



## ST. TAMMANY PARISH

PATRICIA P. BRISTER  
PARISH PRESIDENT

**November 27, 2019**

Please find the following addendum to the below mentioned RFP.

**Addendum No.: 1**

**RFP No.: 19-06-3**

**Project Name: Utility Meter Reading Services 2020**

**RFP Due Date: December 4, 2019**

### **QUESTIONS & ANSWERS:**

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**Question #1:** (Ref: pg 5, "Procurement\_RFP Package\_Utility Meter Reading Services 2020.pdf" / Part II: Scope of Work/Services) Who is to be responsible for the provision of the Iron system for the purposes of the contract (ref: Contractor or Parish)?

**Answer #1:** Iron System is an approved option for the submittal of readings to the Parish in lieu of the current manual read route sheets. The Parish will not provide reading devices.

**Question #2:** (Ref: pg 5, "Procurement\_RFP Package\_Utility Meter Reading Services 2020.pdf" / Part II: Scope of Work/Services) Please provide the average number of meters that are not read "per month" (ref: unsuccessful attempts that are non-billable to the Parish by the Contractor)?

**Answer #2:** The average number of meters that are not read "per month" are zero (0).

**Question #3:** (Ref: pg 5, "Procurement\_RFP Package\_Utility Meter Reading Services 2020.pdf" / Part II: Scope of Work/Services) Is the Contractor compensated for legitimate unread meters that are out of their control (e.g. safety related issues, customer refused access, vacant with no access, etc.)?



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**Answer #3:** Yes, the Contractor is compensated for legitimate unread meters that are out of their control.

**Question #4:** (Ref: pg 5, “Procurement\_RFP Package\_Utility Meter Reading Services 2020.pdf” / Part II: Scope of Work/Services)

**Answer #4:** No question was asked.

**Question #5:** (General) Please provide the average historical total hours of Meter Reader non-productive “downtime” per month, as related to the Itron manual meter reading system (e.g. equipment / handheld malfunction, battery issues, etc.).

**Answer #5:** Itron devices are not currently used.

**Question #6:** (General) Are there any daily work assignment restrictions (e.g. maximum one (1) route per day/per FSR) or is this to be left up to the discretion of the Contractor?

**Answer #6:** There are no daily restrictions. All readings must be completed within the specified timeframe outlined in the RFP package.

**Question #7:** (General) Are there any unique meter reading requirements (e.g. boats, ATVs, etc.)? If yes please provide associated details including total applicable metering applications

**Answer #7:** There are no unique meter reading requirements for access to meters. Please note that addresses are listed on route work sheets but in most cases the meter numbers are not listed.

**Question #8:** (General) What is the current approx. meter saturation percentage of the total available customer base (e.g. 90% of all available customers have a water meter)?

**Answer #8:** The current approximate meter saturation percentage of the total available customer base is 99%.

**Question #9:** (General) Are all meters “blended” and read concurrently within the same route/route sequencing structure (ref: residential and commercial metering applications)? If no, please provide the associated details regarding metering



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applications that are read separate, including the associated total number of meters (e.g. 2,500 large industrial commercial meters read separate).

**Answer #9:** All meters are manually read and are in sequence.

**Question #10:** (General) Is the current meter reading route sequencing structure considered as efficient allowing for optimal in-field productivity (e.g. contiguous, “premise-to-premise” with no skips and minimal “dead walks”/downtime)? If no, please provide associated details.

**Answer #10:** The efficiency is unknown.

**Question #11:** (General) Are there account specific notes (special instructions) and codes that are currently being maintained and passed down to the manual meter reading system indicating physical meter locations, access issues, safety issues/alerts, etc. (e.g. “key” numbers, “bad dog”, “meter in backyard”, etc.)?

**Answer #11:** Some locations have notes regarding meter locations that appear on the route worksheets.

**Question #12:** (General) Is it mandatory for the purposes of this contract that all meter reading personnel have cell phones or just the associated management personnel?

**Answer #12:** No, there is no requirement for meter reading personnel to have cell phones.

**Question #13:** (General) Please provide the total number of “active” and the total number of “spare” Itron meter reading data capture handheld units that are currently being utilized for the purposes of this contract.

**Answer #13:** Itron devices are not currently used.

**Question #14:** (General) Are there any mandatory Parish hosted training sessions for the Contractor’s field personnel (e.g. Parish hosted “health & safety orientation”)? If yes, how long is the session or sessions (e.g. ½ day)?

**Answer #14:** No, there are not any mandatory Parish hosted training sessions.

<< End of Addendum # 1 >>