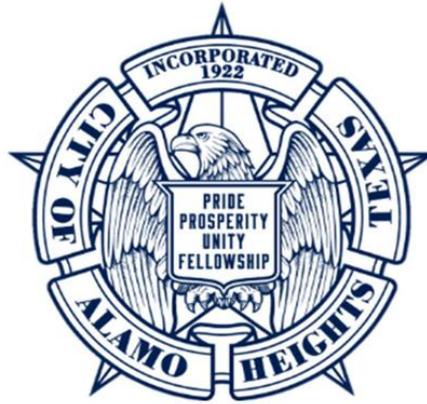


# *CITY OF ALAMO HEIGHTS*

## *PUBLIC WORKS*



### Request for Proposal (RFP) FOR Endpoint Installation (EPI)

#### Addendum 1

October 27, 2025

The City of Alamo Heights is issuing this Addendum 1 to the Endpoint Installation (EPI) Request for Proposals (RFP) released on October 15, 2025.

### **Answers to Questions Received**

**Q1. *Is there a plan to replace the meter boxes and lids or replace lids with a retrofit AMI/AMR endpoint friendly lid? Will the water meter lids need to be flat, have specific manufacture endpoint recess or underlid endpoint mount? If replacing lids do they need to be H20/ANSI 15 traffic rated?***

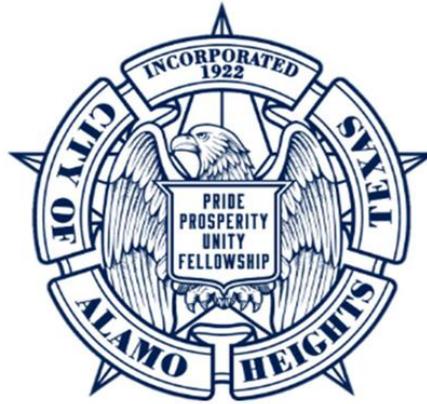
A1. No. The plan is to fix/adjust existing meter boxes or to replace meter boxes and lids which are damaged.

**Q2. *Is it possible for me to reach out to Alamo Heights in order to inspect a small sample size of meter pits?***

A2. No. Alamo Heights does not have a process in this RFP to allow vendors to inspect meter pits prior to the selection of a Vendor.

# *CITY OF ALAMO HEIGHTS*

## *PUBLIC WORKS*



### Request for Proposal (RFP) FOR Endpoint Installation (EPI)

#### Addendum 2

November 4, 2025

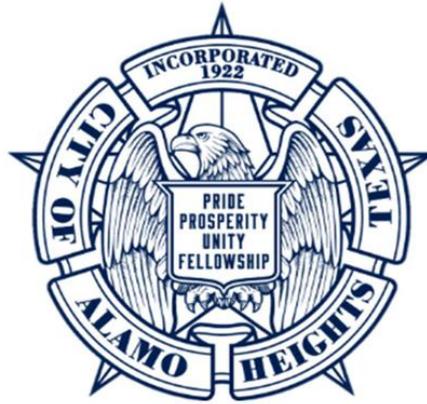
The City of Alamo Heights is issuing this Addendum to the Endpoint Installation (EPI) Request for Proposals (RFP) released on October 15, 2025.

## **Answers to Questions Received**

- Q1. *Exhibit II - Requirements Workbook, Item 1.5.1. states that it is the vendor's responsibility to distribute City-provided door hangers and handheld fliers. Question 1) Is the City requiring two separate distributions: one for door hangers, and another for handheld fliers? Question 2) How far in advance are vendors required to distribute the door hangers and/or handheld fliers?***
- A1. *The Vendor may be responsible for up to two distributions of pertinent advertising materials. The distribution timing is anticipated to be approximately one month and one week before meter installation respectively. Further details, including distribution timing, will be determined in coordination with City's communications team.*
- Q2. *Requirements Workbook, Item 1.3.1 states that the vendor should provide a primary warehouse facility, but also states that we need to provide cones boxes. Can the City confirm that Conex boxes are an acceptable warehouse option? If so, can the City provide a space to place these units?***
- A2. *Yes, Conex boxes may serve as an adequate warehouse option. Reasonable space will be provided.*
- Q3. *Is the City able to provide trash and recycling containers to dispose of the minimal trash and/or recyclables that may be acquired during the exchange process?***
- A3. *Disposal of trash and/or recyclables can be coordinated through the City's Public Works.*

# *CITY OF ALAMO HEIGHTS*

## *PUBLIC WORKS*



### Request for Proposal (RFP) FOR Endpoint Installation (EPI)

#### Addendum 3

November 21, 2025

The City of Alamo Heights is issuing this Addendum to the Endpoint Installation (EPI) Request for Proposals (RFP) released on October 15, 2025.

## Answers to Questions Received

- Q1. If the City has GPS coordinates for meter locations, please provide this information**
- A1. Alamo Heights does not have GPS coordinates at this time.
- Q2. Exhibit 4 and RFP table 3 shows a meter breakout of 3,202 meters, but Exhibit 3 pricing form 'Detail-EPI' pricing sheet shows a different breakout. Can the City provide the final accurate meter breakout in an updated Exhibit 3 for pricing purposes?**
- A2. Please use the existing meter breakout in Exhibit 3 pricing form 'Detail-EPI' for pricing purposes.
- Q3. In the Exhibit 3 pricing form, is the intent in the line items identifying internal/external strainers to replace those strainers in conjunction with the meter replacement or shall they be reused?**
- A3. We are replacing positive displacement meters with ultrasonic meters for all meter sizes and locations. Certain meters may have internal strainers. We are not intending to replace or add external strainers.
- Q4. For internal strainer locations, will replacement meters also include an internal strainer or does the City intend for the installation contractor to cut into a new external strainer?**
- A4. Some new meters may have internal strainers. We do not plan to add or replace external strainers.
- Q5. Exhibit II requirement workbook line item 1.5.1: Would pre installation post card notifications and letter mailers be acceptable in lieu of pre-installation door hangers and handheld flyers?**
- A5. Contractor is expected to work with City communications team to execute necessary communication methods. Pricing should include possibility of relevant communication methods, including mail-only delivery and/or door hangers and handheld flyers.
- Q6. Can the City provide the dimensions/specifications of the boxes and lids that will be provided for a replacement of existing damaged boxes/lids?**
- A6. The City has standard sizes, which we can provide. We do expect that they are replaced according to their use. Residential boxes and lids are usually a composite material but some may require to be traffic rated.
- Q7. What are the depths of the existing meters and service lines?**
- A7. The depth of the meter set and service line varies by meter size and by meter box location. Less than one foot is the standard depth, but may be up to five feet in some isolated cases.
- Q8. Are any meters located in confined space?**
- A8. No.
- Q9. Is this contract only covering endpoint installations or will there be water meter exchanges included?**
- A9. Water meters exchanges are included for each premise. All water meters are to be exchanged. The contracted EPI Vendor "will provide systems and services to install **water meters**, AMI modules and any additional services required at the premise to ensure the effective deployment of the AMI solution".

**Q10. When is the City planning to make a selection on an AMI system through a separate RFP?**

A10. The schedule published in the Alamo Heights AMI RFP calls for a Vendor Selection, PO, and contracting to be competed in March, 2026. AMI proposals were due November 13, 2025.

**Q11. What are the materials of the existing pit lids? Will any pit lid modifications be required?**

A11. Alamo Heights has some cast iron, composite, and concrete lids. Pit lid modifications are not expected.

**Q12. Can you please provide information on the existing pit conditions? Will any digging or vacuuming of the pits be required?**

A12. Vendor will be responsible for the cleaning of water meter pits to facilitate the installation of the new meter and AMI module.

**Q13. Can you confirm that the vendor will be responsible for flat-file integration with the City's billing system but will not be responsible for any fees the billing system may impose to accommodate flat file integration, if applicable?**

A13. Correct. Vendor will not be responsible for fees imposed by the billing system provider.

**Q14. Please confirm that standard iPhone-rated GPS accuracy (5 meters) will be acceptable.**

A14. Alamo Heights will GPS accuracy at +/- 3 meters.

**Q15. Who is responsible for the provision of the warehousing requirement for this contract, including removed legacy meters and ancillary related hardware recycling and scrapping services (ref: City or Contractor)?**

A15. The contractor will be responsible for warehousing. Alamo Heights will provide disposal services.

**Q16. Who is responsible for the provision/management of end-use customer-related consumables such as notification postcard mailers, door hangers, etc. (ref: City or Contractor)?**

A16. Alamo Heights will provide the actual marketing materials for the program.

**Q17. To assist in lowering associated costs, would the City of Alamo Heights consider providing office space within one of their facilities for the purposes of this contract?**

A17. Alamo Heights has explored this option. We are currently unable to provide any office space during the project.

**Q18. Will secure or non-secure overnight parking be made available for the Contractor's fleet vehicles at the City of Alamo Heights facility/warehouse?**

A18. As mentioned previously, the contractor will be required to locate secure overnight parking for fleet vehicles at a separate facility.

**Q19. Are there "any" water meters located inside (e.g., basements or vaults)?**

A19. No. No water meters are located in basements. Large meters are in meter vaults that are generally accessible. Any meters which are considered hard to access will get full Alamo Heights support for contractor access.

**Q20. It is our understanding that residential water meters are located outside of the dwelling in meter boxes (e.g., "curbside" metering application). Please confirm.**

- A20. *Confirmed.*
- Q21. *In Exhibits II 1.5.2 and 1.8.11 there are conflicting requirements. Are field operating hours 8:00a – 5:00p or 8:00a – 4:00p. Please clarify.***
- A21. *Field operating hours are 8:00a – 5:00p, with one-hour before & after allowed for set up, mobilization and cleanup*
- Q22. *Where are pits typically located (e.g., in front of houses at the curb, inside fenced yards, in alleys, or inside basements)?***
- A22. *Pits are located In front of houses at the curb. Or in an Alley right of way*
- Q23 *Please confirm how many meters are installed in meter setters.***
- A23. *We do not know an exact number, there are some meters in meter setters and some premises have two meters on property.*
- Q24. *Please confirm how many meters are in straight plumbing configurations.***
- A24. *We do not have a count of these configurations.*
- Q25. *Please confirm the total number of direct connections.***
- A25. *We are not aware of any direct connections.*
- Q26. *Please provide the approximate number or percentage of “hard to access” or potentially inaccessible metering applications (e.g., inside metering, backyards, gated access, etc.).***
- A26. *All meters are in meter vaults that are generally accessible, so the number or percentage of hard to access endpoints is relatively small. Any meters which are considered hard to access will get Alamo Heights support for contractor access.*
- Q27. *Please provide a detailed step-by-step workflow or process requirement for each line-item service description/individual pricing requirement.***
- A27. *As mentioned in the RFP in 2.7: Vendor shall provide workflows at a minimum for i) Meter replacement, ii) AMI Water Module installation, iii) Meter box installation or levelling, iv) yoke installation or replacement, v) curb stop valve replacement, vi) Meter box repair, vii) customer service line repair and other work that would occur at Alamo Heights. Vendor is expected to suggest additions to the proposed workflows which may have been leveraged with another deployments.*
- Q28. *Will installation services be contiguous (premise-to-premise) or sporadically located throughout the service area?***
- A28. *Generally, premise to premise is anticipated. Vendors are encouraged to propose their most efficient installation plan (see requirement 2.2 and 2.3 in Exhibit II – Requirements).*
- Q29. *Will Contractor personnel be required to physically enter underground vaults/pits (ref: confined space regulations)? If yes, please provide the number of anticipated sites by meter size.***
- A29. *No.*
- Q30. *Please confirm if a licensed plumber is required on staff for this project.***
- A30. *Alamo Heights expects that the contractor will have a plumber available for emergency situations.*

**Q31. Please confirm who is responsible for City valve replacements and who will provide replacement valves.**

A31. Contractor will replace any valves. Alamo Heights will provide all materials.

**Q32. Please confirm how often City valves are exercised.**

A32. If the question refers to the valves in the meter box, the valves are operated when needed. There is no preventative maintenance on those valves. If the question refers to the main line valves in the distribution system, they are operated and exercised as needed. There is no prevented maintenance on those valves.

**Q33. Please confirm how many meters are installed in meter setters.**

A33. We do not know an exact number, there are some meters installed in meter setters and some premises have two meters on property.

**Q34. Please confirm if City-owned customer-side valves are present at the water meter pit, and what types they are.**

A34. There is no City owned customer side valves. Materials vary and are usually no more than two feet from the meter.

**Q35. Please confirm the average depth of City and customer service lines.**

A35. The depth of the meter set and service line varies by meter size and by meter box location. Less than one foot is the standard depth but may be up to five feet in some isolated cases.

**Q36. Please confirm what materials the City service lines are made of (e.g., copper, galvanized steel, iron, poly, etc.).**

A36. The system has some copper, galvanized steel, iron and poly, we have no way of knowing the majority material. It is a mixture of all stated.

**Q37. Please confirm the anticipated average depth of soil that must be removed from meter pits to achieve required clearance**

A37. The average depth should be no more than a foot. All meters are expected to be surface level.

**Q38. How will the Contractor be required to dispose of the removed soil**

A38. Contractor must haul off or secure off the streets and sidewalks daily.

**Q39. What type of soil is present in the area?**

A39. Various soils are present. Mostly soft soils and some clays.

**Q40. Does the area have excessive soil erosion?**

A40. No

**Q41. Will the City provide topsoil for backfilling?**

A41. Contractor must restore to existing conditions or better.

**Q42. To what precision are GPS coordinates required (e.g., ±3-meters)?**

A42. Alamo Heights is expecting GPS coordinate to be ±3-meters

**Q43. Would the City be willing to accept a ±3-meter precision standard to reduce costs.**

A43. Yes

- Q44. If the Contractor is unable to capture GPS per RFP specs (e.g., due to indoor meters), what correction method is required?**
- A44. There are no indoor meters. Alamo Heights expects very few “unable to capture” GPS installations.
- Q45. What is the acceptable alternative for GPS data collection if GNSS signals are unavailable or obstructed?**
- A45. For the very few unavailable GPS collected sites, Alamo Heights will address these on a case-by-case basis.
- Q46. How will the City validate GPS coordinate accuracy?**
- A46. City Engineer will be tasked with validating the GIS/shape file for accuracy.
- Q47. Which metadata are expected to be provided with GPS positions?**
- A47. Data needs to be able to integrate with ESRI/ARC GIS
- Q48. Is there a specific format required for GPS data submission?**
- A48. Data needs to be able to integrate with ESRI/ARCGIS. We will require x/y coordinates with block, street, type and size.
- Q49. Is there any additional information that must be specified in the RFP regarding geospatial data collection?**
- A49. No
- Q50. Who is responsible for the provision of the Work Order Management System (WOMS) for this contract (ref: City or Contractor)?**
- A50. Contractor. WOMS is a project requirement. See section 1.4.
- Q51. Who is responsible for call center and appointment scheduling services (ref: City or Contractor)?**
- A51. Contractor. Call center is a project requirement. See section 1.6.
- Q52. Will the City download file include account-specific notes such as special instructions, access codes, safety alerts, etc.?**
- A52. No, but staff will be available to navigate any challenging areas.
- Q53. Will the City notify both the Contractor and customers of scheduled and unscheduled flushing events?**
- A53. These events will not happen, but if any disruption is caused by City, City will notify residents.
- Q54. Will the City provide support for customer opt-outs or refusals?**
- A54. Yes. Alamo Heights will not offer opt-out options for customers and will have personnel available to support any customer issues.
- Q55. Will the City provide customer threat assistance?**
- A55. Yes. Alamo Heights will have personnel available to support customer threat issues. Obvious threats should utilize 911 services.
- Q56. Will the City inform customers about their internal plumbing responsibilities pre- and post-meter exchange?**

- A56. *City will inform residents of project, expectations, and responsibilities. Contractor is expected to notify residents of their schedule.*
- Q57. *Please confirm if customer plumbing and equipment are expected to withstand a meter exchange.***
- A57. *Confirmed.*
- Q58. *What flow parameters (GPM) post-install will require the Contractor to leave the valve on or off in cases of no customer contact?***
- A58. *If the water meter continues to flow for over one minute or flows excessively, it will remain closed until contact can be made.*
- Q59. *Are there mandatory City-hosted training sessions for Contractor field personnel (e.g., health & safety orientation)? If yes, please provide duration.***
- A59. *No.*
- Q60. *Do prevailing wage requirements apply (ref: Davis-Bacon Act or other)?***
- A60. *We follow state mandated regulations.*
- Q61. *Is the Contractor required to utilize unionized field personnel?***
- A61. *No.*
- Q62. *Will the City apply SLAs, performance-based penalties, or liquidated damages? If yes, please provide details and penalty amounts.***
- A62. *Yes. SLAs and performance incentives/penalties will be negotiated with the selected vendor.*
- Q63. *Based on our experience, indirect or consequential damages are typically excluded from both parties' responsibility. Is this clause part of a generic RFP template, and not applicable here?***
- A63. *The contractor is liable for any accidents, damages, criminal activity, or detrimental actions caused by its employees. Liability does not extend to damages beyond the contractor's control.*
- Q64. *Is it acceptable for the Contractor to include pricing notes for clarity in the RFP response?***
- A64. *Yes. There is a section for "Vendor Pricing Assumptions" at the bottom of the pricing document.*
- Q65. *Please confirm whether this RFP is a draft template subject to negotiation/finalization post-award.***
- A65. *Vendor RFP written submissions will be the basis for selection and the starting point for negotiations and contracting.*
- Q66. *What technology is to be deployed (e.g., Elster, Sensus, etc.)?***
- A66. *The technology is TBD. The AMI proposals have been submitted and are under evaluation.*
- Q67. *Will the City have a GIS team to assist with route saturation and meter locations?***
- A67. *No.*
- Q68. *Will the City provide route maps to the Contractor?***
- A68. *No. These maps are not available. See Requirement 2.2 as to the expectation on installation routes.*
- Q69. *Will there be a program to address line breaks not caused by the Contractor (e.g., pre-existing pinholes)?***

- A69. Yes.
- Q70. Will post-install data analysis be conducted to identify preexisting leaks via billing patterns or consumption reports?**
- A70. Data will be used for comparison of accuracy and consumption reports not necessarily leaks.
- Q71. Are there any liquidated damages or productivity thresholds associated with schedule delays**
- A71. Any liquidated damages or productivity thresholds will be negotiated with the selected vendor
- Q72. Will excessive digging be required? Should we plan for a vac truck on this project?**
- A72. No, it is not anticipated that excessive digging will be required. However, the contractor is expected to clean meter pits to the point where the meter and AMI endpoint can be successfully installed. Use of a vac truck is at the discretion of the contractor.
- Q73. Is lid drilling needed? Will any lids need to be replaced as part of this scope?**
- A73. Alamo Heights anticipates limited pit lid antennas for its service territory. Water AMI experience in San Antonio has demonstrated limited need for antennas.
- Q74. Should we anticipate adjusting or replacing meter boxes? Are all meter boxes already located and accessible?**
- A74. In the Pricing Exhibit in section 2.5, Re-set or Re-Level Meter Boxes, Alamo Heights anticipates that 50% of installations will require some amount of meter box work. This is an estimate.
- Q75. For Yokes, Curb Stop Valves, and Meter Connection Flanges, will the City furnish those, or will the Vendor need to furnish those?**
- A75. Alamo Heights will provide all materials for installation.
- Q76. For meter boxes, are they located primarily in grass, gravel, asphalt, or concrete? Also, what materials are existing meter boxes made of?**
- A76. Majority of boxes are in grass, but we have some in concrete, pavement, and gravel. Materials vary.
- Q77. Should we anticipate adjusting or replacing meter boxes? Are all meter boxes already located and accessible?**
- A77. In the Pricing Exhibit in section 2.5, Re-set or Re-Level Meter Boxes, Alamo Heights anticipates that 50% of installations will require some amount of meter box work. This is an estimate
- Q78. Does the city have a baseline for their infrastructure prior to the vendor conducting the line survey? E.g., does the city know the approximate percentage of lead, galvanized, cast, copper, pvc lines and their condition? Is there access to CAD data for Plumbing? Is there an exception-anything newer than 2015??**
- A78. No, the City does not have a baseline. The approximate percentage of the type of lines is unknown. There is no CAD data available. The northeast portion of town, Blue Bonnet to Claywell between Broadway and N New Braunfels, has new City-installed service runs since 2015.
- Q79. What is the percentage of pits in landscape vs. hardscape?**
- A79. Unknown, the City has both landscape and hardscape.
- Q80. Are cutoffs in the pit or at the curb stop?**

A80. *City cut offs are at the meter (Pit) resident cut off are usually no more than two feet away towards the property.*

**Q81. *What percentage of meter boxes will need to be leveled or replaced?***

A81. *In the Pricing Exhibit in section 2.5, Re-set or Re-Level Meter Boxes, Alamo Heights anticipates that 50% of installations will require some amount of meter box work. This is an estimate.*

**Q82. *Is the city responsible for procuring all meter boxes, lids, couplings, flanges, fittings, and other hardware required for repair work?***

A82. *Yes.*

**Q83. *For C&I meters, are they in vaults, meter closets or above ground?***

A83. *Vaults.*

**Q84. *As an alternative to a hard integration providing a flat file from the WOMS to the CIS acceptable through a secure FTP?***

A84. *Yes.*

**Q85. *What is the percentage of hard to access sites? Are these mostly commercial sites vs. residential?***

A85. *All meters are in meter vaults that are generally accessible, so the number or percentage of hard to access endpoints is relatively small. Any meters which are considered hard to access will get Alamo Heights support for contractor access.*