REQUEST FOR PROPOSAL

AUTOMATED METER READING (AMR) SYSTEM

Butler County Water System Inc.
and
Warren County Water District

Butler County Water System

Warren County Water District

Issue Date:
July 10, 2017

Due Date:
July 26, 2017, 4:00 pm CDT

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SECTION 1 – GENERAL INFORMATION

1.1 Utility Information

Butler County Water System Inc.
Butler County Water System Inc. (BCWS) provides water service to primarily rural customers. BCWS serves over 4,800 customers with an average of 850,000 gallons distributed daily through a network of 515 miles of pipeline in a 444 square-mile area. BCWS draws its water from the Green River which is then treated at its treatment plant in Morgantown. Additional information about BCWS can be found online at www.butlerwater.com.

Warren County Water District
Warren County Water District (WCWD) is Kentucky's second largest water district and provides water and sewer service to a blend of residential, agricultural, commercial and industrial customers. WCWD serves over 28,000 water customers with an average of 7.1 million gallons of water distributed daily through a network of 1,142 miles of pipeline in a 526 square- mile area. WCWD also collects and disposes wastewater from over 6,100 customers. Through a joint operations agreement, WCWD also operates and manages Butler County Water System, Inc. (BCWS) and Simpson County Water District. Additional information about WCWD can be found at www.warrenwater.com.

1.2 Time & Place for Submission of Proposals

Submit one (1) electronic copy saved on an USB flash drive and seven (7) paper copies no later than 4:00 p.m. CDT, July 26, 2017 as follows:

Submission of Proposals:
Jeff Peeples
Manager of Finance & Administration
Warren County Water District
523 U.S. Highway 31W Bypass
P.O. Box 10180
Bowling Green, KY 42102

Proposals received after 4:00 p.m. CDT will not be accepted. Vendors accept all risks of late delivery of mailed proposals regardless of fault.

1.3 Evaluation Process

BCWS\WCWD will rank the proposal of each Vendor. BCWS\WCWD has the right to choose the Vendor that provides the greatest value to BCWS\WCWD based on the selection criteria. The following weighted average will be used as a guideline in evaluating proposals. Oral interviews may be requested, if needed, to obtain additional information from Vendors about their proposals prior to selection.

Selection Criteria	Weight
Conformance to specifications	40%
Experience and qualifications	25%
Overall Cost	25%
Warranty and product support	10%

1.4 Proposal Modification, Clarification and Selection

BCWS\WCWD will not reimburse Vendors for any costs involved in the preparation and submission of responses to this Request for Proposal (RFP) or in the preparation for and attendance at subsequent interviews. Furthermore, this RFP does not obligate BCWS\WCWD to accept or contract for any expressed or implied services. BCWS\WCWD reserves the right to request any Vendor to clarify its proposal or to supply any additional material deemed necessary to assist in the evaluation of the Vendor, and to modify or alter any or all the requirements herein. In the event of a material modification, Vendors will be given an opportunity to modify their proposal in the specific areas that are affected by the modification.

1.5 Notification of Withdrawal

Proposals may be modified or withdrawn prior to the date and time specified for proposal submission by an authorized representative of the Vendor, or by formal written notice.

1.6 Negotiations

At the completion of the selection process, the selected Vendor will enter contract negotiations with BCWS\WCWD. The negotiated cost, pricing data and product specifications, once agreed to by BCWS\WCWD and the Vendor, will form the basis of a payment provision. A separate contract will be executed by each utility with the selected Vendor.

1.7 Information

Questions regarding this RFP should be submitted in writing by letter, fax, or email and directed to:

Jeff Peeples
Manager of Finance and Administration
Warren County Water District
523 U.S. Highway 31W Bypass
P.O. Box 10180
Bowling Green, KY 42102
Fax: (270) 842-8360
Email: jeffp@warrenwater.com

The deadline for questions concerning this RFP is July 18, 2017 at 4:00 p.m. CDT. Questions must affect the essence of the RFP to warrant a response.

SECTION 2 – GENERAL TERMS AND CONDITIONS

2.1 Insurance Requirements

Vendor will provide BCWS\WCWD certificates of coverage with corresponding limits of liability for the following:

A. Comprehensive General Liability Insurance - coverage with minimum aggregate of $2,000,000.
B. Worker's Compensation Insurance – coverage with a limit of $1,000,000 per occurrence.
C. Comprehensive Automobile Liability Insurance – combined single limit of $1,000,000 (can be waived if contract does not involve use of motor vehicles).
D. Professional Liability Insurance (Errors and Omissions Liability) – coverage with a limit of $1,000,000 each claim, and $1,000,000 aggregate.
E. Technology Errors and Omissions Insurance – includes data breach and loss of personally identifiable information with coverage limits of $1,000,000 each claim and $2,000,000 aggregate.

2.2 Proposal Expiration

Proposals must state the period for which they are valid and may be accepted by the BCWS\WCWD. A proposal offering less than ninety (90) calendar days for acceptance from the date proposals are due may be considered non-responsive and may be rejected.

2.3 Rights to Pertinent Materials

All proposals, responses, inquiries, and correspondence relating to the RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the Vendor that are submitted as part of the proposal shall become the property of BCWS\WCWD. Should the Vendor submit proprietary information in their proposal, the Vendor should clearly mark these sections.

2.4 Right of BCWS\WCWD to Reject Proposals

BCWS\WCWD retains the right to reject any or all proposals, or any part of proposals, to waive minor defects or technicalities or to solicit new proposals on the same project or a project which may include portions of the originally proposed project as BCWS\WCWD may deem necessary in its interest.

2.5 Funding Information

Funding for the procurement of the proposed AMR system for BCWS will be through loan and grant proceeds from the Rural Development Administration. The AMR system for WCWD will be self-funded. The Vendor shall be capable of meeting any requirements of the Rural Development Administration.

2.6 Performance

BCWS\WCWD reserves the right to provide the Vendor, at any point in the process, with a 30 day notice to perform as contracted or terminate the contract.

SECTION 3 - SCOPE OF WORK

3.1 Objectives

BCWS\WCWD is seeking a single vendor who is qualified to provide an Automated Meter Reading (AMR) system. The AMR technology should provide BCWS\WCWD with a more efficient and cost effective method of collecting meter readings. The AMR system should meet the following objectives:

- Decrease meter reading costs.
- Increase billing accuracy.
- Enhance customer service.
- Reduce unaccounted for water loss.

The AMR system should collect consumption data using a drive-by system and mobile protocol that will eliminate the need to physically read meters each month. The system should include acoustic leak detection capabilities that continuously monitor mains and service lines for water leaks and provide notification during the data collection process. BCWS\WCWD will procure from the Vendor the software and hardware necessary to convert existing meters from a manual read system to an AMR system. The Vendor must propose a system that will allow continued use of the existing manual read system while the new system is phased in over the installation period. BCWS\WCWD will be responsible for the installation of the AMR hardware and Acoustic Leak Detection hardware. The Vendor shall be responsible for the software integration with BCWS\WCWD's existing GIS, customer service, and billing software.

3.2 Background and Current Situation

Currently, meters in BCWS and WCWD are manually read each month. The number of meters physically read in BCWS and WCWD is 5,982 and 30,610, respectively. The majority of residential meters in service are Badger M25 and Sensus SRII type meters.

A breakdown of BCWS and WCWD active and inactive meters by size is below:

BCWS METERS BY SIZE			
Size	**Active**	**Inactive**	**Total**
5/8"	4,779	1,111	5,890
1"	61	3	64
1 1/2"	3	-	3
2"	11	5	16
3"	1	1	2
4"	2	-	2
6”	5	-	5
Total	**4,862**	**1,120**	**5,982**

WCWD METER BY SIZE			
Size	**Active**	**Inactive**	**Total**
5/8"	26,840	2,219	29,059
1"	1,014	76	1,090
1 1/2"	58	8	66
2"	161	12	173
3"	23	-	23
4"	97	7	104
6”	43	1	44
8”	44	-	44
10”	7	-	7
Total	**28,287**	**2,323**	**30,610**

A typical meter reading cycle includes the following:

- Physically reading meters in a designated route.
- Readings are keyed into a Trimble Nomad 900/1050 handheld unit.
- Readings are exported from the handheld unit into Neptune NSight 900 host meter reading software.
- Prior to billing, the readings are exported from NSight 900 into Advanced Utility Systems Corporation CIS Infinity customer service and billing software.

3.3 Scope of Work

BCWS\WCWD intends to replace/upgrade its existing manual meter reading system with an Automated Meter Reading system. The scope of this RFP will include, but will not be limited to, the following:

A. Radio Frequency Meter Interface Units (MIU's), capable of receiving information from encoded meter registers and acoustic leak sensors and transmitting this and other relevant information to a handheld or mobile data collection device.
B. Connecting to encoded registers that convert flow data into electronic format for storage and transmission to the MIU's compatible with Sensus SRII and Badger M25 type meters.
C. Acoustic Leak Sensor Devices capable of early notification of leaks on mains and service lines.
D. Mobile Data Collection Device capable of capturing and downloading signals from the MIU's in a drive by setting.
E. Handheld Data Collection Device capable of capturing and downloading signals from the MIU in a walk by setting.
F. Meter Reading Software (Host Software) that provides acquisition and storage of meter data, including interval, register reads, and events such as high usage, possible leaks, and meter tampering.
G. Integration with other BCWS\WCWD software applications, such as the billing and customer service software (CIS Infinity) and Geographic Information System (GIS). The GIS system is ESRI based, built on Microsoft SQL Server. GIS meter data is located with sub-foot accuracy and includes a unique identifier which links GIS to accounts in the CIS Infinity database.
H. System Support over its expected life, including on-site and telephone support, software patches and upgrades, system firmware upgrades, and ongoing services agreement.
I. Training required for BCWS\WCWD personnel to successfully install, operate, and maintain the system.
J. All system components will be supplied and warrantied to perform to proposed specifications and be free of defects.

SECTION 4 – AMR SYSTEM REQUIREMENTS

4.1 Radio Frequency Meter Interface Units (MIU)

The MIU should transmit meter reading data and leak sensor data to a walk-by handheld device or a drive-by mobile device. The MIU should meet the following requirements:

A. Interrogate the encoded meter register and transmit the meter reading and other information to the collection devices.
B. Transmit the encoded meter reading with a unique MIU identification number.
C. Compatibility with Sensus and Badger type encoded meter registers.

D. Functionality to "auto detect" the type of encoded meter register connected and not require reprogramming in the field. The same MIU must be capable of being read by a walk-by handheld device equipped with a radio frequency receiver and drive by mobile device with a radio frequency receiver mounted in a vehicle.
E. Capability to log consumption data available for retrieval by the collection devices.
F. The MIU's may be attached to new meters, or they will retrofit to existing Sensus or Badger meters in the field.
G. MIU's will have a fully-potted, submersible design.
H. The range will not be affected when the meter pit is flooded.
I. The MIU will be a pit model designed with an internal antenna and can be mounted in a pit or an underground vault.
J. The MIU should offer an optional through the pit lid antenna to optimize performance in hard-to-read applications.
K. Any special mounting hardware shall be supplied with the units.
L. Each unit must have three ports for connections to the encoded meter register, the acoustic listening device, and optional antenna.
M. MIU connections to the encoded meter register should be a standard type connection.
N. All wiring connections should be waterproof.
O. For ease of implementation, the system shall not require any special licensing, including licenses from the FCC.
P. The system must be expandable at any time without getting authorization from the FCC.
Q. Power should be supplied to the MIU by a lithium battery with 20 year life warranty.
R. The battery life should not be affected by outside erroneous wake-up tones (e.g. other water, gas, or electric utilities reading)
S. The battery should be a fully potted component of the MIU without external wires.
T. Units shall have a tamper detection capabilities. In the event of a cut wire, the MIU should send a trouble code.
U. MIU and handheld device should provide test mode functionality to verify proper installation and operation.
V. For ease of future expansion of the system, it is preferred the MIU have the capability to migrate from AMR to AMI without reprogramming or replacement.

4.2 Data Collection Devices

The AMR system shall provide a means of communication between the MIU installed at the meter site and walk-by handheld and drive-by mobile data collection devices.

A. Walk-by Handheld Data Collection Device

1. Capability to collect and store meter readings and leak sensor data at any time of the meter reading route.
2. Ability to collect readings manually using an alphanumeric keypad and by radio communication.

3. The handheld device should be able to obtain all types of readings on any route without requiring reprogramming or physical change of software while in the field.
4. The battery capacity must allow for a minimum 8 hours of meter reading.
5. The handheld device software must be easy to use and provide the meter reader the following features:
    a) Ability to search for routes, accounts, trouble codes, tagging accounts for later action, entering related notes.
    b) Perform high/low test on readings.
    c) Date and time stamped on each reading.
    d) Identify the type of reading, manual or radio frequency.
    e) Perform unread meter search.
    f) Found meter processing for new accounts.
    g) Allow forward and reverse walk order.
    h) Display the number of read and unread accounts on demand.
6. Once loaded, routes may be individually selected on the handheld.
7. The handheld software should flag any account where MIU could not be read.
8. The handheld device must provide a test mode to verify operation of the MIU.

B. Drive-by Mobile Data collection devices.

1. The mobile device must be a portable, and mountable in any vehicle.
2. The device must collect the data transmitted by the MIU's and store the data to be downloaded to the host computer at the office.
3. The device should be easily transportable from vehicle to vehicle and from vehicle to office.
4. The key components of the mobile device must consist of a computer device, an integrated radio receiver, and a remote rooftop mountable antenna.
5. The mobile device must be easily installed in any vehicle that will drive to the field for meter reading.
6. After the meter reader starts the reading process, the mobile unit software must be fully automated to collect the meter reading and leak sensor data received from radio receiver unit and store it to be exported to the host computer software to update the route data.
7. The mobile device software should provide the operator the following features:
    a) The software shall be touchscreen friendly.
    b) Capable of filtering out duplicate readings from the same MIU and keeping the last reading received.
    c) Each reading must contain an MIU identification number and a time stamp.
    d) The device software must have the option to provide found meter processing for new accounts.
    e) Must be capable of performing high\low test on all readings.

f) Provide the reading status for individual routes as well as all routes combined.
g) Must contain a test mode used to validate MIU installation. The test mode must provide MIU identification.
h) Ability to allow manual readings to be entered into the account record.
i) Ability to enter freeform notes for recording conditions in the field.
j) Filtering to allow the user to view route mapping data by conditions such as flag type, flag status, audit status, and reading status.
k) Display meter points and read success and unread accounts.

8. The mobile collection device must be able to operate effectively at posted speed limits.

4.3 Meter Reading Software (Host Software)

The host software must have the ability to transfer files between BCWS\WCWD's CIS Infinity customer service and billing software and the AMR data collection devices (walk-by handheld and drive-by mobile). The host software must provide easy management of the meter reading data. After the readings are collected, they must be uploaded to the host computer for review and reporting and then exported to a file that will be sent to CIS Infinity. New meter reading routes will be imported into the host software database from CIS Infinity and will be prepared for loading into the collection devices.

A. The host software must include the following:

1. Display data logger information retrieved from the walk-by handheld or mobile drive-by device.
2. Ability to view consumption in a graphical and tabular form.
3. Must be able to load/unload from the collection devices.
4. Allow user to review and edit any account in the meter reading software database.
5. Generate route and activity reports defined by the user.
6. Provide database backup\restore functionality.
7. Allow the user to set up and save customer report formats.
8. Allow the user to search the database for records matching specified information.
9. Ability to select routes to be read, split routes, and assign routes to a data collection device.
10. Unload routes from the data collection device.
11. Post readings from the data collection device onto appropriate accounts within the database.
12. Ability to make a backup copy of the routes within the database.

B. Standard reports must include:

1. Meters with Readings – Summarizes data for all meters in which a reading was obtained.

2. Meters with No Readings – Summarizes data for meters in which readings or skip codes were not obtained.
3. Invalid Readings or ID's – Lists readings that were taken but are incorrect or invalid. A non-numeric character or characters within a meter reading for example.
4. Non-Billable Reads – Lists the readings that were taken but are incorrect or invalid.
5. Meter ID Compare – Displays the account information in which a meter reader forced a specific identification and reading to an account because it did not match information sent over from CIS Infinity.
6. Found Meters – Displays meters located by field personnel but not displaying the route.
7. Zero Consumption – Number of consecutive days with no consumption detected by the MIU.
8. Route Assignments – All routes which are currently assigned.
9. Route Details – An overview of all routes which shows detailed information on how the route was read, all readings received within the route, the date and time meters were read, and any codes received on specific meters.
10. Skip Codes – Summarizes meters where readings were attempted but unable to be obtained.
11. Trouble Codes – Summarizes meters coded with issues when the reading was obtained.
12. Coded Notes – Summarizes data relating to predefined notes associated with a meter.
13. High\Low Fail – Summarizes meters that exceeded limits preset in CIS Infinity.
14. Import Log – Displays all the import activity generated in the host software database.
15. Review Reading Log – Displays all the changes made to reading data within the host software.
16. Continuous Leak – The number of days a continuous leak was detected.
17. Walk Order and Productivity Report – Lists readings statistics for a reader. This report shows the route, date, and time the route was read, total number of readings collected, starting and ending times for each route, as well as the minimum, maximum, and average elapsed time.

4.4 Acoustic Leak Detection System

BCWS\WCWD seeks to reduce water loss through main lines, service lines, and hydrants by using an effective acoustic leak detection system. The system should include the following functionality:

A. Identifies new, evolving, and pre-existing leaks.
B. Ability to mount leak sensors on water lines, service lines, and in meter pits.
C. Leak sensors are connected to MIU allowing for leak sensor data to be collected along with meter reading data.

D. Analysis of leak sensor data with the ability to graphically display all leak sensor locations highlighting the status of each leak location.
E. Ability to integrate with BCWS\WCWD GIS water system maps.
F. Provides leak sensor status such as no leak, possible leak, and probable leak.
G. System should be able to accommodate an unlimited number of leak sensors.
H. Leak sensors are a water proof and submersible design and can withstand extreme temperatures.

4.5 Training and Support

The Vendor will be responsible for training BCWS\WCWD personnel in all aspects of the products including set-up, configuration, and installation to accommodate BCWS\WCWD's specific requirements. The Vendor shall provide support on all components of the AMR system including hardware and software at no additional cost to BCWS\WCWD:

A. Support during pre-deployment planning.
B. On-site support as needed during the Pilot Test to meet performance requirements.
C. Support during installation, testing, and troubleshooting.
D. Support during the expected useful live of the AMR system.

The Vendor shall provide warranty information on all AMR system components and Acoustic Leak Detection components. The warranty should include the company policy to address high failure rates.

SECTION 5 – IMPLEMENTATION SCHEDULE

5.1 Vendor Contract and Payment

Upon selection of a Vendor, and after negotiations, Butler County Water System (BCWS) and Warren County Water System (WCWD) will enter into separate contracts with the selected Vendor. The contract between BCWS and the Vendor will reflect the procurement and payment terms of an AMR system for 4,800 meters and the contract between WCWD and the Vendor will reflect the procurement and payment terms of an AMR system for 31,500 meters.

5.2 Pilot Test Period

After the contract is awarded to the selected Vendor, a Pilot Test must be successfully performed. The purpose of the Pilot Test is to verify that the AMR system and Acoustic Leak Detection System complies within the Vendor's performance specifications and meets BCWS\WCWD requirements. Details on the Pilot Test are as follows:

A. The Pilot Test will be installed in the Leonard Oak area in Butler County.
B. A full-scale AMR system will be installed at 300 meter locations.

C. All hardware and software will be purchased from the Vendor except for encoded meter registers.
D. The majority of the installations will be pit style MIU's; however, BCWS may test a smaller quantity of MIU's with pit lid antennae.
E. The MIU and leak sensor installation will be performed by BCWS with assistance and support from the Vendor.
F. The test period will be for a duration of up to (1) year after successful installation.

In the event the Pilot Test does not confirm the AMR system and Acoustic Leak Detection system can comply with the performance requirements specified in the Vendor's proposal, BCWS\WCWD may terminate the contract and select an alternate Vendor whose equipment and support best serves the needs of BCWS|WCWD.

5.3 Implementation Build Out - Phases 1 Through 5

Upon acceptance of the Pilot Test results, installation will begin in Butler County and Warren County. It is estimated that a total of 36,300 AMR units will be installed consisting of 4,800 installed in Butler County, including the Pilot Test quantity; and 31,500 installed in Warren County. BCWS\WCWD is requesting proposals to purchase the MIU, leak sensor, collection devices, software, and support necessary for a full-scale AMR System. BCWS\WCWD will be responsible for equipping meters with the appropriate encoded meter register and for the installation of the AMR and acoustic leak detection units. BCWS\WCWD may adjust annual quantities and may accelerate implementation based on performance.

AUTOMATED METER READING SYSTEM
IMPLEMENTATION SCHEDULE

Activity	No. of AMR Units Required			Date	
	BCWS	WCWD	Total	Start	Finish
Pilot Installation - Leonard Oak	300		300	9/1/2017	10/30/2017
Pilot Test Period - Leonard Oak				11/1/2017	10/31/2018
Phase 1 Build Out	2,250	4,000	6,250	11/1/2018	10/31/2019
Phase 2 Build Out	2,250	4,000	6,250	11/1/2019	10/31/2020
Phase 3 Build Out		7,500	7,500	11/1/2020	10/31/2021
Phase 4 Build Out		8,000	8,000	11/1/2021	10/31/2022
Phase 5 Build Out		8,000	8,000	11/1/2022	10/31/2023
Total	**4,800**	**31,500**	**36,300**		

SECTION 6 – INSTRUCTIONS FOR PROPOSAL

Your response should include each section below. Failure to address a significant portion of the items may classify the response as non-responsive and may preclude it from further consideration.

6.1 Transmittal Letter

The transmittal letters will indicate the intention to comply with the RFP requirements with or without modifications. The letter will:

1. Identify the person responsible for this response. Include title, address, phone, fax and email address.
2. Explicitly state that the Vendor has reviewed the contents of this RFP.
3. Identify any and all exceptions or "deal breakers" to the RFP requirements.
4. State the period of time that the proposal is considered firm.
5. Acknowledge completion of the Pricing Schedule.
6. Be signed by a person authorized to contractually obligate the Vendor organization

6.2 Executive Summary

The Vendor will provide a summary that presents in brief, concise terms, a summary level description of the contents of the proposal response.

6.3 Vendor Qualifications

Provide the following in your proposal:

1. Vendor Profile and Product History. The Vendor will provide a profile of its organization. The Vendor will provide a brief history of the solution they are proposing.
2. Minimum Qualifications. Describe how you meet the RFP requirements.
3. Experience. Describe your organization's experience in implementing your solution and how your solution has improved your customer's operations.
4. References. Provide a list of ten (10) water utilities for which the Vendor has installed the proposed AMR system equipped with Acoustic Leak Detection. The reference list should include the following: five (5) projects completed within the last five (5) years; utilities in similar size as WCWD; utilities with the installation of 100,000 or more units; and utilities that use CIS Infinity customer information & billing software to interface with the Vendor's host software. For each reference, provide the Utility name, address, telephone number, contact person, email address, the type of AMR System installed, the project start date and completion date, and the number of customers served by the utility.

6.4 Proposed Solution

Provide a narrative of the Vendor's AMR and Acoustic Leak Detection solution and how it will meet BCWS\WCWD's objectives and expectations. Vendor's narrative must include the following:

1. Description of operational features, key functionality, technical specifications, and performance standards of all AMR and Acoustic Leak Detection hardware and software.
2. Description of how the AMR system will successfully interface with BCWS\WCWD's CIS Infinity customer information & billing software.
3. List of any additional hardware, software, licenses, etc., that BCWS\WCWD must purchase or have updated to implement the AMR and leak detection systems.
4. Describe proposed performance milestones for verification during the Pilot Test including percentage of missed reads, expected performance of acoustic leak sensors, and other system critical functions.

6.5 Project Implementation

The Vendor must provide an implementation plan for the Pilot Test and Implementation Phases 1 through 5. The implementation plan should include the AMR System and the Acoustic Leak Detection system. The Vendor's plan must address the following:

1. Project management.
2. Hardware selection and installation recommendations.
3. Software applications installations.
4. Application set-up (tailoring, configuration, integration, user set-up)
5. Testing – Individual components and entire system.
6. Reports
7. Training – System and end-user.
8. System acceptance testing.
9. Transition from manual reading to the AMR System.
10. Support during the Pilot Test.
11. Support through first major events (first month's billing using AMR System)
12. Backup and recovery.

6.6 On-Going Products Support and Maintenance Programs

The Vendor must provide on-going support and maintenance for all components of the AMR System and Acoustic Leak Detection System. The Vendor response should describe the following:

1. The customer support department including telephone support, on-site support, support hours, support personnel with their contact information, and the escalation process.
2. How are hardware and software problems resolved.
3. Describe how software patches and upgrades, firmware upgrades, and revisions are released, integrated, and supported.

6.7 On-Going Training Programs

Describe training programs the Vendor will provide beyond initial implementation for the AMR System and Acoustic Leak Detection System including training on process changes, configuration changes, troubleshooting, hardware upgrades, and software upgrades.

6.8 Provide All Legal Documents

1. Standard professional services contract.
2. Software licensing agreement.
3. Standard support and maintenance agreement.
4. Performance benchmarks for the proposed hardware environment.

6.9 Exceptions to the RFP Requirements

The Vendor must clearly and specifically detail all exceptions to the RFP requirements.

6.10 Lawsuits

1. List all pending investigations and lawsuits which are concerned directly with the staff or part of the Vendor's organization.
2. List all completed investigations and judgments from lawsuits in the last five (5) years which are concerned directly with the staff or part of the Vendor's organization.

6.11 Pricing Schedule

1. Complete the Pricing Schedule
2. Signed by the person authorized to contractually obligate the Vendor organization.
3. If alternate pricing is submitted, include more than one schedule and distinguish this schedule from the original.

SECTION 7 - ANTICIPATED RFP SCHEDULE

BCWS\WCWD may conduct interviews to obtain additional information regarding the Vendor's qualifications. During the interviews, the Vendor should be prepared to demonstrate and explain examples of similar projects which they have implemented.

Issue Request for Proposals	July 10, 2017
Proposal Questions Due	July 18, 2017
Proposal Deadline	July 26, 2017 4:00 pm CDT
Demonstrations	July 31 – August 4, 2017
Select AMR System Vendor	August 15 - 22, 2017