

**Legal Notice**  
**City of North Tonawanda Water Meter and AMR System Installation Request for Proposals**

Sealed proposals will be received by the City of North Tonawanda at the Wastewater Treatment Plant, 830 River Rd, North Tonawanda, NY 14120, until Wednesday, July 24th, 2024, at 3:00pm (EST) from qualified installers, located and authorized to do business in the State of New York, to provide installation plans and services to the City of North Tonawanda for the Water Meter and AMR System Installation.

The Request for Proposals (RFP) shall be available in the following formats: hard copy (paper) and electronic email (Adobe Acrobat \*.PDF format) upon request by contacting Donna Braun at (716)-695-8555 or email to: [dbraun@northtonawanda.org](mailto:dbraun@northtonawanda.org). Each proposal shall contain the full name and address of each person or company submitting the proposal. Proposals shall be delivered NO LATER THAN Wednesday, July 24th, 2024, at 3:00pm (EST) to:

Jason W. Koepsell  
Superintendent of Water/ Wastewater  
City of North Tonawanda  
830 River Rd  
North Tonawanda, NY 14120

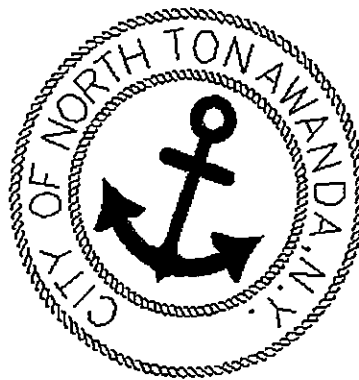
All questions shall be submitted in writing and shall be mailed or emailed to: Jason Koepsell, Superintendent of Water/ Wastewater, 830 River Rd North Tonawanda, NY 14120, or [JKoepsell@northtonawanda.org](mailto:JKoepsell@northtonawanda.org).

All proposals must be received on time and in full compliance with the instructions contained in the RFP. The City of North Tonawanda reserves the right to reject any and all Proposals, and to withdraw this solicitation at any time.

# CITY OF NORTH TONAWANDA, NEW YORK

## REQUEST FOR PROPOSAL

### City of North Tonawanda Water Meter and AMR System Installation



June 2024

**Mayor:** Austin Tylec

**Common Council:**

Common Council President & 2<sup>nd</sup> Ward Alderman  
Alderman at Large  
Alderman at Large  
1st Ward Alderman  
3<sup>rd</sup> Ward Alderman

Frank DiBernardo  
Joe Marranta  
Joe Loncar  
Robert Schmigel  
Joseph Lavey Jr.

**Superintendent of Wastewater/Water**

Jason Koepsell

**City Engineer:**

Chelsea L. Spahr, P.E.

**City Attorney:**

Edward Zebulske III

**City Clerk/Treasurer:**

Donna Braun

# City of North Tonawanda Water Meter and AMR System Installation

PROJECT No. 2024-05

## *REQUEST FOR PROPOSAL*

### 1.0 **Introduction**

The City of North Tonawanda, hereinafter referred to as the OWNER, is requesting proposals for installation services of the Kamstrup meters and Automatic Meter Reading (AMR) system. Included in this proposal, the installation company shall provide project management, data integration, and field service software to upload data to OWNER's billing software.

### 1.2 **General Information**

#### 1.2.1. **Issuing Department and Contact**

This request for proposal (RFP) has been issued by the OWNER's Water Department in conjunction with the Engineering Department. If there are any questions or comments relative to this RFP, the below listed individual is to be contacted:

Jason Koepsell, Superintendent of Water/Wastewater  
830 River Rd North Tonawanda, NY 14120  
[JKoepsell@northtonawanda.org](mailto:JKoepsell@northtonawanda.org)  
Phone: 716-695-8560

#### 1.2.2. **Delivery of Proposals**

If your organization is interested, please submit via email a PDF of your proposal to [JKoepsell@northtonawanda.org](mailto:JKoepsell@northtonawanda.org) or a hard copy with a flash drive of the copy to the following address by 4:00 PM, July 24, 2024

North Tonawanda Water Department  
830 River Rd North Tonawanda, NY 14120  
Attention: Jason Koepsell, Superintendent of Water/Wastewater.

Late or faxed submittals will not be considered. Proposals will not be read aloud on the proposal opening date but will be available for public inspection upon completion of the review process.

### 2.0 **Back Ground**

#### 2.1 **Service population**

The City of North Tonawanda provides water to residential and commercial customers having approximately 11,107 residential water meters and 638 commercial/industrial/institutional water meters spread out over a 10.8 square mile area.

#### 2.2 **Infrastructure**

Meters – The OWNER has several types of water meters, the majority being mechanical. The residential meter size breakdown is as follows:

Meter Size	Total Qty
5/8"	1
3/4"	11,106

- Meters > 3/4" are commercially owned and will be installed at business owner's expense.

### **2.3 Customer Information (Billing) System**

The OWNERS utility billing system is KVS. The Kamstrup meter reading system must be readily compatible with the OWNER'S current billing system and provide necessary billing information to this system through compatible import/export files.

## **3.0 General Scope**

Under this specification a single Contract Installation Company (CIC) shall supply all equipment and labor necessary to install Kamstrup Water Meters and Automated Meter Reading (AMR) endpoints provided by the City of North Tonawanda. While the primary function shall be to provide labor for the installation of meters and endpoints, the installation company shall also provide project management, data integration services, and a field service software with a Utility Portal allowing electronic data uploads to billing software, and full transparency of project progress as described herein. Along with meter and AMR installations, the CIC shall also perform service line audits and provide service line material data back to utility through the field service software.

The following are minimum requirements and shall govern, except the local, state and/or federal codes and ordinances shall govern when their requirements are in excess hereof.

MBE/WBE EEO: It is the intent of the Owner to pursue a GIGP State Grant for this project. The scope of services is based on the following Minority Business Enterprise/ Women-owned Business Enterprise (MBE/WBE) Equal Opportunity Employment (EEO) goals of 20% for the service agreement. If these goals cannot be obtained, state guidelines for the requirements must be followed to help OWNER pursue grant funding.

### **3.1 Technicians**

- 1. The CIC Must be a licensed plumber in the City of North Tonawanda.**
2. The CIC shall employ competent, efficient employees skilled in the work assigned to them. The CIC shall provide OWNER with a list of names, photo

identification, background checks, vehicle information and other required information for the employees performing work.

2. The CIC employees shall, at all times display in a clear manner, photo identifications. Each photo identification shall have the CIC name, employee's name, title, and signature.
3. All service staff, technicians, drivers and field supervisors will be equipped with smart phones and/or tablets. Electronic and Wireless Communication, through a cellular network, must be available to the installation team.
4. All the CIC employees shall be neat and presentable always to present a professional appearance. All Employees shall have the same color uniforms including shirts, pants, and jackets. The CIC logo shall be permanently attached to shirts and jackets.
5. The CIC vehicles used for work shall have company logos prominently displayed and shall be registered with the OWNER.
6. All work shall be performed by competent, skilled personnel, to be conducted in accordance with good trade practices and all applicable codes.
7. CIC must be skilled in handling both small and large watermeters, both indoors and outdoors, including confined space meter vaults, ranging in size from 5/8" to 8"
8. The CIC shall be responsible for the proper care and protection of the work site, for all materials and articles delivered to the site where the CIC will perform the work, until completion and final acceptance of the work. The CIC shall exercise proper precautions and safety measures in performing the work, which shall be in accordance with all applicable laws, rules and regulations. The CIC shall be responsible for the protection of all persons and/or property at the location in which the work will take place.
9. The CIC shall keep the work site free from unnecessary accumulations of waste materials. Upon the completion of all work, the CIC installers will be instructed to remove all tools, equipment and surplus materials, as well as all waste resulting from the work. Upon the completion of the work, the work area shall be left "broom clean" or its equivalent, to the reasonable satisfaction of the OWNER.

### **3.2 Field Tools**

1. All CIC technicians must be equipped with tablets/mobile devices that communicate through a cellular network providing a real time paperless solution in the field for every installation.
2. Tablets/mobile devices must be capable of capturing: pictures, meter data, endpoint data, customer information, bar code data, and any other required information through the use of the field service software.

3. The mobile application on the tablet must allow the installation technicians to access all information including: installers schedule, office calendar, existing meter and radio data, all account information, and material inventory.
4. CIC technicians must be equipped with all equipment and software required by Kamstrup AMR Manufacturer to program radio endpoints.

### **3.3 Field Service Software**

1. The Field Service Software must provide the capability to record, manage, store, retrieve, and access all relevant data for each customer location, including customer signatures.
2. The Field Service Software must allow for scheduling of all appointments if required, logging all customer interactions, and handling of service requests.
3. **Notifications:** The Field Service Software shall send an email or text message to customer when a required appointment is scheduled as a confirmation. A second email or text message shall be sent to the customer the day before the appointment as a reminder. Finally, a third email shall be sent to customer the day of the appointment, when technician is en-route to location. The third email must contain a picture of the technician that will be completing their installation.
4. The CIC Shall provide the ability for OWNER's customers to schedule appointments online at their convenience. Once the appointment is scheduled, the customer shall receive an email confirmation of their appointment. The email confirmation shall contain an informational video explaining the installation process.
5. All account management is to be completed through the Field Service Software. All relevant customer account information and new product data collected after installation must be accessible by all Utility personnel, and project management through the use of a Utility Portal.

### **3.4 Utility Portal**

1. CIC must have a cloud-based Utility Portal made accessible, by secure invitation only, for the OWNER to monitor in real time the complete installation process.
2. Field Service Software utilized by the technicians must be completely integrated with the Utility Portal to provide the OWNER real-time updates on the progress of installations.
3. There must be five statuses available on the Utility Portal for all users to quickly review the status of entire installation project.

- Completed- Job Done
  - Validating - Job done awaiting data validation process
  - Scheduled - Job scheduled in the future
  - Not Scheduled - Jobs not scheduled
  - Assigned – Assigned to a technician
  - In progress – Technician working on meter installation
  - Incomplete - Jobs that cannot be completed
  - Cancelled – Was scheduled but customer canceled
4. The Utility Portal must have built in search/filter capabilities to provide a status of each individual account. The Utility Portal must be able to filter account statuses by day, week, month, etc. to monitor the project.
5. The Utility Portal must be able to provide a list of accounts that are incomplete and indicate the reasons why they cannot be completed. The reasons for an account being incomplete shall include:
- Denial of Access
  - Meter not Accessible
  - Meter not Found
  - Plumbing Conditions
  - Vacant Property
  - Change Order
  - No Show
  - Miscellaneous

Field technicians must have the capability to enter the reason for an account being on hold through the mobile application of the field service software.

All incomplete devices, along with the reason they are incomplete shall be listed.

6. Then an installation is completed, an electronic work order must be created and added to the Utility Portal with old and new data, before and after pictures, and a customer signature.
7. SERVICE CALLS - The Utility Portal shall have the ability to track all service calls required when adjustments need to be made to completed installations. Reasons should include:
- Leaks – Meter is leaking after complete installation
  - Backwards Meter – Meter installed backwards
  - Endpoint – Radio needs troubleshooting
  - Property Condition
  - Low Pressure was reported by customer
  - Mismatched Data
  - Meter box
  - No Water – Water service not returned
  - Programming

- Other

8. The Utility Portal must be able to create a CSV file with all data to be exported to the OWNER's billing software. CIC shall work with the OWNER's billing software company, KVS to ensure the format of the export file from the Utility Portal is compatible with the billing software. This shall allow for the electronic transfer of all new meter data, collected in the field and uploaded to the Utility Portal, to the billing software.
9. Utility Portal must provide a view to the OWNER of the product inventory throughout the project. Water meter and endpoint quantities shall be monitored by the OWNER in real-time through the Utility Portal.
10. The Utility Portal must provide a location for, and OWNER access to project documents such as contracts, Invoices, prevailing wage payroll, and any other documents required by the OWNER.

### **3.5 Inventory Management**

1. Installation CIC shall provide inventory management through the Field Service Software in conjunction with the Utility Portal.
2. Field Technicians shall use bar code scanning technology to enter meter and radio endpoint data into the Field Service Software. As meters and endpoints are marked installed through the field technician's mobile app, they shall be deducted from the inventory levels.
3. Installation CIC shall be responsible for receiving material deliveries from OWNER.
4. Routing of product installation shall be coordinated with OWNER to avoid interruption of billing schedules.
5. Video conferencing on tablets/mobile device shall be available to field technicians for onsite communication and troubleshooting to ensure quality.
6. CIC must have dedicated call center (not outsourced) to be able to schedule appointments daily. Call center shall be responsible for contacting customers that OWNER is able to provide phone numbers for.
7. Regular project progress meetings shall be conducted by the CIC with all project constituents to update everyone on project status.
8. The CIC customer database to be provided to the OWNER should include listing of customer addresses, account numbers, existing water meter information and proposed water meter sizes. The CIC shall be responsible for verifying all meter locations, address, sizes, and types of water meters to be supplied, replaced or installed. Any discrepancies shall be reported to the OWNER for clarification.



9. Water meters in apartment buildings and multiply dwelling complexes shall receive new meters on a one for one replacement.
10. The CIC shall notify the OWNER immediately if vertical water meters are found. A vertical meter retrofit kit will need to be used.

### **3.6 Data Integration**

1. The CIC is responsible for uploading existing customer information file into the Field Service Software.
2. The CIC is responsible for providing a file to transfer all field data captured by the technicians, electronically to the OWNER's billing software, KVS. No manual data entry by OWNER's personnel shall be acceptable.
3. The CIC Utility Portal shall provide email notifications to the OWNER indicating when the billing file is ready for upload to the billing system. All billing file data must be validated by the CIC team and confirmed to be correct before notification is sent to OWNER.
4. Digital work orders shall be generated by the Utility Portal, based on information provided from the Field Service Software. All work orders shall contain existing account information from the OWNER's data base, new meter and endpoint data, before and after pictures, and any other pertinent account data. Work orders shall be stored on the Installation Contractor's servers for an agreed upon period of time after project completion.

### **3.7 Quality Assurance**

1. CIC and personnel shall have minimum five years' experience and completed ten similar projects in size and scope. The OWNER reserves the right to take exceptions to submittal qualifications.
2. Codes and Standards: The water meters must comply with AWWA and the OWNER's standards. Perform work in compliance with applicable requirements of authorities having jurisdiction, to include but not be limited to the City of North Tonawanda.
3. The CIC shall provide a one-year installation warranty.
4. CIC must provide a data validation team responsible for confirming information from the OWNER's data base matches the information field technician finds on location. This is accomplished by data validation team comparing data in field pictures to the data entered by the field technician.
2. Field data shall also be validated by uploading a file from the head end system of the AMR system to the Field Service Management software. The Field

Service Management software shall then compare field data collected to the data captured by the AMR system ensuring they match.

3. CIC shall be responsible for confirming AMR endpoints successfully communicate back to the head end of the AMR system.
4. CIC must conduct mandatory monthly workshops incorporating revised safety procedures, municipality updates, reinforcing Occupational Safety Health Administrative (OSHA) standards in the field and confined space rules and regulations
5. Field Technician must spend 40 hours in the field and home office including the call center to be crossed trained in all functional areas of the business
6. Field Supervisors must have 30 hours of Occupational Safety Health Administration (OSHA) training and 8 hours specifically in confined space entry training
7. Field technicians must have minimally 10 hours of Occupational Safety Health Administration (OSHA) training and 8 hours specifically in confined space entry training
8. To assure quality, CIC must randomly call customers and conduct field inspections on completed installations.

### **3.8 Examination**

1. Photographic documentation of existing water meter removal and installation of new water meter shall be provided for every installation.
  - a. CIC shall be responsible for taking a minimum of two (2) digital photos of water meter and associated facilities before proceeding with work and again upon completion of work.
  - b. CIC shall verify the photographic quality prior to submission. Photographs shall be clear and legible and taken under proper lighting conditions.
  - c. CIC shall submit a digital record of the photographs via the utility. portal.
  - d. **The CIC shall submit a digital checklist of each installation completed. Attached is an example of what this checklist should include. CIC will make this checklist and OWNER will approve prior to use.**

### **3.9 Inspection**

1. The CIC shall be responsible for inspecting the existing pipe and its condition before proceeding with the installation.

### **3.10 Installation**

1. All piping shall be installed by skilled workmen in accordance with the best standard practice for piping installation, and in strict accordance with the manufacturer's installation drawings, instructions and recommendations.
  - a. Proper tools and appliances for the safe and convenient handling and installing of the pipe and fittings shall be used.
  - b. If any deficiencies in materials or workmanship are discovered after the installation, the CIC shall correct the deficiencies in a timely manner and at his own expense.
2. CIC to notify the OWNER if poor pipe conditions (leaks, breaks, etc.) are found prior to the installation of the new meter.
3. The CIC shall be responsible for shutting off water to the water meter. If the site is not equipped with a shut off valve to isolate the water meter or the valve is inoperable, CIC to contact the OWNER. OWNER will coordinate with the property to facilitate water shut off.
4. A two percent (2%) allowance has been set up for miscellaneous material and repairs beyond the scope of the contract. Miscellaneous materials and repairs actually performed will be paid for out of this allowance. The contract will be adjusted for actual quantities of work performed. Percentages will be applied to actual installed quantities.
5. The CIC is responsible to schedule an appointment to replace the water meter with the residence or property representative. If CIC is unable to schedule an appointment after four (4) weeks, then the OWNER will attempt to schedule the appointment for the CIC.
6. The CIC shall make at least three (3) attempts within four (4) weeks to complete the water meter installation at each site. If, after three (3) attempts, the CIC has been unable to complete this work, then the OWNER will contact the property owner. If the OWNER is successful in setting up a meter installation appointment, CIC will attempt to replace the meter at the scheduled time. If this last attempt is unsuccessful, the water meter installation will be turned over to the OWNER.
7. The CIC to check for proper electrical ground and/or proper electrical jumper at meter.
8. If the water service cannot be isolated utilizing building owner's shut off valves, the CIC shall notify the OWNER's Water Department. In such cases, the Water Department will coordinate with the property to complete exterior shut offs in coordination with the CIC's meter replacement.

9. CIC shall verify that radio read system communication with water meter is fully functional following meter installation.
10. Residents and business owners shall be responsible for clear access to water meters for the CIC to perform work. CIC shall not be responsible to move/remove large items or debris to gain access to the water meter. Resident or business owner shall be notified that clear access to water meter is required.

### **3.11 Disposal and Cleanup**

1. The CIC will be responsible for disposing of all plastic meters and components. Brass meters and fittings will be turned over to the OWNER.
2. The CIC shall cleanup and remove from the property any debris caused by the meter installation. In order to limit the amount of dirt that will be tracked into each household or building, CIC shall provide a means of protecting the floor when entering and moving about each residence or commercial building.

### **3.12 Prevailing Wage**

1. Municipal projects typically require all contractors and sub-contractors pay employees according to the prevailing wage rates determined by the department of labor for the state work is being completed.
2. Contractor shall comply with prevailing wage rate requirements and pay all installation technicians according to state requirements. The hourly rate, as well as the fringe benefit rate shall be paid to the technician.
3. Prevailing wage rates must be paid for a full 8-hour workday. Certified payroll must be provided to OWNER to ensure payroll is being paid correctly for the duration of the project.

### **3.13 Communications and History**

1. The Utility Portal shall provide the OWNER with the ability to email, text, or send a voice message to a single customer or a group of customers.
2. A History of all notifications sent to customers through the Utility Portal via email, text, or voice message shall be stored. The OWNER shall have the ability to access notification history by customer account. That history shall store the date and time of the communication, the subject matter, the content of the notification, and the contact information the notification was sent to.
3. The Utility Portal shall also provide the ability for OWNER'S customers to update their contact information electronically. A secure URL shall be provided to the OWNER's Customers through a method of communication suitable to the OWNER. That secure URL shall capture at a minimum, the

customer's email, phone, cellular phone, mailing address, and the customer's preferred method of communication.

### **3.14 Lead and Copper Survey**

1. CIC shall provide the OWNER with a service line identification audit. For pit-set meters, service line material shall be identified at the inlet and outlet of the meter box.
2. CIC shall provide OWNER with searchable and sortable inventory of service line types. The following types of service lines will be identified through the corresponding methods.
  - Lead – Visual and/or scratch test and magnetic test
  - Galvanized – Visual
  - Non-lead
  - Lead status unknown
3. CIC shall provide photos service line type identified at the specified location. Photos shall include meter pit, potholes if required, or other photos relevant to service line identification.

## **4.0 General Conditions**

### **4.1 Limitations**

The OWNER reserves the right to reject any and/or all proposals or to waive any irregularity or information in any proposals or in the RFP procedure and to be the sole judge of the responsibility of any proposer and the suitability of the materials and/or services to be rendered. The OWNER reserves the right to select portions of the proposer's solution and not the entire meter reading system solution.

### **4.2 Knowledge of Conditions**

At the time of the opening of the proposals, each proposer will be presumed to have read and to have become thoroughly familiar with the specifications.

The proposer shall satisfy himself as to the nature and location of the requested work and all applicable general and local conditions. He or she shall gain full knowledge of working conditions and other facilities in the area which will have a bearing on the performance of his or her work. Any failure by the proposer to acquaint himself/herself with all of the available information shall not relieve that proposer from any responsibility for performing all work properly and in conformity with the submitted proposal.

### **4.3 Contractual Conditions**

For this RFP, the proposal must remain valid for at least **360 days**. Moreover, the

contents of the proposal of the successful bidder may become contractual obligations if a contract is entered into.

The costs for the equipment **shall be fixed for one year**. If a satisfactory contract cannot be negotiated, negotiations will be formally terminated. The City reserves the right to make no selection if reasonable terms cannot be negotiated with interested Proposer or not in the best interests to the OWNER.

#### **4.4 Award**

The OWNER reserves the right to accept or reject any or all proposals received as a result of this request, accept the proposal of a vendor other than that of the lowest bidder, and award a contract, based on initial offers received from bidders.

During the evaluation process, the City may require a Proposer's representative to answer questions with regard to the proposal and/or make a formal presentation to the review committee.

#### **5.0 References**

The CONSULTANT shall submit a minimum of three (3) public agency references in which the CONSULTANT was engaged to perform tasks similar to those requested under this RFP. The references should include the name, title, and contact information of the public agency officer or employee for overseeing the CONSULTANT'S work in which the OWNER can contact to verify their qualifications.