The test application must be capable of reporting statistics for an individual MIU or displaying all MIUs within range.

4.2 Mobile Data Collection System

The AMR units must be upgradable to mobile data collection device. The mobile data collection device must be a portable, compact electronic system mountable in any vehicle. It must collect the data broadcast by the MIUs and store it onto a USB Flash Drive to be downloaded to the host computer at the utility office.

The unit shall be easily transportable from vehicle to vehicle or vehicle to office.

4.3 Training and Support

The following are items to be determined during these meetings:

Identify the training personnel and the employees to be trained.
Identify training schedules for hardware, software and total system products.
Define acceptance criteria for system deployment.

The vendor shall be responsible for fully training City personnel in the system

4.4 Support Services

The vendor shall have a 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:

> Answer and resolve hardware/operation/maintenance questions and problems.
> Answer and resolve software operation questions and problems.
> Evaluation of information for updates or revisions.
> Evaluation of personnel for training needs.
> Additional on-site training or evaluation as needed.

The Help Desk must be available weekdays between 8:00 a.m. and 5:00 p.m. with after-hours numbers available as needed.

5 Installation and Training

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. The Vendor will also inform the customer of what pre-installation activities are to be completed and what support material will be needed for the initial installation.

6 Performance Warranties

In evaluating bid submittals, warranty coverage will be considered. The Vendor shall 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.

As a minimum, the electronics shall be warranted for one year from date of shipment for defects in material and workmanship.

7 System Maintenance and Support

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 Rio Vista can take advantage of multi-year discounts.

The location of and procedures for obtaining such support shall be stated. A toll-free Help Desk number must be provided for system support.

8 Vendor Qualifications

The qualified Vendor will have a minimum of twenty years experience with meter reading systems. The selected Vendor shall be thoroughly versed in encoder meter technology and be a major supplier in the marketplace. The proposed system shall be manufactured and maintained by the selected Vendor or an equity partner. All Vendors shall document which water meter manufacturers and models they are capable of interrogating with the proposed meter reading equipment.

A customer reference list shall be enclosed with the proposal.

Implementation Timeline

Our desire is to have the system fully implemented and operational within 30 calendar days (not business days) of Council approval of vendor selection, which will occur on or before March 4, 2010. We realize these timelines are tight, but the ability to meet them will be a governing factor in selecting the vendor and proposed solution.

Warranty coverage on all AMR components will be considered when evaluating the proposals. Proposers shall submit all warranties in writing, along with the procedures for submitting warranty claims and any specific warranty scheduling.

Capability of Future Conversion to Drive-by and or Fixed-Network System

Please describe, in detail, the ability of the proposed system to be converted or upgraded to a drive by or a fixed network real-time communications system. Describe any and all costs involved in the system conversion, including all system components in need of change-out and/or replacement, and any other relevant issues pertaining to future system conversion. Indicate where this has presently been done.

Qualifications:

The proposal shall include the following:

Company Narrative in which the Proposer shall briefly state the firm's history and organizational structure and shall provide a brief description of the firm's background and experience in manufacturing, installing, servicing and supporting AMR systems.

Experience of the Proposers in the supply, delivery and installation of AMR systems. Proposers shall supply a list of all AMR installations completed within the last three (3) years. The list shall contain:

- Project description
- Completion date
- Contact name, address and phone number for references meeting the above-mentioned requirements.

NON-DISCRIMINATION STATEMENT

The proposer certifies that:

(1)   No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin, or gender in connection with any bid submitted to the City of Rio Vista or the performance of any contract resulting there from;

(2)   That it is and shall be the policy of this proposer to provide equal opportunity to all business persons seeking to contract or otherwise interested in contracting with this Company, including those companies owned and controlled by racial minorities, cultural minorities, and women;

(3)   In connection herewith, We acknowledge and warrant that this proposer has been made aware of, understands and agrees to take affirmative action to provide such companies with the maximum practicable opportunities to do business with this proposer;

(4)   That this promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;

(5)   That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of and incorporated by reference into any contract or portion thereof which this proposer may hereafter obtain and;

(6)   That the failure of this proposer to satisfactorily discharge any of the promises of non-discrimination as made and set forth herein shall constitute a material breach of contract entitling the City of Rio Vista to declare the contract in default and to exercise any and all applicable rights and remedies including but not limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

_____   _____
              Signature   Title

Bid Form (Submit In Separate, Sealed Envelope with 20 Year Life Cycle Cost Analysis)

Product Quantity Price per Unit Total

Product	Quanity	Price per Unit	Total
1 RF Hand Held Units (HHD)	2	ea.	
2 Handheld Charging Cradle and Appurtenances	2	ea.	
3 Touch Wand	2	ea.	
4 Application Software	1	lump sum	
5 Installation/Training		hrs	
6 System Interface/Use Trainings		hrs	
7 Annual Software License/Upgrade		year	
8 Annual Equipment Maintenance Fee		year	

TOTAL:

***Attach Separate Sheet for Optional Components

_____   _____
Signature of Authorized Representative   Name of Firm (Please Print)