

CITY OF ALAMO HEIGHTS

PUBLIC WORKS



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

October 15, 2025

SUBMITTAL DEADLINE:

December 12, 2025 @ 2:00 P.M. CST

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1 Introduction

The City of Alamo Heights (“Alamo Heights”) is located just 4.5 miles to the North of downtown San Antonio. Alamo Heights is surrounded by San Antonio, the seventh largest metropolitan area in the U.S and is adjacent to the cities of Terrell Hills and Olmos Park. The city encompasses a total area of 2.1 square miles and sits 807 feet above sea level. Alamo Heights provides municipal water service to approximately 3,300 metered services.

Via a separate Request for Proposal (RFP) process, Alamo Heights plans to procure an Advanced Metering Infrastructure (AMI) system for all water customers to enable meter reading, tamper detection, leak detection, disconnections, real-time usage management, endpoint alarm handling as well as water pressure monitoring at certain locations.

2 Vendor Proposal Logistics

Alamo Heights is issuing this RFP in order to contract an Endpoint Installation Services (EPI) Vendor committed to helping Alamo Heights meet its AMI deployment goals. 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.

Proposals must be submitted in accordance with instructions given in this document. All information requested must be submitted. Failure to do so may result in the proposal being considered non-responsive and, therefore, rejected.

VASS Solutions (“VASS”) has been contracted to provide consulting services for this procurement.

This document includes methods, designs, requirements, and specifications that are proprietary to Alamo Heights and VASS. Reproduction or use of any proprietary and confidential methods, designs, or specifications as a whole or in part is strictly prohibited.

2.1 Procurement Events and Timeline

This project will follow the schedule below defined in Table 1.

Table 1: Procurement Schedule

#	Activity	Date
1	Issue RFP document	October 15, 2025
2	Last day to submit questions about the RFP	November 14, 2025
3	Final Q & A addendum posted	November 21, 2025
5	RFP Response due no later than 2:00 PM CT (Extensions will not be granted)	December 12, 2025 No later than 2:00 PM CT
6	Notification of shortlisted Vendors (if required)	January, 2026
7	Onsite Vendor presentations (if required)	January, 2026
8	Vendor Selection, PO, and contracting	April, 2026
9	Obtain Board Approval	May, 2026
10	Project Deployment Kick-off	May, 2026

2.2 Questions

Questions related to this RFP must be emailed to EPI@alamoheightstx.gov. Questions must be submitted by the date listed in Table 1. Please include “Alamo Heights – EPI RFP Question” in the email subject line. Contact with any personnel, officers, or officials of the City, other than using the designated email regarding this RFP may be grounds for elimination from the selection process.

Alamo Heights will publish all questions and their answers via one or more addendum. Vendors are required to acknowledge receipt of all addenda in their response.

2.3 Response Submission

Vendors must submit **both electronic and hard copy** RFP responses to EPI@alamoheightstx.gov. Responses in their entirety must be submitted no later than 2:00 PM CST on December 12, 2025. It is the sole responsibility of vendor to have packet at designated location prior to the deadline date and time. Any mail delays or other matters causing late receipt are irrelevant and will not excuse late submission. Alamo Heights is not responsible for any errors in proposals received. Vendors will only be allowed to alter Proposals after the submittal deadline in response to requests for clarifications by Alamo Heights. Alamo Heights reserves the right to extend the Proposal review period and allow corrections or amendments

to be made that are due to minor administrative errors or irregularities, such as errors in typing, transposition, or similar administrative errors.

Electronic Responses

Vendors should email RFP responses to EPI@alamoheightstx.gov.

Hard Copy Responses

Vendors shall also submit two (2) complete hard copy proposals in a sealed package clearly marked with the project name, "Request for Proposal – Endpoint Installation Services (EPI)". Hard copies must be delivered by Friday, December 12, 2025, at 2:00 p.m. CST to:

Elsa Robles
City Secretary
6116 Broadway
San Antonio, TX 78209

Alamo Heights will not reimburse any expenses incurred by the Vendor including, but not limited to, expenses associated with the preparation and submission of the response and/or attendance at interviews. Any submittals received after the deadline shall not be opened and will not be considered.

2.4 Checklist of RFP Response Materials

Vendors shall provide the requested documents in the order listed below. The documents must be provided in the native Microsoft Excel and Word formats.

To obtain copies of Exhibit I – References, Exhibit II – Requirements, and Exhibit III – Pricing, Vendors must email a request to EPI@alamoheightstx.gov.

The following completed documents must be provided as part of a proposal:

1. **Brief Cover Letter** including contact information in the event Alamo Heights needs to ask clarifying questions after reviewing the proposal. Please limit this letter to one (1) page.
2. **Technical Narrative** outlines the key components of the proposed solution. Vendor is encouraged to make the high-level case that their services are best positioned to provide Alamo Heights with the most value with the least risk. The Vendor is requested not to provide unnecessary sales or marketing materials. Please limit this narrative to six (6) pages.
3. **Exhibit I – References** (Microsoft Excel format) with responses as requested. Three references are required. Water meter pit set references are preferred.
4. **Exhibit II: Requirements** (Microsoft Excel format) with responses as requested. This workbook has multiple tabs. The EPI Supplier Instructions tab provides detailed

instructions for the notebook. Tab 1 - Requirements provides compliance requirements where the Vendor is expected to indicate whether they “Fully Comply”, “Partially Comply” or “Don’t Comply” with each of the requirements as defined in Tab 1. Tab 2 – Information Request includes requests for specific information. Some of this information can be provided within the Microsoft Excel workbook itself while some of the information will need to be provided as a separate document or attachments.

5. **Exhibit III: Pricing** (Microsoft Excel format) with responses as requested. Alamo Heights requests that pricing proposed by Vendor remain valid through June, 2026.
6. A copy of Vendor’s standard **EPI Master Services Agreement (“MSA”)** in its native Microsoft Word format. The EPI MSA will be used as the starting point for negotiations between the selected Vendor and Alamo Heights. The final, negotiated EPI MSA will serve as the primary legal agreement between Alamo Heights and Vendor.
7. The **Statement of Work (“SOW”)** will be based on the information provided in this RFP, documenting Vendor accountability for all services proposed via the requirements from this RFP. The requirements will be the basis for the final contract SOW. The SOW may be modified to meet the exact specifications of the specific AMI system implementation based on the AMI vendor selected and will be agreed upon by both Alamo Heights and the selected Vendor.
8. Any **additional contract documents** that Vendor expects to be included in a final agreement between Alamo Heights and Vendor (e.g., SaaS Agreement, Software Maintenance Agreement, Software License Agreement). Submitted documents will be used as the starting point for negotiations between the selected Vendor and Alamo Heights. The final, negotiated documents will become part of the primary legal agreement between Alamo Heights and Vendor.
9. **Exhibit IV: Addenda:** Include acknowledgement of any addenda issued as part of this RFP.

All documentation provided in the proposal is subject to be attached to the final contract between Vendor and Alamo Heights, and all specified functionality and specifications described therein are subject to be tested as part of the System Acceptance Test.

2.5 Evaluation and Scoring of Proposals

Alamo Heights is conducting a best value procurement based on competitive proposals.

A Vendor’s proposal must meet the following **minimum submission requirements** for Alamo Heights to deem the proposal responsive:

1. Vendor must propose a comprehensive EPI solution that aligns with the requirements outlined in this RFP.
2. Vendor must provide a minimum of three EPI references from North America where

Vendor's proposed EPI have been utilized within the last five years at a water utility.

3. Vendor must propose Warehousing, Logistics, Call Center, Materials/Inventory Management, Field Installation Resources, Vehicles, Personal Protective Equipment (PPE), Mobile Enabled Handhelds, and all necessary Field Tools.
4. Vendor must propose a Work Order Management System (WOMS) that is hosted by Vendor as a SaaS application.

A proposal deemed to be not responsive, in the opinion of Alamo Heights, will not be evaluated.

Proposals will be evaluated by the Alamo Heights team based on the criteria in Table 2.

Table 2: Evaluation Criteria

#	Criteria	Points
1	EPI Solution Risk and Safety Criteria	20
2	Compliance with functional, technical and performance requirements	10
3	Vendor's Experience and History	20
4	Total Installation Costs	50

The highest scoring Vendors will be eligible for additional evaluation subject to the approval of Alamo Heights.

2.6 Short-List Interview Sessions

Alamo Heights reserves the right to invite one or more Vendors to participate in short-list interview sessions. Information obtained during the short-list interview sessions will be used to finalize evaluations and to select the Vendor with which to begin contract negotiations. The Alamo Heights City Council shall make final decisions on the award of the contract.

2.7 Rejection of Submissions

The City of Alamo Heights reserves the right to reject any and all RFPs, to waive irregularities, to request additional information from all Vendors, and further reserves the right to select the RFP which furthers the best interest of the City. This RFP does not obligate the City to enter into an agreement with any Vendor. The City reserves the right to cancel this Request for Proposal at any time, at its discretion.

2.8 Performance Bond

The Vendor selected via this RFP will be required to provide a performance bond in an amount not less than 100% of the awarded contract amount associated with the EPI services.

The bond shall be on the form in **Section 13** of this document.

Vendor should provide the cost of the performance bond in the **Exhibit III: Pricing workbook**.

2.9 Payment Bond

The Vendor selected via this RFP will be required to provide a payment bond in an amount not less than 100% of the awarded contract amount associated with the EPI services.

The Payment Bond shall be on the form in Section 14 of this document.

Vendor should provide the cost of the Payment Bond in the **Exhibit III: Pricing workbook**.

2.10 Confidentiality

Vendor acknowledges that Alamo Heights is a municipal corporation bound by the public disclosure laws of the State of Texas and that, under Texas Law, Alamo Heights is required to make available all non-exempt public records for inspection and copying. Vendor agrees that in the event Alamo Heights receives a disclosure request for any document submitted by the Vendor, Alamo Heights' sole obligation is to provide Vendor ten (10) days' notice prior to disclosing the document.

2.11 Disclosure of Information

Information made available to the Vendor by Alamo Heights for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Project Manager.

3 Project Background

Figure 1 represents Alamo Heights' service territory.

Figure 1: Service Territory for Full Deployment

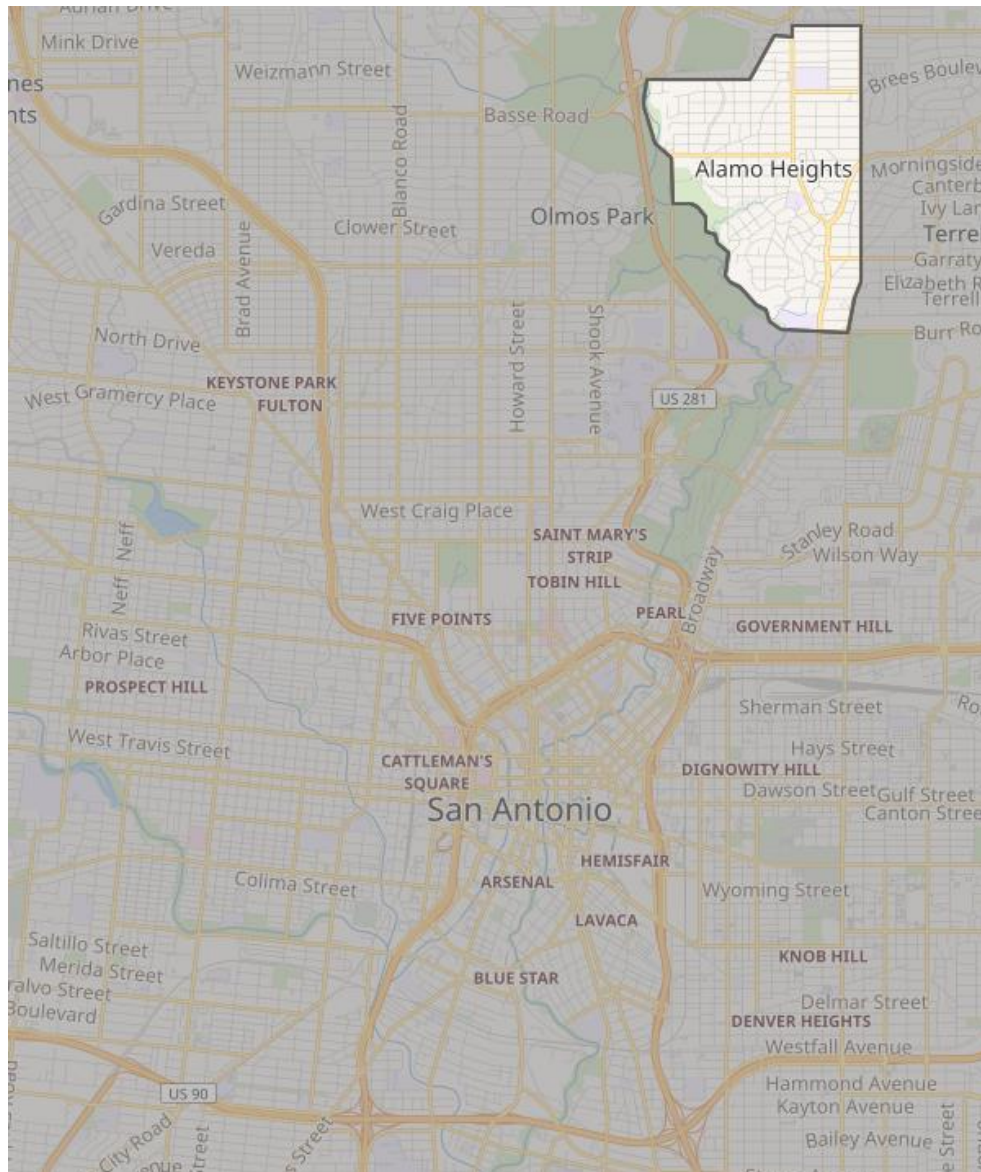
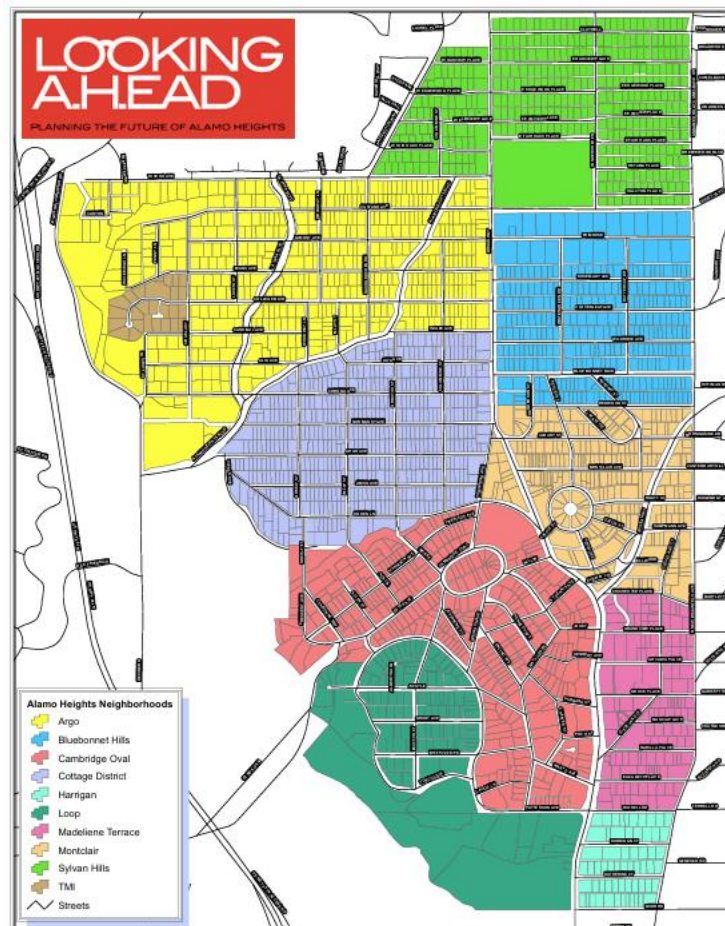


Figure 2 represents Alamo Heights' service territory by neighborhood. Alamo Heights does not have specific meter reading routes or cycles. Vendor is invited to use the information in Figure 2, Exhibit IV: Water Meter Population and other publicly available information to propose the most efficient and cost effective deployment plan.

Figure 2: Service Territory by Neighborhood



3.1 Solution to Be Procured

Alamo Heights is seeking an EPI solution that meets the requirements in Exhibit II: Requirements.

Alamo Heights is expecting to:

- Replace all 3,202 water meters with static water meters
- Install AMI water modules at all 3,202 water meter locations and connect those modules to the water meter.
- Provide asset and installation information for the meters and modules in Alamo Heights' existing Customer Information System (CIS) provider [Asset Management system or system of record].

- Complete a site survey inventory of all meter locations. The primary focus areas for data collection are site conditions and compliance with Texas Department of Environmental Protection (DEP) Lead and Copper Rule Revisions (LCRR) requirements. While Alamo Heights is currently LCRR compliant, the City intends to complete a comprehensive inventory to support future lead service line replacement projects and ensure continued regulatory compliance]

3.2 Water Meter Population

Table 3 summarizes the quantity of water meters by size.

Table 3: Quantity of Meters by Size

Meter Size	Number of Meters
3/4"	475
5/8"	1,850
1"	652
1.5"	152
2"	59
3"	9
4"	4
6"	1
Total	3,202

Exhibit IV – Water Meter Population provides the Alamo Heights meter locations that require AMI solution coverage.

To obtain a copy of Exhibit IV – Water Meter Population, Vendors must email a request to EPI@alamoheightstx.gov.

4 Deployment Timeline

The anticipated AMI solution deployment timeline is shown in table 4 below.

Table 4: Deployment Timeline

#	Task	Targeted Completion Date
1	Project Kick-off	May, 2026
2	Mobilization Period	June, 2026 – July, 2026
3	Deployment	August, 2026 – October, 2026
4	System Acceptance Testing	H1, 2027

5 Systems Integration

Vendor's cloud/hosted WOMS is expected to be integrated with Alamo Heights' Tyler Incode 9 Customer Information System to support Alamo Heights custom applications, including near real-time installation data for meters and AMI modules. Vendor shall deploy, test and support WOMS and other systems integration to ensure data and asset information is migrated to the appropriate applications. Meter asset description, serial numbers, test results, manufactured data, installation date, address, and any initial read data should be captured and transferred to Alamo Heights systems. Endpoint manufacturing information as well as installation data will also be captured and transferred to Alamo Heights systems.

6 Acceptance Testing

Vendor shall support WOMS Acceptance Testing, which focuses on verifying the EPI WOMS' functionality, capabilities, and performance. Alamo Heights and the selected Vendor will work together to develop a WOMS Acceptance Testing plan. Vendor has shared responsibility to facilitate the Acceptance Testing.

7 Insurance

The selected Vendor shall carry insurance in not less than the following types and amounts for the duration of the Contract, and furnish Certificates of Insurance along with copies of policy declaration pages and policy endorsements as evidence thereof. Additional insurance may be required by the City based on the type, scope or size of the project awarded. The cost of such insurance is the Respondent's responsibility. Failure to comply could result in non-award of the contract.

- A. Vendor agrees to maintain Worker's Compensation and Employers' Liability Insurance to cover all of its own personnel engaged in performing services for the City under this Contract in the following amounts:

Worker's Compensation – Texas Statutory
Employers' Liability -- \$100,000.00

- B. Vendor also agrees to maintain Commercial General Liability, Comprehensive Business Automobile Liability covering claims against Vendor for damages resulting from bodily injury, death or property damages from accidents arising in the course of work performed under this Contract in not less than the following amounts:

Commercial General Liability
Personal injury and property damage -
\$1,000,000.00 combined single limit each occurrence and
\$2,000,000.00 aggregate

Comprehensive Business Automobile Liability for all vehicles:

Bodily injury and property damage -

\$500,000.00 combined single limit each occurrence

- C. Vendor shall add the City of Alamo Heights as "Additional Insureds" on all required insurance policies, except worker's compensation, employers' liability and professional errors and omissions insurance. The Commercial General Liability Policy and Umbrella Liability Policy shall be of an "occurrence" type policy.
- D. Additionally, Vendor ("Respondent") agrees to maintain professional errors and omissions liability insurance in the amount of not less than one million dollars (\$1,000,000.00) annual aggregate, on a claims made basis, as long as reasonably available in the marketplace under standard policies.

8 Prohibited Respondents

- 1. The City of Alamo Heights ("City or CITY") will not conduct business with Respondents who have failed to comply with their contracts and have been debarred from doing business with the State of Texas or the federal government.
- 2. Successful Respondent must affirm, in any resulting contract, that (i) it does not Boycott Israel; and (ii) will not Boycott Israel during the term of any resulting Contract. This section may not apply if the Company is a sole proprietor, a non-profit entity or a governmental entity; and only applies if: (i) the Company has ten (10) or more fulltime employees and (ii) the Contract has a value of \$100,000.00 or more to be paid under the terms of the Contract.
- 3. Successful Respondent must affirm, in any resulting contract, that it is not engaged in business with Iran, Sudan, or a foreign terrorist organization.
- 4. Successful Respondent must affirm, in any resulting contract, that it does not boycott energy companies, and will not boycott energy companies during the term of the Agreement.
- 5. Successful Respondent must affirm, in any resulting contract, that it (i) does not have a practice, policy, guidance or directive that discriminates against a firearm entity or firearm trade association; and (ii) will not discriminate against a firearm entity or firearm trade association during the term of the Agreement.
- 6. Successful Respondent must affirm, in any resulting contract, that it is not (i) owned or controlled by (a) individuals who are citizens of China, Iran, North Korea, Russia, or a designated country; or (b) a company or other entity, including a governmental entity, that is owned or controlled by citizens of or is directly controlled by the government of

China, Iran, North Korea, Russia, or a designated country; or (ii) headquartered in China, Iran, North Korea, Russia or a designated country.

9 Disclosure of Conflict of Interest

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code (House Bill 914) requires that any vendor or person considering doing business with a local government entity disclose the vendor or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. The Conflict of Interest Questionnaire is available from the Texas Ethics Commission (TEC) at www.ethics.state.tx.us. Any completed Conflict of Interest Questionnaires should be submitted to the City.

10 Disclosure of Interested Parties

Contracting hereunder may require compliance with §2252.908 Texas Government Code/Disclosure of Interested Parties for contracts that (1) require an action or vote by City Council before the contract may be signed; or (2) have a value of at least \$1 million. The law provides that a governmental entity may not enter into certain contracts with a business entity unless the business entity submits a Disclosure of Interested Parties certificate to the governmental entity at the time the business entity submits the signed contract to the governmental entity or state agency.

The process as implemented by TEC is as follows:

1. The Disclosure of Interested Parties certificate must be performed using the Texas Ethics Commission's electronic filing application listing each interested party of which the business entity is aware on Form 1295, obtaining a certification of filing number for this form from the TEC, and printing a copy of it to submit to CITY.
2. The copy of Form 1295 submitted to CITY must contain the unique certification number from the TEC. The form must be filed with CITY pursuant to §2252.908 Texas Government Code, "at the time the business entity submits the signed contract" to CITY.
3. CITY, in turn, will submit a copy of the disclosure form to the TEC not later than the 30th day after the date the City receives the disclosure of interested parties from the business entity.

11 Personal Interest

No officer, employee, independent consultant or elected official of CITY who is involved in the development, evaluation or decision-making process of this Solicitation shall have a financial interest, direct or indirect, in the resulting Agreement. Any willful violation of this Paragraph shall constitute impropriety in office, and any officer or employee guilty thereof shall be subject to

disciplinary action up to and including dismissal. In the event a member of the governing body or an appointed board or commission of the CITY belongs to a cooperative association, the CITY may purchase services from the association only if no member of the governing body, board or commission will receive pecuniary benefit from the purchase, other than as reflected as in increase in dividends distributed generally to members of the association. Any violation of this provision with the knowledge, expressed or implied, by the Vendor shall render the Agreement voidable by the CITY. Nevertheless, the CITY may obtain the services under the Agreement if a conflict of interest affidavit is filed and the Council member recuses his/herself.

12 Award

The City reserves the right to award to the most responsible and responsive respondent in the best interest of the City based on price and/or based on best value meeting the requirements of this RFP. The City reserves the right to consider items such as safety record, references, previous performance, delivery time, or a criterion specific in the RFP which the City considers weighted. The City reserves the right to order from another vendor in which the City determines an emergency or urgent need becomes necessary. The City of Alamo Heights has the sole, last, and final determination to determine award. The City reserves the right to reject any proposals that do not meet the specifications stated herein or reject all proposals should this project not be approved for any reason.

13 Performance Bond

Contractor as Principal Name: Mailing address (principal place of business):	Surety Name: Mailing address (principal place of business): Physical address (principal place of business): Telephone (Main): Telephone (Claims): Surety's state of incorporation:
Owner Name: City of Alamo Heights 6116 Broadway Alamo Heights, TX 78209	Contract Project name and number: Advanced Metering Infrastructure (AMI) RFP
Contract Price: Effective Date of Contract:	By submitting this bond, Surety affirms that it is licensed to provide and execute this bond and authorized to do business in Texas. Local Agent for Surety Name: Mailing address (principal place of business): Telephone (Main):
Bond Bond Amount: 100 percent of Contract Price Date of Bond: (Date of Bond cannot be earlier than Effective Date of Contract)	The address of the surety company to which any notice of claim should be sent may be obtained from the Texas Dept. of Insurance by calling the following toll-free number: 1-800-252-3439.

Surety and Contractor, intending to be legally bound and obligated to Owner, do each cause this performance bond to be duly executed on its behalf by its authorized officer, agent, or representative. The Principal and Surety bind themselves, and their heirs, administrators, executors, successors and assigns, jointly and severally to this bond. The condition of this obligation is such that if the Contractor as Principal faithfully performs the Work required by the Contract then this obligation will be null and void; otherwise, the obligation is to remain in full force and effect. Provisions of this bond shall be pursuant to the terms and provisions of Texas Government Code Chapter 2253 as amended and all liabilities on this bond shall be determined in accordance with the terms and provisions of said Chapter to the same extent as if it were copied at length herein. Venue lies exclusively in [specify name] County, Texas for any legal action.

Contractor as Principal	Surety
Signature: _____	Signature: _____
Name: _____	Name: _____
Title: _____	Title: _____
Email: _____	Email: _____
	(Attach Power of Attorney and place surety seal below)

14 Payment Bond

Contractor as Principal Name: Mailing address (principal place of business):	Surety Name: Mailing address (principal place of business):
Owner Name: City of Alamo Heights 6116 Broadway Alamo Heights, TX 78209	Physical address (principal place of business): Telephone (Main): Telephone (Claims):
Contract Project name and number: Endpoint Installation Services RFP Contract Price: Effective Date of Contract:	Surety's state of incorporation: <i>By submitting this bond, Surety affirms that it is licensed to provide and execute this bond and authorized to do business in Texas.</i>
Bond Bond Amount: 100 percent of Contract Price Date of Bond: (Date of Bond cannot be earlier than Effective Date of Contract)	Local Agent for Surety Name: Mailing address (principal place of business): Telephone (Main): <i>The address of the surety company to which any notice of claim should be sent may be obtained from the Texas Dept. of Insurance by calling the following toll-free number: 1-800-252-3439.</i>

Surety and Contractor intending to be legally bound and obligated to Owner do each cause this payment bond to be duly executed on its behalf by its authorized officer, agent, or representative. The Principal and Surety bind themselves, and their heirs, administrators, executors, successors and assigns, jointly and severally to this bond. The condition of this obligation is such that if the Contractor as Principal pays all claimants providing labor or materials to Contractor or to a Subcontractor in the prosecution of the Work required by the Contract then this obligation will be null and void; otherwise, the obligation is to remain in full force and effect. Provisions of the bond shall be pursuant to the terms and provisions of Texas Government Code Chapter 2253 as amended and all liabilities on this bond shall be determined in accordance with the terms and provisions of said Chapter to the same extent as if it were copied at length herein. Venue lies exclusively in [specify name] County, Texas for any legal action.

Contractor as Principal

Signature: _____
 Name: _____
 Title: _____
 Email: _____

Surety

Signature: _____
 Name: _____
 Title: _____
 Email: _____

(Attach Power of Attorney and place surety seal below)

15 Exhibits

The following information is provided in separate Exhibits, as listed below:

1. Exhibit I: References
2. Exhibit II: Requirements
3. Exhibit III: Pricing
4. Exhibit V: Water Meter Population