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 DeKalbCountyga.gov | Stone Mountain, GA 30083

MEMORANDUM

Chief Executive Officer
 Michael Thurmond

TO: Talisa R. Clark, MBA, CPO, Chief Procurement Officer
 THRU: Ted Rhinehart, Deputy Chief Operating Office - Infrastructure
 FROM: Scott A. Towler, P.E., Director, Department of Watershed Management
 Reginald Wells, Deputy Director, Construction & Maintenance
 DATE: November 20, 2017
 SUBJECT: Proposed Amendment/Change Order No. 3 to Contract 924827 for Water Meters and Parts (Annual Contract with 2 Options to Renew)

Board of Commissioners

District 1
 Nancy Jester

District 2
 Jeff Rader

District 3
 Larry Johnson

District 4
 Stephen Bradshaw

District 5
 Mereda Davis Johnson

District 6
 Kathie Gannon

District 7
 Gregory Adams Sr.

Original Contract Term and Dollar Amount: April 8, 2014 to August 31, 2015; \$6,000,000.00

Previous Extension of the Term: Yes

Previous Changes to the Dollar Amount: Yes

Current Cumulative Contract Term Dollar Amount: April 8, 2014 to August 1, 2018; \$17,899,065.64

Proposed Cumulative Contract Term Dollar Amount: March 8, 2016 to August 1, 2018; \$22,899,065.64

Detailed Description of Requested Changes:

The initial and subsequent renewal budgets for the **Contract 924827-Water Meter and Parts (Annual Contract with 2 Options to Renew)** contract were derived from the previous year's expenditures not taking in account the increase from the new water meter installation efforts or the replacement needs for out-of-lifecycle meters; leaving the contract budget underfunded. The Department of Watershed Management is responsible for over 194,000 residential and commercial water meter customers with 62,000 small residential meters currently out-of-lifecycle that require replacing. If the essential adjustments are not met, then the projected shortfall to the Water Meter and Parts (Annual Contract with 2 Options to Renew) contract will be approximately **\$5,000,000.00** that is necessary for the department to provide the services through the end of the contract term.



DeKalb County
G E O R G I A

Proposed Amendment/Change Order No. 3 to Contract 924827 for
Water Meter and Parts (Annual Contract with 2 Options to Renew)

Justification for the Proposed Changes and an Explanation of why the County should not consider a Competitive Bid:

On August 22, 2017, the BOC approved a one (1) year extension of **Contract No. 924827 for Water Meter and Parts (Annual Contract with 2 Options to Renew)** to allow for the completion of the vendor's obligations under the contract so additional funding was not requested at that time. As negotiations are still underway with the vendor regarding contractual obligations, DWM must proceed with its normal operations and therefore is requesting an increase to our existing contract to make certain that services are not interrupted during the 2017-2018 calendar year. The additional funding will allow for the new installation of water meters for residential and commercial developments as well as provided the required inventory of meters and parts needed for the daily DWM Operations and Field Services repair work orders for our existing customers. The request permits DWM to purchase all water meter sizes from ¾ inch to 10 inch meters for large, commercial and industrial applications as well as the MXU transmitter units needed for our existing FlexNet AMI system to transmit data wirelessly to prevent human errors. Additionally, the funds will be used for KISS support contract that contains the annual FlexNet software licensing and data management component. The costs will be approximately \$4,600,000 for equipment and \$400,000 for software licensing and data management support (covers 2017 and 2018).



October 13, 2017

Alia C. Johnson PE
Engineer Principal
DeKalb County Government Engineering and Asset Management
4572 Memorial Drive
Decatur, GA 30032
United States of America

RE: Annual Service and Support Invoice

Dear Alia,

It has been a pleasure serving DeKalb County this last year. The Annual Support and Service for this invoice began on January 1, 2017 for the entire calendar year.

Attached you will find a detailed review of the Service and Support as provided by Kendall and Sensus along with the invoice in the amount of \$182,925.86

Thanks again for the opportunity to work with you and DeKalb County, Georgia. Let us know if there is something we can do for you that we haven't already mentioned above.

Thank you,



Kevin Purcell
KISS Support Director
Kendall Supply, Inc
kevinpurcell@kendallsupply.com
[706.255.4273](tel:706.255.4273)

DeKalb County KMSS Services		Year 1 - 2017
Kendall Meter System and Solutions (KMSS) division of Kendall Supply, Inc.		
Number of Endpoints	Feb Total Endpoints	30,000
Meter Reading		\$ 31,425.00
Field Services		\$ 15,500.00
FlexNet System Support		\$ 48,270.00
	KMSS Total	\$ 95,195.00
Sensus SaaS		\$ 87,730.86
	Grand Total KMSS + Sensus SaaS	\$ 182,925.86

Meter Reading			Meter Reading		
Touch Read / Hand-held device (s) / Vehicle Reading	Unit Cost				
AutoRead Customer Touch Read / Manual System	\$ 1,000.00		1	\$ 1,000.00	
4090 AutoGun Touch Read probe wand	\$ 50.00		30	\$ 1,500.00	
5500 series HHD Field Logic	\$ 150.00		20	\$ 3,000.00	
AutoVu Drive by System per VXU unit	\$ 500.00		2	\$ 1,000.00	
VXU - 520 r drive by technology	\$ 1,000.00		2	\$ 2,000.00	
AutoVu 520 m drive by technology per VGB	\$ 1,000.00		1	\$ 1,000.00	
			Subtotal	\$ 9,500.00	
SEMP (Sensus Extended Maintenance Program)			Equip Maintenance		
Touch Read / Hand-held device (s) / Vehicle Reading	Unit Cost				
AutoRead License Fee	\$ 1,750.00		1	\$ 1,750.00	
4090 AutoGun Touch Read probe wand 4	\$ 250.00		30	\$ 7,500.00	
5500 series HHD Field Logic	\$ 525.00		20	\$ 10,500.00	
AutoVu Software License Fee	\$ -		2	\$ -	

DeKalb County KMSS Services		Year 1 - 2017	
Kendall Meter System and Solutions (KMSS) division of Kendall Supply, Inc.			
Number of Endpoints	Feb Total Endpoints	30,000	
VXU Extended Maintenance	\$ 725.00	2	\$ 1,450.00
VGB Extended Maintenance	\$ 725.00	1	\$ 725.00
		Subtotal	\$ 21,925.00
Meter Services Total		Total	\$ 31,425.00
Field Services		Field Services	
Touch Read / Hand-held device (s) / Vehicle Reading	Unit Cost		
AutoRead Customer Touch Read / Manual System	\$ 1,000.00	1	\$ 1,000.00
4090 AutoGun Touch Read probe wand	\$ 50.00	30	\$ 1,500.00
5000 series HHD SMASH app	\$ 150.00	10	\$ 1,500.00
Archer 2 Support	\$ 50.00	10	\$ 500.00
Command Link	\$ 75.00	5	\$ 375.00
3096 TouchReader	\$ 25.00	5	\$ 125.00
		Subtotal	\$ 5,000.00
Archer II - Juniper Extended Maintenance Program And Sensus SEMP		Equip Maintenance	
Touch Read / Hand-held device (s) / Vehicle Reading	Unit Cost		
AutoRead License Fee	\$ 1,750.00	1	\$ 1,750.00
4090 AutoGun Touch Read probe wand 4	\$ 250.00	30	\$ 7,500.00
5000 series HHD SMASH app	\$ -	20	\$ -
Archer 2 - Juniper Extended Maintenance	\$ 250.00	5	\$ 1,250.00
		Subtotal	\$ 10,500.00
Field Services Total		Total	\$ 15,500.00
FlexNet System Support		FlexNet System	
FlexNet Tools Support	Unit Cost	FlexNet Tools Support	

DeKalb County KMSS Services		Year 1 - 2017	
Kendall Meter System and Solutions (KMSS) division of Kendall Supply, Inc.			
Number of Endpoints	Feb Total Endpoints	30,000	
Archer 2 - Juniper HandHeld	\$ 100.00	5	\$ 500.00
Command Link	\$ 75.00	5	\$ 375.00
3096 TouchReader	\$ 25.00	5	\$ 125.00
		Subtotal	\$ 1,000.00
Archer II - Juniper Extended Maintenance Program		Equip Maintenance	
Archer 2 - Juniper Extended Maintenance	\$ 250.00	5	\$ 1,250.00
		Subtotal	\$ 1,250.00
FlexNet Software Support		FlexNet Software Support	
Monitor/Manage FTP process for data and billing routes	\$ 0.25	30000	\$ 7,500.00
TGB VPN: monitoring / field support / troubleshooting etc.	\$ 100.00	28	\$ 2,800.00
Modem Fee for Base Stations push to RNI cloud	\$ 240.00	28	\$ 6,720.00
		Subtotal	\$ 17,020.00
FlexNet System / Data / Field Support		FlexNet Field Support	
Field Support 0 - 25,000 end points	\$ 1.00	25,000	\$ 25,000.00
Field Support 25,000 - 50,000 end points	\$ 0.80	5,000	\$ 4,000.00
Field Support 50,000 - 75,0000 end points	\$ 0.70	0	\$ -
Field Support 75,000 - 100,000 end points	\$ 0.60	0	\$ -
Field Support 100,000 <	\$ 0.50	0	\$ -
		30,000	\$ 29,000.00
	FlexNet System Support	Total	\$ 48,270.00
	Total KMSSFees	Total	\$ 95,195.00

DeKalb County KMSS Services		Year 1 - 2017	
Kendall Meter System and Solutions (KMSS) division of Kendall Supply, Inc.			
Number of Endpoints	Feb Total Endpoints	30,000	
Sensus SaaS		Sensus SaaS	
TGB Base Station Extended Warranty / Maintenance Annual Fee	2016 Cost	TGB Warranty	
S100 Base Stations	\$ 2,575.00	4	\$ 10,609.00
M400 Base Stations	\$ 1,288.00	24	\$ 31,839.36
Annual Increase	3%	Subtotal	\$ 42,448.36
Sensus Software Services Fee		Sensus Software Services Fee	
SaaS Analytics Enhanced	Set Fee Per Year	1	\$ 16,282.50
SaaS w/ Software RNI	Set Fee Per Year	1	\$ 29,000.00
			\$ 45,282.50
SaaS Fees Total - Sensus		Total	\$ 87,730.86
Total All Fees		Total	\$ 182,925.86



Kendall Metering System and Solutions (KMSS)

2017 KMSS AND SENSUS ANNUAL SERVICES AND SUPPORT

January 1, 2017 - December 31, 2017

Service

A team of specialized, experienced and dedicated people work to serve DeKalb County Water System in a way that maximizes every aspect of water metering and management.

10/13/2017



DeKalb County
DEPARTMENT OF WATERSHED MANAGEMENT

Jason Kendall
jasonkendall@kendallmetering.com

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Meter Reading

Local Support Fees:

AutoRead™ Software Support:

AutoRead is the software that performs the function of Route Management enabling water service and meter data to be imported from Utility Billing and loaded into Meter Reading handhelds. Once reads are field capture the reads are managed by AutoRead and exported back into the Utility Billing.

Local support of the AutoRead system. Includes unlimited daily support during and after normal business hours of operation. Support can be reached by phone calls, text, and emails and if needed site visits. Support issue range from resolving loading / unloading of Meter Reading Handhelds, Software questions, Software functionality assists, and other items as related to managing the Route Read Management of water services.

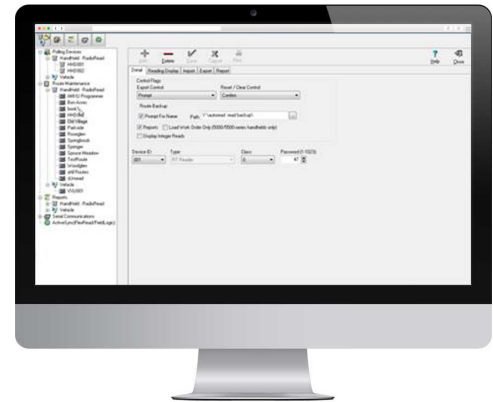
DeKalb County annually operates and maintains the AutoRead licenses through the Kendall KISS services and support as included herein. An active licenses includes upgrades to newer versions of the software. KISS Services includes on-site training of field personnel and manager on the use of AutoRead and the handheld system.

We believe AutoRead training should be scheduled at least month and be mandatory for all those using the software. There are daily / weekly support calls due to improper processes of loading and unloading handhelds. The provided SOP if followed should prevent the majority of issues. In addition and to compliment AutoRead training would be the training of how to read a meter register. It is recommended that meter reader trainings with the assistance of Kendall be held every 2 months.

4090 AutoGun Support:

DeKalb County owns and operates over 60 – 4090 Autoguns monthly for meter reading. Kendall maintains a loaner pool of the same type AutoGuns available via UPS. Kendall maintains a loaner pool of a minimum 10 AutoGuns. There is no additional cost to the Customer for UPS shipping loaner devices. Any owner Autoguns that need to be returned to manufacturer for repairs are administered through Kendall under the RMA (return material authorization) process. There is no charge to the Customer for UPS shipping fees and labels to return Autoguns to Sensus for repair. All UPS shipping is free to Customer.

Due to the continued number of RMA's monthly regarding damaged Autoguns continuing to utilize this service would be beneficial to DeKalb in maintaining active reading equipment for meter reading staff. In any given month DeKalb uses 2 to 3 Kendall Loaners as spares as RMA's are being routed and processed.



4090 - Autogun Touch Read Device

Normal procedures for RMA process are as follows: At the end of each business day email sensus@kendallsupply.com device serial number, issue or problem with device and whether loaner device is required. Next business day Kendall will provide completed RMA form and UPS label and loaner if requested via UPS. Historically this process has not been followed by all staff to insure devices are being repaired on a timely basis. Kendall would like Meter Reading management insure these steps are followed and equipment is returned for repair on a timely basis.

5500 Handheld Support:

Local loaner pool for Handhelds. We maintain a loaner pool of a minimum 5 Handhelds to send to meter reading personnel when any piece of equipment is not working. Also, includes free UPS shipping labels for sending equipment back to Sensus for repair

We feel this item is needed due to the high qty of damaged Handhelds by meter reading personnel. The equipment is damaged from excessive use often and we maintain the local loaner pool so they will always have functioning equipment. One ongoing issue with meter reading staff is that standard SOP for repair and a loaner is to email before end of business on the day the incident occurs. This is needed for the same reasons as above with the AutoGuns.



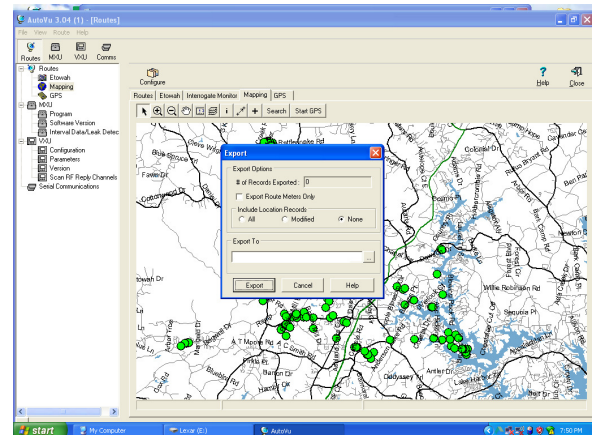
Reading Equipment Inventory:

In addition to the loaner pool and accompanying the above services Kendall performs an annual inventory of all reading equipment. Historically devices come up missing as well as devices missing from the previous year come up as being found. Kendall continues to provide means and methods to assist meter reading staff with manage monthly inventory of reading equipment. These annual inventories is a normal process for maintaining asset inventory. It appears that new meter reading management is taken the initiative to weekly maintain and account for meter reading equipment. There is no additional charge for this annual inventory and it is part of the services provided under the KISS Support.

AutoVu Drive-by Support:

Local support of the AutoVu software and RadioRead system. Includes maintaining the laptop used, troubleshooting issues from the user in the field.

This support is needed to resolve field issues with the software. While the people utilizing the system have been well trained and are very capable, issues arise with the laptop that requires on site consulting to resolve issues. They range from laptop rebooting during the reading processing causing the software to lockup, to troubleshooting reading issues with staff.



VXU 520R Support:

Local loaner of VXU for use in case of equipment failure.

This is not as needed with the expansion of FlexNet and the qty of reads needed from the Drive-by system reducing, however we suggest it be continued for one or two more years' maximum.

VGB 520M Support:

This is the vehicle unit that can read the 520M FlexNet transmitter via drive by. Currently this is not being used by your staff, since Kendall collects all unreads for meter services. However, this will be used once DeKalb staff takes the task upon themselves to start collecting and troubleshooting 520M transmitter routes.

This will be needed long term with a transition to your staff reading meters.

Sensus Extended Maintenance Program

Sensus Maintenance Plan:

The fees in this section are against all devices as chosen by DeKalb to be covered by Sensus under the extended warranty repair plan. The fees associated are invoiced to DeKalb by Kendall. They specifically include unlimited repair and maintenance to reading Autogun devices and 5501 handhelds. This maintenance plan is available to any Sensus Customer operating an active AutoRead Software License.

We strongly recommend keeping this support. In the past, the support was not renewed for some items / pieces of equipment. The issue has been that when we invoice for the individual repair of that item, then it is very difficult getting a PO for this individual repair item. So, it is optional to have the extended maintenance on the items not be covered.

Field Services

Local Support Fees:

Since Field Service uses the same software and route data management tools as stated earlier in Meter Services please refer to the Meter Services for a review of the following:

- **AutoRead Software Support:**
- **4090 AutoGun Support:**
- **5000 Handheld Support:**

Archer 2 Support:

For the last 2 years Field Service has been using the Archer device for activation and troubleshooting of AMI FlexNet transmitters and services. The device also has the capability to data log all SmartMeters. The device comes equipped with internal GPS coordinates, camera, equipment, extra-large display and many other features.

Kendall as well maintains a loaner pool of Archer devices. This item is mandatory since this is the HHD that is being used more for multiple functions.



Command Link and 3096:

The Command Links and 3096 TR plus are currently not being used by Field staff at this time. These devices will become necessary for this group once a portion of the FlexNet AMI responsibilities and troubleshooting are merged into their monthly routine.



Sensus / Archer 2 Fees:

Same as Meter Reading for Sensus Fees.

Archer 2 Handheld support consist of primarily to keep this equipment functioning properly at all times. Any and all repairs are covered under this maintenance plan which includes loaners at no additional charge to DeKalb via UPS next day air shipping.

Note: The 5000 series Handheld used by field service is no longer eligible for extended maintenance and repair. We have been transitioning them to Archer 2 HHD's and will keep supporting with our local loaner pool. It is suggested that the staff transition in 2017/18 to Archer 2 HHD's.

FlexNet System Support:

FlexNet Tools Support:

FlexNet activation and troubleshooting of 520 M transmitters are composed of 4 basic devices:

Archer 2 / Command Link / 3096 TouchReader Plus / UniPro Communicator

Mandatory for this equipment. The 3096 and Command Links are used to interact with the SmartMeter and not required as part of 520 M transmitter activation but useful to the meter tech in some incidences.

Archer 2 Extended Maintenance – Annual extended maintenance contract to Juniper Systems for the Handheld. Same as Field Service

FlexNet Software Support / System:

Maintain and Monitor FTP process:

Currently the daily data sync file is emailed and we must manually post the data to the Analytics system. We have provided automation parameters and this needs to be completed ASAP. This also includes monitoring the file / data to ensure it is correct. We review the unread / stale meters daily and create work order lists for our field tech and for UCO to update. Data integrity is checked on CPAK data vs. FlexNet data. (We keep no separate database, it’s just a comparison of both systems.) This information is compiled and provided back to UCO for updates or sent out with our field service tech for verification in the field. (Currently we send the updates directly to CPAK since UCO has not designated the staff for us to send the data to)



TGB VPN Monitoring:

This is the connection from each base station to the RNI. If one site goes down for any reason, we receive an email notification and we investigate the cause of the issue. We respond with a site visit within 24 working hours to the site in question to resolve the issue. This does not occur often, but we monitor it daily. This also includes extended maintenance on the cellular modems used. If one breaks we will replace at no charge.



DeKalb can take over this support. We will need to inform someone how the system is setup and transition the monitoring to their email system. We will create SOP for them to follow in case of any outage.

Modem Fee for Data from TGB:

Each Base Station uses a Raven X style cellular modem. We pay for all the data fees for these modems and support the modem itself. This is just a pass through of the monthly data fees.

DeKalb can take over the modem data fees and transition the system to their cellular contracts. The data plan we have is for all our customers and we have over 70 modems on our plan currently. We have been able to bundle the data fees and share data between all customer sites, thus reducing costs for this service. However, this can be transitioned if desired.



AMI Field Support Services

FlexNet Field Support:

We currently have one field technician dedicated to the collection of unread meter readings / maintenance of fixed based transmitters / troubleshooting data quality / and performing any field visit needed. We create the work orders from the FlexNet reports and he is given daily to complete. All data is then compiled and provided to UCO or C&M for correction. Currently data is sent directly to CPAK since no one from UCO has been assigned this task.

The main component of this support is to collect the unread meters from FlexNet and perform maintenance. This consists of investigating all meters / reactivating them if needed / repairing any equipment that has been damaged but customer or field service. All items are passed directly to the appropriate parties for update / information.

DeKalb can take over this support but a FlexNet field service team needs to be created and training provided. If this occurs, then this support fee will be greatly reduced and since we will need to provide ongoing field training and office training. But long term this is the best solution for maintaining the system.



Sensus Software as a Service (SAAS)

Mandatory support. These are the extended maintenance of the Base Stations and the cloud services of the RNI and analytics system. These fees are direct pass through to Sensus.


The base station support is needed and provides an extended maintenance agreement for repair of all equipment. This includes all items in case a base station has a technical issue in the field.






RNI support and SAAS agreement includes the hosting of all meter data to the RNI. The RNI is the regional network interface that controls all communications to and from the base stations and meters. It is a needed component for the AMI network to function.

Analytics: This is the MDM / route data management / graphing display for FlexNet accounts to be viewed. It integrates the billing data for populating the readings by account. Analytics is fully optional service and can be transitioned to any other MDM. The RNI builds hourly CMEP files that can be pushed to any system for storage and graphing.

All data is owned by DeKalb county and just stored remotely. If you would like data files sent to a local system, we can provide the FTP parameters for collecting that data.

System Analytics



-  **Data Store** - a secure, cloud-based information warehouse that stores system and network data for the applications. Three years of storage is included.
-  **Report Access** - a management tool that offers a menu of reports that instantly summarize the information you need to know right away
-  **Device Access** - a customer service tool that presents detailed usage history and trends, identifies anomalies and enables custom alert programming to track specific issues
-  **Billing Access** - a billing interface tool that previews and audits billing extracts for issues, enabling the utility to take corrective action, then generates final billing files for production
-  **Meter Insight** - a validation tool that provides a summary of incoming network meter data from and identifies issues to be addressed

Sensus Essential Water Analytics provides the core business functionality you need to streamline customer service and operations. Part of our suite of intelligent infrastructure software, this bundle of applications equips you with user-friendly dashboards, so you can make informed decisions quickly and confidently. Our powerful data management tools aggregate information from your AMI, AMR and other sources. And these intuitive apps are delivered by a secure connection to the cloud right to your desktop, tablet or smart phone - just a click, tap or touch away - wherever and whenever you want. Role-based access allows service providers to share information across the organization - from customer service and operations to accounting and rates - for improved productivity, visibility and decision-making.

Training

Kendall provides many opportunities for training. From how to use the AutoRead Route Management software and accompanying meter reading devices to consumption evaluations of Customer water usage. Kendall goal in training is to better educate the Client so they can reach their potential in maintaining, managing and maximizing their water meter system.

Our training can be basis application of all products and software's or in depth how to manage a water meter system. We can tailor the training to fit the audience and staff as needed so that the results are most effective in equipping people with the knowledge and methods necessary to accomplish the job at hand.

Annual, bi-annually and monthly training classes are offered at no additional charge to the Customer.



Range of Services included for KISS Customers

- **RMA** (returned materials authorization) Warranty assistance
- **Pre-paid UPS** shipping tags for all KISS Customers' hardware repair needs. If your equipment/product quits operating properly for any reason, we will not only assist with the required RMA process but provide free shipping back to Sensus.
- **Direct and instant access** to KISS Customer Service staff
- **Dedicated Field staff** to assist with meter reading, data logging, trouble shooting, etc...
- **Specialized evaluations** for Water Meter Systems per meter type, size, inventory, consumption, replacement program, etc...
- **Database** management, cleanup, and analyzation
- **Loaner pool** for KISS Customers consisting of:
 - 5000 / 5500 series handhelds,
 - 4090 Autogun (TR tips not included)
 - Drive-by VXU / VGB reading equipment
 - Trimble Nomad and Command Link 520M communication device.
- **Assist with Maintain** Sensus Licensing, Software upgrades, Firmware changes, etc...
- **Annual Training** exercise and/or specific training for each person and/or group
- **Expansive Stocking inventory** for all of your metering needs for Preferred Customer Inventory of Full line of 5/8" to 8" meters, equipment and reading devices
- **Preferred Customer shipment** status for KISS customers. KISS customers will get stock meters before non-KISS customers
- **Specialized assistance** with monitoring consumption reports, reading success, product performance as well as more detailed funding preparation, water audit, Utility Billing selections, etc...
- **System Studies** to and analyze meter aging, system optimization, and other tailored activities such as small meter and large meter survey's
- **Support Director** assigned to specially maintain our KISS Customer care and service.

