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**AUTOMATED METERING INFRASTRUCTURE
FULL-SERVICE IMPLEMENTATION AND MAINTENANCE PROGRAM
TOWN OF GEORGETOWN
SUSSEX COUNTY, DELAWARE
DBF Contract No. 0319A078.000**

APRIL 26, 2023

ADDENDUM NO. 3

The following items shall become a part of the contract documents. Contractor must acknowledge receipt of this addendum on the Bid Form. Failure to do so may subject the Bidder to disqualification.

Page 5 **III. Maintenance Program**

Remove and replace with:

The Submitter shall provide a maintenance program that, at the option of the Town is renewable on an annual basis for up to 20 years from the point of the AMI system being fully operational. The maintenance program will provide for the operation and long-term maintenance of the AMI Full Service Program. The operational component of the Maintenance Program will include:

- a. Cost: All costs for operating, maintaining, and updating the backhaul communications system from the meter end-points to the hosted software.
 - i. The Submitter will repair or replace any failed component, including but not limited to the battery, power supply, solar panel (if used), communications board (if used) and firmware upgrades. Should the communications protocol or technology from the cellular company option require updating, or if notified by the cellular carrier that the cellular communication protocol or technology is to be discontinued at any time during the 20-year Maintenance Phase, the protocol or technology will be upgraded at no additional installation costs to the Town. All labor, travel, and lodging shall be included.
 - ii. Ongoing hosting costs. This will include managing the data, server replacement, and back office operations, such as, backups, software upgrades, and installation of software patches.
 - iii. Software upgrades: The Submitter will provide and install updates to the AMI software and related customer portal upon release by the manufacturer. Submitter will validate proper installation of the upgrade and undertake any and all integration needs as it relates to the Town's billing and CIS systems.
 1. Submitter will provide on-site training, (or virtual if approved by the Town, depending on the complexity) within 15 days of the upgrade, to Town staff on the operation of the software, highlighting any changes or

- enhancements in the new version of the software(s).
- 2. Submitter will provide unlimited on-line and telephone support to address any questions or issues in the use of the software.
- iv. The Submitter shall repair or provide replacement of any failed component of the AMI system for performance reasons including water meters, transmitters, repeaters, data collection units (if used), and software during the Maintenance Phase. The maintenance will include replacement hardware and labor to remove, repair, and reinstall the failed component(s) at no cost to the Town.
- v. Provide back office IT operations including backups, disaster recovery and server replacement at no additional cost.
- b. System Performance: The Submitter will provide the following level of service to meet or exceed the following criteria:
 - i. The Full-Service Program will deliver at least one billing read from 98% of meters over a three (3) day period each quarter. Billing reads are defined as readings available to be used for calculation of utility bill.
 - ii. Submitter will be required to take any action to remedy any issue(s) that hamper the AMI Full Service Program from meeting the above criteria within 10 days.
- c. Security of Data Transmission and Cloud Cybersecurity
 - i. Documentation assuring data security of the AMI System and Customer Portal shall be provided to the Town on an annual basis.
- d. Daily Monitoring and Notification:
 - i. Identify critical and severe end-customer consumption events.
 - 1. Key Town personnel shall be notified via email, Monday through Sunday, of critical and severe end customer consumption events
 - 2. Daily email notification of consumption events shall contain: Customer Account #, type of event, meter description, and description of event severity in gallons, percentage, duration, etc. as applicable.
 - ii. Daily Reporting / Notificaiton
 - 1. Key Town personnel shall be notified via email, Monday through Friday, for the duration of the maintenance program of the following items (others may be added at Town's request):
 - a. MTU's with Read Rate Events that have not communicated for at least one (1) day.
 - b. Offline DCUs
 - c. Open Work Orders for field maintenance
 - d. Active MTUs
 - e. DCUs (total number of collectors in the system)
 - f. RDDs (remote disconnect devices, if installed)
 - g. Service Points
- e. Computerized Maintenance Management System (CMMS)
 - i. Submitter must utilize a CMMS to track all billing points and assets from acquisition throughout the 20 years of the maintenance program.
 - ii. The CMMS should be able to interface with the AMI system in order to ensure the data remains synchronized and all changes to the AMI system are tracked.
 - iii. The CMMS should be able to track installation date, make, model, serial number, warranty information and all other pertinent information to describe the asset.
 - iv. The CMMS should have a mobile work order management feature that allows the vendor's mobile work crews to be dispatched and tracked, work on and complete the orders, and collect GPS and photographs from the work site. Work orders

- should be able to be updated dynamically while the crews are in the field.
- v. After each maintenance visit, a report shall be generated and provided to Town describing all work that was performed to allow for the update of the Billing System.
 - vi. The CMMS should be hosted, at least initially, by the Town. Migration to the Town's System may occur once (or if) the Town implements that function.
- f. AMI System Diagnostics:
- i. System diagnostics shall be collected at all levels and transferred on to the host server where several types of diagnostic reports shall be produced. Such reports shall indicate problems ranging from battery voltage to failure to recognize a proper communication with the meter.
- g. AMI System Maintenance:
- i. At least 4 times per year during the 20-year warranty period, Submitter's technicians shall make field visits to the system, approximately one month prior to meter readings, to repair or upgrade the system as necessary.
 - ii. Six-months prior to the conclusion of the 20-year warranty period, Submitters are required to supply information on required or optional maintenance programs beyond the 20-year warranty period for both hardware and software. Features of those programs shall also be included with any additional charges such as hourly rate for on-site and/or remote support. The location of and procedures for obtaining such support shall be stated.
- h. AMI Training
- i. The Town requires training of all appropriate staff sufficient to enable them to effectively operate and maintain the system. To be effective, the Town requires that training curriculum be provided in advance, that course workbooks and materials accompany training, and that experienced instructors provide training.
 - ii. During the 20-year period an on-site yearly refresher with all new employees will be trained as well.
- i. New Meter Installs
- i. Town will install any new meters to new customers during Maintenance Phase and will update meter data base accordingly.
 - ii. Submitter will provide sufficient new meters for new installs to the Town in a timely fashion. Town will pay the Submitter for the retail cost of these meters outside of this contract.
 - iii. However once installed, Submitter will be responsible for that meter for the remainder of the Maintenance Phase (with a nominal increase in the annual fee in 50-meter increments at the cost shown within the Price Proposal). It is incumbent on the Submitter to track the number of new meters added and inform the Town of any pending increase in the subsequent years' annual fee.

IV. Fixed Network Advanced Metering Infrastructure (AMI) System Specifications.

Add: "i. Selected proposer shall perform an existing meter survey of 100% of the Town's meters to confirm size, location and other pertinent information that may impact its integration into the AMI system."

Add: "j. A radio and / or cellular communication system (Submitters can perform both if they wish) will be evaluated. Both systems will require a propagation study, as a deliverable, of the entire service area demonstrating the systems full reliability through the

entire service area or indicating problem areas and Submitter solutions to said problem areas to produce the desired AM reliability. Coverage to be 100%. Sustained inability, defined as any individual meter missing 2 consecutive and / or 2 missed reads over one year of consecutive billings reads, to achieve 100% coverage will require Submitter's forces to manually ready problem meters quarterly over the entire maintenance portion until an adequate solution is implemented."

Add "k. The Submitter shall provide to the Town daily monitoring and notifications of critical end-customer consumption events in sufficient detail to allow the Town to act on and notify end-user of the event."

Add "l. Subcontractors: Submitter shall provide a list of subcontractors that will be used to execute the project. Each subcontractor will be identified by name and shall provide the following information: years in business, outline of similar experience and capabilities."

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V. AMI Hardware

b. 1. After last sentence add "MTU's must be able to function indefinitely in fully submerged conditions and still be able to read monthly (provided the lid is not submerged by more than 1-inch)

b.3. At end of last sentence add: "or to be replaced at no cost."

b.10.: Replace with: "Warranty: The MTUs shall be 100% guaranteed for the entire life of the project (installation plus 20 years). Further Submitter warrants full support during the entire Maintenance period of the MTU manufacturer they select. Should Submitter and MTU manufacturer 'part-ways' during the Maintenance period, it will remain Submitter's full obligation to ensure the AMI system remains fully operational and reliable and any and all costs due to such a situation will be borne by the Submitter."

c.i: After last sentence add "Any software upgrades for the Field Programmer are to be included in the 20-year maintenance phase."

d. vi. Strike last sentence and replace with "The propagation study shall be based on a network where 100% of the meter service addresses shall communicate with a DCU and a minimum of 75% of MTUs off the meter service addresses shall communicate with at least two (2) DCUs without the need for any repeaters. The network shall show DCU antenna heights; except Town assets, placed on poles not to exceed a height of 40 feet."

d. vii. After last sentence add" Costs shall include the Project Management, Professional Services, Engineering, Engineering Certifications, Permitting, Welding and Drawings to mount on Town owned assets."

Add d. xv. "**Monopoles, Site Acquisition / Site Leases for DCU Planned Network:** Based on the certified propagation study, should any DCU Antenna require a height above 40 ft (after the identified customer sites have been used), the costs for the purchase,

installation, site acquisition and / or site leases for Monopoles, over the 20-year program shall be the responsibility of the Submitter.”

e.2.: At end of last sentence add “(secure web-based application.)

Add g. 2. “The AMI System Submitter shall provide the appropriate software to automatically transfer the appropriate data necessary to the Consumer in a format that has proven capability. All aspects, including costs to prepare and maintain, of the data interface from the AMI system to the Consumer are the responsibility of the Submitter.”

VI. Meter Specifications

After last sentence of VI c. in Addendum 2, add “As part of the meter site survey, the Submitter and Town will jointly review the condition of meter pits and lids prior to ordering equipment.

Add d. New Meter Installs

- a. COUNTY will install any new meters to new customers during the Renovation Phase and will update meter data base accordingly.
- b. SUBMITTER will provide sufficient new meters for new installs to the COUNTY in a timely fashion. COUNTY will pay the SUBMITTER for the retail cost of these meters outside of this contract.

Add e. Subservice Organizations

- a. SUBMITTER will provide a list of subservice organizations that will be used to execute the project. Each subservice organization will be identified by name and shall provide the following information: years in business, description of services that will be performed and, if applicable, a description of the client data protections and/or controls implemented by the organization.

END OF ADDENDUM