

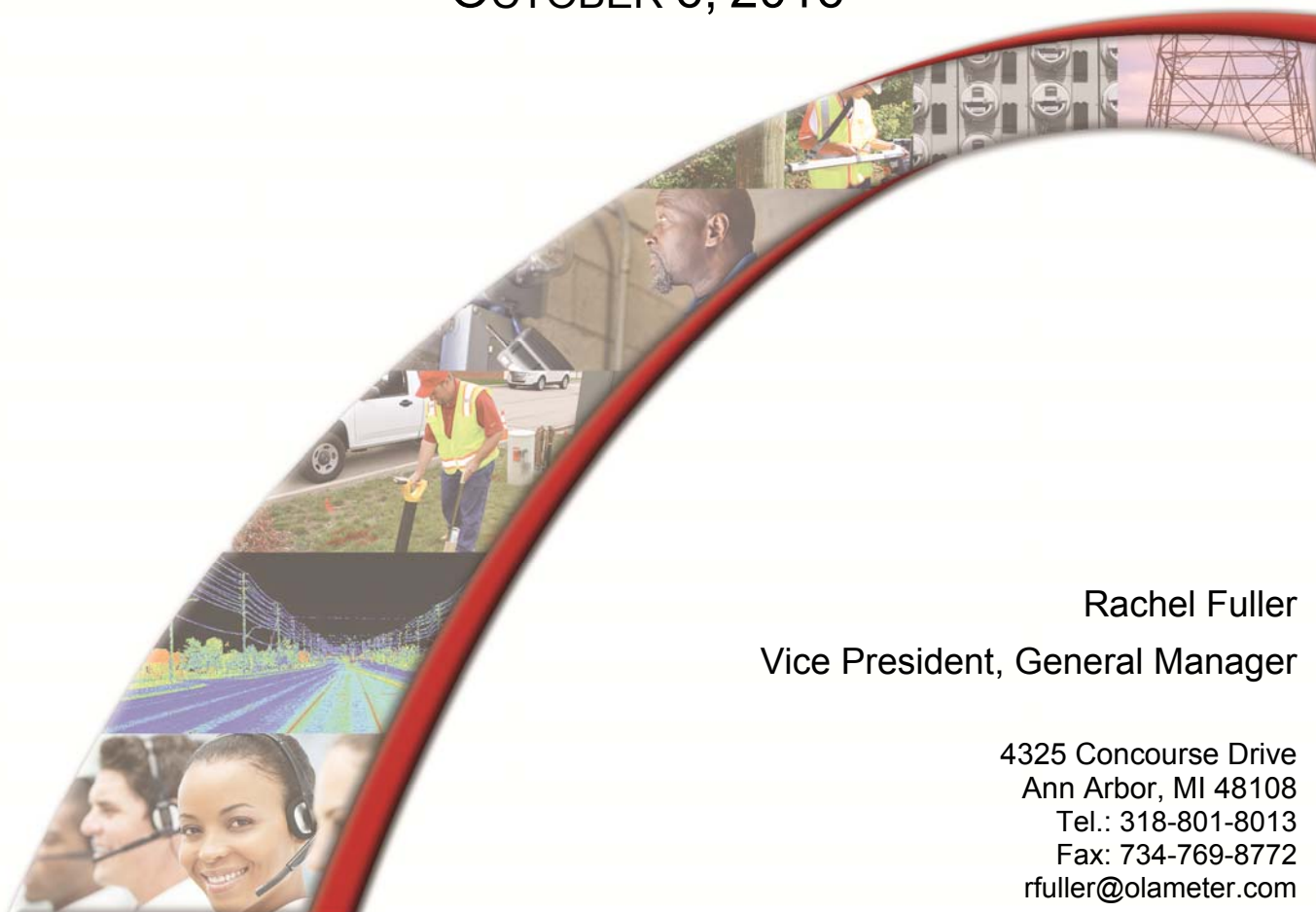
RESPONSE TO

CITY OF FORT LAUDERDALE

Water Meter Reading and Related Services

**Bid #465-11749**

OCTOBER 6, 2016



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Vice President, General Manager

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## 1. EXECUTIVE SUMMARY

Olameter is pleased to provide the following proposal in response to City of Fort Lauderdale's Bid #465-11749 for water meter reading and related services. We are confident in our ability to deliver meter reading services to the City efficiently and cost-effectively, while maintaining our signature level of quality service into the future.

Olameter is a leading provider of outsourced utility solutions to electric, water, gas, and telecommunications utilities, energy retailers, and energy management entities across North America.

What sets Olameter apart from other service providers is our dedication to provide exceptional levels of customized service to all of our utility clients.

- Olameter was founded in 1998 but has been providing outsourcing solutions to the utility industry since 1995 (formerly as AMS Utiliserv, Unibar Services, URB).
- Olameter directly employs personnel who consistently provide quality services to each of our utility clients. With a dedicated Human Resources Department, Health and Safety Director, Regional Field Managers (RFMs), and Executive Management Team, Olameter ensures services are delivered safely and efficiently by well-qualified individuals.
- Because Olameter has provided meter reading and utility field services for approximately 20 years, implementation and operation procedures used today have been extensively tested and refined through real-world application, in-field experience, technology updates, and client input.

At Olameter, we are strong believers in taking a partnership approach and want to build a lasting relationship that will benefit both parties and their respective businesses. Our mandate is to provide a complete solution that will draw upon our extensive experience as one of the leading providers of meter reading and utility field services in North America. We will leverage our expertise and experience, in conjunction with the use of comprehensive management and reporting tools, to provide you with unsurpassed levels of service and access to information that will help you to maximize your own internal efficiencies.

### **Key Staff**

Olameter will structure the project team such that overall management will be monitored by a local Manager overseen by a Division Manager reporting directly to Olameter's VP - General Manager, with other management staff available and aware of issues to ensure resolution and open lines of communications both internally and between Olameter and the City of Fort Lauderdale. The local Manager will have assistance to support with training and submission of the appropriate documentation in a timely manner.

Rachel Fuller, the VP – General Manager, is responsible for the City of Fort Lauderdale project service territory and will leverage her experience with past deployments to implement start-up using proven best practices.

Rachel has worked in the utility industry for over 25 years and is based in Texas. Since beginning her career in 1991, Rachel has shown dedication to the delivery of quality services, and has been rapidly promoted throughout her employment with Olameter as a Regional Field Manager, Director of Field Services and most recently, Vice President – General Manager. In this position she is responsible for overseeing all in-field operations

including meter reading, collections, meter exchanges, smart meter projects and general field services for her service territory. Rachel is First Aid and CPR trained, has completed Safety Orientation Management as well as various Leadership and Motivation programs.

Division Manager, Laird France, will be assigned to this contract and will be responsible for all operations activities within the City of Fort Lauderdale service area. Laird will maintain appropriate staffing levels and coordinate recruiting, hiring and training for this project. Laird will also maintain regular contact with the City of Fort Lauderdale and provide all appropriate documentation in a timely fashion.

Laird has worked in the utility industry for over 18 years and has 15 years' experience managing field service crews. He has completed OSHA training and ensures our services are carried out in compliance with the latest OSHA rules and regulations. He currently oversees the work we do for the City of Tampa and the City of Punta Gorda.

Stephen Huber will be Contract Manager and will meet with the City of Fort Lauderdale project staff on a regular basis to ensure good will and satisfaction with Olameter performance levels. He will provide timely submissions of a variety of reports such as weekly operations status reports, incident reports or other special reports, as required. Stephen will also take immediate action on customer complaints and perform on-the-job accident investigations when required. He will ensure appropriate staffing levels are maintained and in the unlikely event that a schedule falls behind (e.g. due to illnesses, weather delays, etc.), supplementary FSRs from his service territory can be temporarily reallocated for support until service schedules return to normal.

Stephen has over ten years' experience in field work and has shown a commitment to achieving company objectives in a professional and efficient manner. Stephen is based in Tampa, FL.

Joshua Mulvaney will be the backup Contract Manager for this project. Joshua is based in Louisiana and has over 13 years supervising meter reading crews. Resumes for these key persons are provided on the following pages.

Olameter anticipates hiring one (1) dedicated "On-Site Manager" plus approximately six to seven full-time meter reading personnel to perform the work. Olameter has developed and refined a recruitment and training program to ensure top-tier candidates are identified and hired as efficiently as possible. Olameter's goal when choosing FSRs is to hire from the local service area of the utility and often when moving to a new territory we assume a high percentage of the existing qualified meter reading staff if they meet our standards.

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**Rachel Fuller**

318-801-8013  
rfuller@olameter.com

*Olameter*

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**EMPLOYMENT ACHIEVEMENTS****Olameter Corporation –Vice President – General Manager** (2006 - present)

- Responsible for overseeing all in-field operations including meter reading, collections, meter exchanges, smart meter projects and general field services for her service territory
- Research and prepare pre-proposal numbers
- Contract analysis and negotiations
- Responsible for client interactions, client development, retention and insuring that client services exceed client expectations
- Analyze and audit all budgets on a monthly basis

**AMS Utiliserv – Vice President of Operations** (1991 –2006)

- Responsible for A/R, A/P, payroll for Willstaff
- Transferred to AMS when company opened in 1995
- Responsible for initial set-up of AMS corporate offices
- Assembled transition teams for new contracts
- Monitored all divisions in seven states, resolving unemployment claims, labor dispute arbitration, client quality control and payroll audits
- Responsible for insuring Safety Training classes are conducted efficiently and preparing and maintaining AMS Safety Manuals
- Ensured OSHA requirements are met by all divisions
- Conducted Itron training classes for new clients on how to use Itron products and new software
- Assisted with the research, development and preparation of training manuals for a four part management training series in addition to conducting the training classes
- Responsible for client interactions, client development, retention and insuring that client services exceed client expectations

**CERTIFICATIONS AND TRAINING**

- First Aid/CPR
- Staking University
- OQ Certification
- Powersafe

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*Rachel Fuller*

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**Laird France**

225-300-7882

lfrance@olameterdpg.com

*Olameter*

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**EMPLOYMENT ACHIEVEMENTS****Olameter Corporation –Division Manager**

(March 2007 - present)

- Responsible for overseeing all damage prevention operations for our contractual clients Centerpoint Energy, Cleco, Cox Communication, CenturyLink, and Eatel, as well as their sub-contractors
- Managed up to 90 utility locate technicians, 7 supervisors, dispatchers and damage investigators
- Manage daily scheduling, operation procedures, supervise and coordinate the activities of supervisors, train employees, manage operational budgets, and provide superb customer service
- Ensure that all contracts operate in accordance with the specifications and within the budgets

**Utiliquet – Center Manager**

(2000 –2007)

- Responsible for the Southwest Region of Louisiana, to include Lafayette and Lake Charles, for purposes of locating underground facilities for our contractual clients AT&T, Cox Communication, Entergy, Centerpoint Energy, Atmos, Centurylink and Cleco
- Managed up to 55 technicians, 5 supervisors, 1 dispatcher, 1 trainer and 2 damage investigators
- Managed daily operations, coordinate with supervisors, train employees and manage profit center

**Byers Engineering Services – Locate Technician**

(1997 – 2000)

- Locate underground facilities for contracted clients throughout East and West Baton Rouge parishes, preventing damages. Central Locating Service, Inc.

**CERTIFICATIONS AND TRAINING**

- OSHA Training
- ISO 9000 Training
- Smith Driving Training
- Operator Qualification Training

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*Laird France*

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**Stephen Huber**

813-475-2564

shuber@olameterdpg.com

*Olameter*

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**EMPLOYMENT ACHIEVEMENTS****Olameter Corporation –Contract Manager** (2014 - present)

- Responsible for supervising the Field Service Representatives (FSRs)
- Day-to-day communications between client and Olameter
- Maintain schedule and analyze account reports on a daily basis
- Reporting on project progress and any issues, and invoking any contingency plans (as required)

**Independent Contractor** (2013 –2014)

- General construction including drywall, electric, plumbing, flooring, fencing and roofing
- Prepare housing units for sale or rental
- Property maintenance and landscaping

**Amerigas/Metro Lift Propane – Yark Worker/Route Driver** (2009 – 2013)

- Direct Supervisor of Meter Readers
- Planned meter readers' work schedule and submits timesheets to payroll
- Uploads electronic data collected from each meter route

**Independent Contractor** (2004 – 2009)

- General construction including drywall, electric, plumbing, flooring, fencing and roofing
- Prepare housing units for sale or rental
- Property maintenance and landscaping

**CERTIFICATIONS AND TRAINING**

- Field Safety Audits (Supervisor)
- Accident/Incident Investigation (Supervisor)
- OSHA Record Keeping (Supervisor)

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*Joshua Mulvaney*

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**Joshua Mulvaney**

504-377-8287

jmulvaney@olameterdpg.com

*Olameter*

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**EMPLOYMENT ACHIEVEMENTS****Olameter Corporation –Contract Manager** (2014 - present)

- Responsible for supervising the Field Service Representatives (FSRs)
- Day-to-day communications between client and Olameter
- Maintain schedule and analyze account reports on a daily basis
- Reporting on project progress and any issues, and invoking any contingency plans (as required)

**Lawco – Meter Reader/Lead Hand** (2012 –2014)

- Received perfect score on 90 day probation evaluation
- Promoted to Lead Meter Reader within six months
- Prepare and assign daily work to individual meter readers as required to accommodate the Utility's meter reading and associated services schedule.
- Perform daily download/upload process requirements of handheld meter reading devices.
- Assign daily associated end-use customer keys to meter reading personnel (where applicable)

**Lafayette Utilities System – Supervisor** (2003 – 2009)

- Direct Supervisor of Meter Readers
- Planned meter readers' work schedule and submits timesheets to payroll
- Uploads electronic data collected from each meter route

**Dominos Pizza - Operating Partner** (2001 – 2012)

- Supervise three stores
- Supervise 60+ team members
- Increased sales by 30%

**CERTIFICATIONS AND TRAINING****Certificate, Louisiana Technical College**

- Meter service
- Turn on and off electric meters
- Turn on and off water meters
- Install new meters, gas and electric
- Repair water line leaks

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*Joshua Mulvaney*

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## 2. EXPERIENCE AND QUALIFICATIONS

Olameter Inc. is a Private Corporation and the parent company of Olameter Corporation. Olameter also owns 100% of the shares of TelDig Inc., located in Quebec, Canada.

### Contact Information

**Contact:** Rachel Fuller, Vice President – General Manager  
Tel.: 318-801-8013  
Email: [rfuller@olameter.com](mailto:rfuller@olameter.com)

Olameter has three offices located in the U.S. and several smaller offices to service specific contracts.

### US Head Office

4325 Concourse Dr. Tel.: 734-769-2600  
Ann Arbor, Michigan 48108 Fax: 734-769-8772

### US Operations Center

2261 Brookhollow Plaza Dr., Suite 111 Tel.: 817-385-0053  
Arlington, Texas 76006-7417 Fax: 817-633-1164

### US Smart Center

1150 Crews Rd., Suite "I" Tel.: 704-321-3760  
Matthews, North Carolina 28105 Fax: 704-846-9133


Olameter does not currently have facilities within the Fort Lauderdale area but is authorized to transact business in the State of Florida.







**Website:** [www.olameter.com](http://www.olameter.com)

### Experience





Olameter Inc. has been providing meter reading and utility field services since 1989 (formerly as Utility Reading & Billing, URB, AMS Utiliserv, Unibar Services), and currently employs more than 2,000 Field Service Representatives (FSRs) who deliver utility field services to over 250 clients across the United States and Canada. As a result, Olameter is highly experienced in recruiting (locally) and developing staff for field service projects of all types, and have developed a proven implementation process when transitioning into new territories.

Below is Olameter's current U.S. meter reading client list:

 <p><b>Beauregard Electric Cooperative</b> Location: DeRidder,, LA Size: 38,000 meters Utility Type: Electric Services: Meter Reading Contract Acquired: 2011</p>	<p><b>Beauregard Electric Cooperative</b> Location: DeRidder,, LA Size: 38,000 meters Utility Type: Electric Services: Meter Reading Contract Acquired: 2011</p>
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	<p><b>City of Bedford</b>  Location: Bedford, TX  Size: 15,177 meters  Utility Type: Water  Services: Meter Reading  Contract Acquired: 2012</p>
	<p><b>DTE Energy</b>  Location: Detroit, MI  Size: 3,000,000 meters  Utility Type: Electric, Gas  Services: Meter Reading, Field Collections (Meter Dis/Re-connections)  Contract Acquired 1990</p>
	<p><b>Duke Energy</b>  Location: NC, SC, IN  Size: 2,000,000 meters  Utility Type: Electric  Services: Meter Reading, Field Collections (Dis/Re-connections)  Contract Acquired 2006</p>
	<p><b>City of East Grand Rapids</b>  Location: East Grand Rapids, MI  Size: 4,000 meters  Utility Type: Electric  Services: Meter Reading  Contract Acquired: 2014</p>
	<p><b>Entergy</b>  Location: LA, TX, AR  Size: 1,313,000 meters  Utility Type: Electric  Services: Meter Reading, AMI Installations, Underground Locating &amp; Mapping (Electric)  Contract Acquired 2002</p>
	<p><b>Houston Housing Authority</b>  Location: Houston, TX  Size: 2,866 meters  Utility Type: Gas, Electric  Services: Meter Reading  Contract Acquired: 2010</p>

	<p><b>Jefferson Davis Electric</b>  Location: Jennings, LA  Size: 8,933 meters  Utility Type: Electric  Services: Meter Reading  Contract Acquired 2009</p>
	<p><b>City of Kalamazoo</b>  Location: Kalamazoo, MI  Size: 58,000  Utility Type: Water  Services: Meter Reading  Contract Acquired: 2015</p>
	<p><b>Kansas Gas Service</b>  Location: OK  Size: 31,800 meters  Utility Type: Gas  Services: Meter Reading  Contract Acquired: 2014</p>
	<p><b>City of Kentwood</b>  Location: Kentwood, MI  Size: 32,000 meters  Utility Type: Water  Services: Meter Reading  Contract Acquired: 2014</p>
	<p><b>Knoxville Utility Board (KUB)</b>  Location: Knoxville, TN  Size: 380,000 meters  Utility Type: Electric, Water, Gas  Services: Meter Reading, Field Services  Contract Acquired: 2013</p>
	<p><b>City of Lake Charles Water Department</b>  Location: Lake Charles, LA  Size: 29,000 meters  Utility Type: Water  Services: Meter Reading  Contract Acquired: 2008</p>

	<p><b>City of Lewisville</b>  Location: Lewisville, TX  Size: 15,000 meters  Utility Type: Water  Services: Meter Reading, Meter Services  Contract Acquired: 2003</p>
	<p><b>LG&amp;E KU Energy</b>  Location: KY  Size: 675,000 meters  Utility Type: Electric  Services: Manual Meter Reading  Contract Acquired 2004</p>
	<p><b>City of Malvern</b>  Location: Malvern, AR  Size: 7,900 meters  Utility Type: Water  Services: Meter Reading  Contract Acquired: 2011</p>
	<p><b>City of Oak Ridge</b>  Location: Oak Ridge, TN  Size: 30,000 meters  Utility Type: Water, Electric  Services: Meter Reading  Contract Acquired: 2014</p>
	<p><b>Noble REMC</b>  Location: IN  Size: 10,000 meters  Utility Type: Electric  Services: Meter Reading  Contract Acquired: 2013</p>
	<p><b>PEPCO</b>  Location: Arlington, VA  Size: 200,000 meters  Utility Type: Electric  Services: Manual Meter Reading  Contract Acquired 2004</p>

	<b>City of Punta Gorda</b> Location: Punta Gorda, FL Size: 12,000 meters Utility Type: Water Services: Manual Meter Reading Contract Acquired 2015
	<b>San Antonio Water System</b> Location: San Antonio, TX Size: 267,539 meters Utility Type: Water Services: Meter Reading Contract Acquired: 2015
	<b>City of Tampa</b> Location: Tampa, FL Size: 74,000 meters Utility Type: Water Services: Meter Reading Contract Acquired: 2011
	<b>City of Thibodaux</b> Location: Thibodaux, LA Number of Meters: 12,000 Type: Water, Gas Services: Meter Reading Contract Acquired: 2010
	<b>Vectren</b> Location: Indiana Size: 208,000 meters Utility Type: Gas Services: Meter Reading Contract Acquired: 2013

Olameter Corporation currently employs over 1,400 people and is supported by our Sales/Marketing, Finance, Health & Safety, Quality, Human Resources, and Administration departments. A breakdown of management, technical and support staff is provided below.

Position	Number
Field Service Representatives (Locate Technicians)	177
Field Service Representatives (Meter Services)	1088
Trainers / Quality Inspectors:	10
Supervisors	70
Administration Personnel	20

Position	Number
Management	50

### Sustainable Business Practices

Olameter's basic meter reading services include route analysis and optimization in an effort to create the most efficient read order for data collection requirements. Once optimized, the route will require the least drive time possible which allows us to avoid the additional release of CO<sub>2</sub> and other greenhouse gases, and reduces our climate change impact.

All Olameter office printers default to double sided printing to reduce the amount of paper used and we utilize 30% post-consumer recycled content paper in all office printers.

Olameter is committed to sustainability through a strategy of continual improvement. Olameter Continuous Improvement Team (CIT) meets quarterly to analyze what is being done and how to improve service and sustainability for the future. As per our ISO 9001:2015 compliance certification, top management and operations personnel review our performance to ensure its continuing effectiveness and sustainability. Each team member is encouraged to bring continuous improvement ideas and action to the table.

Olameter's Quality Management System and Environmental Quality Management System are certified compliant with ISO globally recognized standards and we are audited annually by a third party to maintain this certification. We utilize these tools as the foundation for a long-term, comprehensive strategy to become more efficient and sustainable.



### 3. APPROACH TO SCOPE OF WORK

Olameter has found that a key component to a successful meter reading services deployment is a comprehensive start-up and implementation plan, coupled with a thorough recruitment / training plan and curriculum. Olameter is an Equal Employment Opportunity employer and has a proven track record for deploying outsourced meter reading and utility field services to meet our clients' specific needs. To lay the groundwork for a successful project, and to ensure the quality of our services, Olameter will assign an experienced Division Manager who will utilize Olameter's guidelines, developed in accordance ISO 9001:2015.Quality Management System, to recruit locally and train qualified candidates in a timely fashion.

Whenever possible Olameter assigns existing staff to meter reading projects, however the Equal Opportunity hiring process (within which current and future employees are evaluated) is described below.

- Advertisements for workers are placed online and in local venues (newspapers and websites) for response. Resumes are collected and sorted to "short list" pre-screen candidates.
- All pre-screens are completed by Human Resources and the "top drawer" candidates are identified and forwarded to the Local Manager / Regional Field Manager (RFM) for interview.
- The hiring Manager(s) are provided with detailed background information (pre-screen, employment application, job questionnaire) to preview prior to conducting interviews. This allows the Manager(s) to move through the interview process quickly and informatively.
- Interviews are run concurrently across the territories and are facilitated by the HR department.
- The hiring Manager(s) are responsible to conduct interviews for their specific territory/region. In situations where the manager requires assistance as a result of situations beyond their control (i.e. illness, schedule conflict with candidates, availability for interview), Olameter has the ability to leverage off our Division Manager's, VP-General Manager, and Train-the-Trainer graduates to assist in the final interview process.

Olameter's structured recruitment processes are results-oriented and produce qualified candidates in a timely fashion. Reference checks and verbal offers of employment are completed over a two week period. Formal written contracts are prepared in week for completion during orientation.

Each new employee goes through a rigorous screening process, which includes the submission of a driver's abstract (a minimum of once every six (6) months as required by the City), as well as a mandatory criminal background check and any client specific requirements, as required. Olameter has a Drug-Free Work Place Policy in place for all existing and future employees which mandates drug testing under any of the following circumstances:

- **Random Testing:** Employees may be selected at random for drug testing at any interval determined by the Company, or as required by the contract the company

has with the customer (i.e.: a utility company, municipality, telephone/cable company) the employee works under.

- **For Cause Testing:** The Company may ask an employee to submit to a drug test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.
- **Post-Accident Testing:** Any employee involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was injured, but also any employee who potentially contributed to the accident or injury event in any way.

In order to maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking in *Olameter*, utilities, and customer offices, facilities and/or properties is strictly prohibited. Olameter's smoking policy is reviewed and signed off by all employees during orientation and is strictly enforced.

All of Olameter's field employees are employees of Olameter Corporation and are fully bonded.

In addition, because Olameter currently provides field services to more 90 utilities, and employs over 2,000 Field Service Representatives (FSRs) across North America, many of which are cross-trained in a number of Olameter's Field Services, redundancies exist that minimize the risk of missing a required reading date. In the unlikely event that a schedule falls behind (e.g. due to illnesses, weather delays, etc.), supplementary FSRs can be temporarily reallocated for support until service schedules return to normal.

### **Training and Safety**

All Olameter field staff are required to complete mandatory training before working in the field. As part of the training process, Olameter issues an employee handbook and safety guide detailing the policies, procedures and safety requirements all employees are required to follow. Both documents are read by every FSR as part of their training, and employees must sign off before they are eligible to be assigned any work. These documents are a user-friendly reference manuals, which are to be carried at all times and referred to when issues arise. The policies, procedures and safety requirements outlined in the handbook and guide are to be adhered to at all times without exception.

New FSRs are given a one-day in-house orientation where they are provided with an overview of our company, the utility industry, Olameter policies and procedures and the requirements of the position they have been hired for. Trainees then complete two weeks of meter reading specific training. The first five days are classroom instruction utilizing some computer based interactive training techniques and the second five days are in the field instruction utilizing actual procedures and tools of meter reading under the direction of an experienced mentor with management direction. Testing is performed

on read accuracy and FSRs scoring less than 99% accuracy will receive additional training until their test results exceed our pass point.

New FSRs then move to the field for two weeks where their compliance with mandatory procedures and read accuracy are closely monitored by their Manager. FSRs who fail to follow policies and procedures or meet read accuracy requirements are once again provided with additional training. FSRs that are unable to demonstrate improvement and meet our stringent standards, are replaced. Employees that prove themselves as exemplary performers a may be chosen to complete supplementary training to qualify for additional or promoted workloads.

The table below outlines the key topics covered in Olameter's Training and Safety Program.

<b>Critical Subjects Covered During Training</b>	
▪	Olameter Policy and Procedures
▪	Health and Safety Policy and Procedures
▪	Sexual Harassment
▪	Proper use and care of Personal Protective Equipment (PPE)
▪	Safety Hazard Analysis / Reporting
▪	Accident / Incident Reporting / Incident Investigation
▪	Defensive Driving Training
▪	Winter Safety (if applicable)
▪	Electrical Safety
▪	OSHA Record Keeping
▪	Slip & Fall Prevention Program
▪	Working in Low Light Conditions
▪	Back-to-School / Halloween
▪	Frost Bite Prevention (if applicable)
▪	Canine Behavior / Dog Bite Prevention
▪	Insect & Snake Bites / Poisonous Plants
▪	Heat Awareness
▪	Severe Weather / Downed Power Lines
▪	Demand Reporting
▪	Public Safety / Storm Duty
▪	Meter Pro
▪	Proper use and care of any applicable handhelds and electronic equipment
▪	Client specific policies and procedures

Once in the field, FSRs are monitored and audited on both policy and procedures and job specific metrics. All employees receive refresher training on a minimal annual basis.

Olameter follows the OHSAS international occupational health and safety management system specification and undergoes annual audits by a third party to ensure our compliance.

All Olameter FSRs are supplied with full uniforms along with company-issued photo identification. Olameter will seek the City's approval of the design of the uniform for this contract. We ensure that our field personnel are both presentable and recognizable to all of our clients and their customers. We expect our FSRs to be neat and clean at all times, without exception. Anyone who does not comply with our uniform or personal appearance policies will not be issued their daily work until they have rectified the situation.

Olameter employees are required to return their ID badges upon termination or separation from employment and will not receive their last paycheck until this requirement is fulfilled.



### Supervision

Olameter will provide a dedicated supervisor to arrange work assignments and schedule and monitor meter readers in the field. A Contract Manager will monitor meter reader activity from reports, and follow-up and resolution of customer complaints.

Olameter currently has FSRs working in Florida and redundancies exist that minimize the risk of not completing all assigned services. In the unlikely event that a schedule falls behind (e.g. due to illnesses, weather delays, etc.), supplementary FSRs can be temporarily reallocated for support until service schedules return to normal.

Olameter will provide the City with a list of proposed supervisory personnel assigned to this project along with cellular telephone numbers for contact purposes. Supervisors will respond to City personnel within thirty (30) minutes during normal working hours and within sixty (60) minutes during the off-hours 24 hours a day, seven days a week.

### Customer Relations

Olameter FSRs are required to treat all customers and their property with respect at all times and act in a courteous and professional manner when delivering services on behalf of our clients. Given that Olameter FSRs are often the most visible representation of the utility, we ensure all personnel strictly adhere to our customer's preferences regarding interaction with end-use customers. All FSRs are required to report to work clean, fully equipped, with the proper uniform, and looking and acting professional; if this condition is not met, work will not be assigned until such is corrected.

### Customer Complaints

Olameter management will deal with all complaints promptly, within two days of receiving a complaint, and where determined necessary, will settle any monetary

disputes with any customer complaints related to meter reading services performed by Olameter.

Should a customer complaint be received, Olameter will follow the City of Fort Lauderdale's requirements while addressing end-use customer complaints; however our typical approach is to first have the utility CSR record and transmit the following information:

- Customer Name
- Customer Address
- Account Number
- District/Route Number
- Utility Customer Service Representative (CSR)
- Date Call Received
- Date of Incident
- Approximate Time of Incident
- Customer's Comments
- General Comments

Upon completing the utility requirement, the designated utility representative is to contact their Olameter Division Manager (mobile number to be provided by Olameter). An electronic copy of this document is to be emailed to an address supplied by Olameter.

It is the responsibility of the Olameter Division Manager to complete the remainder of the Customer Complaint Resolution form through on-site and reporting investigation. This activity will be completed within a mandated timeframe. Information reported back to the utility includes:

- FSR
- Date Read
- Time of Read
- Customer Contact (on-site, phone, other)
- Olameter RFM
- Olameter Comments
- Corrective Action/Solution

Upon completion of the Olameter requirement, the original completed document will be returned to the utility for updating/filing purposes. Olameter will also retain a copy for filing/reference purposes.

### **Performance Management**

Olameter guarantees that all meter reading services will meet or exceed the industry standard accuracy rate of 1 error per 1,000 reads or 99% accuracy. A key ingredient in maintaining our high standards of service for our client are our scheduled employee performance evaluations. This evaluation allows our FSRs an opportunity to review their own performance, in conjunction with management reviews and service delivery statistics. Our Management Team will then compare their assessment with the

employee's self-assessment allowing us to quickly identify any skill deficiencies and develop associated training plans. Olameter is committed to providing the required resources and support to ensure assigned duties are performed accurately and safety.

Olameter takes great care in defining staff objectives that are attainable, measurable, meaningful, understandable, mutually acceptable and cost effective, to ensure that our clients are provided with the highest level of service standards in the utility industry.

**In-Field Audit Program**

Olameter's In-Field Service Audit Program is utilized as a fundamental management tool with the objective of measuring the level of service provided by Olameter FSRs. Through regular on-site inspections, the program will identify both strengths and weaknesses within our existing structure and recommend changes to enhance our services.

**Vehicles and Supplies**

Meter reading management and FSRs are required to supply their own vehicles for the delivery of services. Olameter maintains and controls strict standards with respect to insurance coverage and the condition of vehicles to ensure that safety is never compromised. Vehicles will display City provided "Meter Reader" signs.

Olameter will furnish all necessary materials and supplies necessary to complete the work, excluding door hangers which will be provided by the City, as noted in the answers to vendor questions posted on BidSync.

4. REFERENCES

Client Name:	City of Tampa	Address :	306 East Jackson Street, Tampa, FL 33602
Contact:	Christina Morales	Title:	Supervisor, Utility Call Center
Telephone #:	813-274-8784	Email:	Christina.morales@tampagov.net
Description:	Perform water monthly meter reading services for approximately 74,000 meters for the City of Tampa's Water Department.		
Term:	Oct. 2011 - Sept. 2017		
Annual Value:	~\$480K annually		

Client Name:	City of Kalamazoo	Address:	241 W. South Street, Kalamazoo, MI 49007-4796
Contact:	Kelli Steinman	Title:	City Treasurer
Telephone #:	269-337-8036	Email:	coktreasurer@kalamazoocity.org
Description:	Provide meter reading services for approximately 42,000 accounts, of which 4900 are monthly accounts and 38,000 are quarterly accounts.		
Term:	Sept. 2015 – Aug. 2018		
Annual Value:	~ \$240K annually		

Client Name:	San Antonio Water System	Address:	2800 U.S. Hwy 281 North San Antonio, Texas 78212
Contact:	Timothy Davis	Title:	Director, Field Operations
Telephone #:	210-233-3910	Email:	timothy.davis@saws.org
Description:	Provide meter reading services for 267,539 residential and commercial water meters monthly.		
Term:	Nov. 2015 – July 2019		
Annual Value:	~ \$1.35 million annually		



**5. MINORITY/WOMEN (M/WBE) PARTICIPATION**

Olameter Corporation is not a certified minority business.



**6. SUBCONTRACTORS**

Olameter does not use subcontractors to perform meter reading services.



7. REQUIRED FORMS

Cost Proposal



City of Fort Lauderdale • Procurement Services Division  
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301  
954-828-5933 Fax 954-828-5576  
[purchase@fortlauderdale.gov](mailto:purchase@fortlauderdale.gov)

Addendum No. 3  
RFP# 465-11749

Revised Cost Proposal Page

Proposer Name: Olameter Corporation

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor must quote firm, fixed, costs for all services/products identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

Notes:

List and attach a breakdown of costs including but not limited to labor, equipment, materials and parts to fully implement, execute, and perform this contract.

<u>Description</u>	<u>Quantity</u>	<u>Unit Cost</u>	<u>UOM</u>	<u>Total Cost</u>
1. Meter Reading* (*Annual Estimate 806,568)	67,214	\$ <u>0.540</u>	12 Months	\$ <u>435,546.72</u>
2. Cost Per Meter Read	1	\$ <u>0.540</u>	each	\$ <u>0.540</u>
3. Disconnections (Meter turn offs)	800	\$ <u>4.75</u>	12 Months	\$ <u>45,600.00</u>

Total Project Cost \$ 481,147.26

Submitted by:

Rachel Fuller  
Name (printed)

Rachel Fuller  
Signature

October 4, 2016  
Date

Vice President - General Manager  
Title

Breakdown of Costs

- Labour @ 75.90%
- Other @ 24.10%

Page 2 of 3 Pages

**Olameter Pricing Notes:**

- "Per Unit" rates as proposed are based on per meter.
- Rates as proposed are based on the utilization of properly licensed / insured, presentable, mechanically sound, well signed personal vehicles for the purposes of this contract (ref: City provided signage).
- Rates as proposed are based on the City providing the associated "door hangers", as per the City.
- Rates as proposed are based on both residential and commercial metering applications being "blended" and read concurrently within the same routing / route sequencing format, as the City.
- Rates as proposed are based on the existing route sequencing format being efficient thus allowing for optimal in-field productivity (ref: contiguous, premise-to-premise with minimum "dead walks" / non-productive time), as per the City.
- "GPS Marks" rate is based on said service being provided / performed in conjunction with the regular "monthly" meter reading schedule.
- Rates as proposed are based on an assumption of a performance and payment bond requirement equal to 100% of the annual related service charges.
- "GPS Marks" rate, if required, is to be **\$ 0.288** per GPS mark captured (as per RFP specification / in-field service requirements).
- Reread" rate (as based on "Answers Sept 28, 2016 complete.pdf") will be at **\$ 2.14** per, where identified / deemed as "billable" (ref: City's response details / format to Question #9).
- Applicable taxes not included.

## Bid Proposal Certification

### BID/PROPOSAL CERTIFICATION

**Please Note:** All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit <http://www.dos.state.fl.us/>).

Company: (Legal Registration) Olameter Corporation

Address: 4325 Concourse Drive

City: Ann Arbor State: MI Zip: 48108

Telephone No. 318-801-8013 FAX No. 734-769-8772 Email rfuller@olameter.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): Olameter prefers 30 to 45  
 Payment Terms (section 1.04 of General Conditions): Net 30 days days for start-up of a new contract but  
 Total Bid Discount (section 1.05 of General Conditions): \_\_\_\_\_ can shorten this timeframe to meet the  
 City's preference.  
 Does your firm qualify for MBE or WBE status (section 1.09 of General Conditions): No MBE \_\_\_\_\_ WBE \_\_\_\_\_

**ADDENDUM ACKNOWLEDGEMENT** - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No.	Date Issued	Addendum No.	Date Issued
<u>1</u>	<u>Sept. 9, 2016</u>	<u>3</u>	<u>Sept. 28, 2016</u>
<u>2</u>	<u>Sept. 12, 2016</u>	_____	_____

**VARIANCES:** If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A. **If submitting your response electronically through BIDSYNC you must also click the "Take Exception" button.**

None

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Rachel Fuller  
 Name (printed)


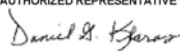
October 4, 2016  
 Date:

Rachel Fuller  
 Signature

Vice President - General Manager  
 Title

revised 04/10/15

Sample Insurance Certificate

		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YYYY) 9/19/2016		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.						
<b>IMPORTANT:</b> If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
<b>PRODUCER</b> Assurance Agency, Ltd. One Century Centre 1750 E. Golf Road Schaumburg IL 60173-			<b>CONTACT</b> NAME: Chris Ernstes PHONE (A/C No, Ext): (312) 625-5656 FAX (A/C No): (847) 440-9126 E-MAIL: address:cernstes@assuranceagency.com			
<b>INSURED</b> UNIBMAI-01 Olameter Corporation Olameter DPG, LLC 4325 Concourse Drive Ann Arbor MI 48108-9688			<b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: National Union Fire Ins. Co. 19445 INSURER B: Commerce & Industry Insurance 19410 INSURER C: Chesapeake Employers Insurance Co. INSURER D: Granite State INSURER E: Middlesex Insurance Co. INSURER F: Riverport Insurance Company			
<b>COVERAGES</b> <b>CERTIFICATE NUMBER:</b> 1566161279 <b>REVISION NUMBER:</b>						
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY		1929798	4/1/2016	4/1/2017	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$10,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 \$
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					
A	AUTOMOBILE LIABILITY		948318	4/1/2016	4/1/2017	COMBINED SINGLE LIMIT (Ea accident) \$3,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS					
B	UMBRELLA LIAB	<input checked="" type="checkbox"/> OCCUR	BE041566654	4/1/2016	4/1/2017	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
	<input checked="" type="checkbox"/> EXCESS LIAB DED <input checked="" type="checkbox"/> RETENTION \$10,000					
C D E F	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	Y/N	4602383 84150163 A0066383 TNARP300684	4/1/2016 4/1/2016 8/1/2016 9/1/2016	4/1/2017 4/1/2017 8/1/2017 9/1/2017	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS E L EACH ACCIDENT \$1,000,000 E L DISEASE - EA EMPLOYEE \$1,000,000 E L DISEASE - POLICY LIMIT \$1,000,000
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A				
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) Olameter DPG, LLC formerly known as UNIBAR Damage Prevention Group, LLC Olameter Corporation formerly known as ACCU-READ Services, UNIBAR Services, Inc., AMS Utiliserv, Inc., and UNIBAR Maintenance Services, Inc. Olameter Corporation and Olameter DPG, LLC formerly known as ACCU-READ Services, UNIBAR Services, Inc., UNIBAR Damage Prevention Group, LLC, and AMS Utiliserv, Inc. \$1mm/\$1mm/\$1mm limits apply to the following policies: See Attached...						
<b>CERTIFICATE HOLDER</b> City of Fort Lauderdale Procurement Services Division 100 N. Andrews Avenue, Room 619 Fort Lauderdale FL 33301				<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 		

ACORD 25 (2010/05)

The ACORD name and logo are registered marks of ACORD

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## Business License

## State of Florida Department of State

I certify from the records of this office that OLAMETER CORPORATION is a Michigan corporation authorized to transact business in the State of Florida, qualified on June 28, 2013.

The document number of this corporation is F13000002855.

I further certify that said corporation has paid all fees due this office through December 31, 2016, that its most recent annual report/uniform business report was filed on April 23, 2016, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capital, this  
the Fourteenth day of September,  
2016*



*Ken DeFuria*  
Secretary of State


Tracking Number: CU6878395297

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

## E-Verify Affirmation Statement

Olameter Corporation affirms we participate in E-Verify as per the E-Verify website screen capture below..



Welcome  
Janet Jerosz

Company  
Olameter

User ID  
JJAR2932

HOME
CASES
PROFILE
COMPANY
REPORTS
RESOURCES
LOG OUT

### Company Information

Company Name Olameter	Company ID Number 264260	Doing Business As (DBA) Name ACCU-READ Services
DUNS Number --		

#### Physical Location

Address 1  
4325 Concourse Drive  
Address 2  
--  
City  
Ann Arbor  
State  
MI  
Zip Code  
48108  
County  
WASHTENAW

#### Mailing Address

Address 1  
--  
Address 2  
--  
City  
--  
State  
--  
Zip Code  
--

#### Additional Information

Employer Identification Number 382611717	Total Number of Employees 1,000 to 2,499	Parent Organization --
Administrator --		

#### Organization Designation

Employer Category  
None of these categories apply

View / Edit

## Non-Collusion Statement

### NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and free from collusion. Vendor shall disclose below, to their best knowledge, any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee as defined in Section 112.3135 (1) (c), Fla. Stat. (1989), who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement. Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement. For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they hold a controlling financial interest (ownership of five (5) percent or more), unless in their City duties they are not involved in:

- 3.3.1 The award of the contract, or
- 3.3.2 Determining contract provisions, or
- 3.3.3 The enforcement of the contract.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

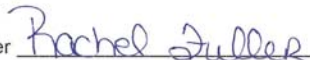
NAME

RELATIONSHIPS

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

Olameter Corporation

Rachel Fuller



Date: Sept. 28, 2016

## Local Preference Certification

### LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm its local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

- (1) \_\_\_\_\_  
Business Name is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt and a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.
- (2) \_\_\_\_\_  
Business Name is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt or a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.
- (3) \_\_\_\_\_  
Business Name is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.
- (4) \_\_\_\_\_  
Business Name requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
- (5) \_\_\_\_\_  
Business Name requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
- (6) Olameter Corporation  
Business Name is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.

BIDDER'S COMPANY: Olameter Corporation

AUTHORIZED COMPANY PERSON: Rachel Fuller Rachel Fuller Oct. 28, 2016  
NAME SIGNATURE DATE

October 25, 2013

**Contractor Payment by P-Card Form**

**CONTRACT PAYMENT METHOD BY P-CARD**

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.

Please indicate which credit card payment you prefer:

  X   Master Card

           Visa Card

Company Name:   Olameter Corporation  

  Rachel Fuller    
Name (printed)

  Rachel Fuller    
Signature

  Sept. 28, 2016    
Date:

  Vice President - General Manager    
Title



**8. ADDENDA****Addendum 1**

City of Fort Lauderdale • Procurement Services Division  
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301  
954-828-5933 Fax 954-828-5576  
[purchase@fortlauderdale.gov](mailto:purchase@fortlauderdale.gov)

**ADDENDUM NO. 1**

RFP No. 465-11749

TITLE: Water Meter Reading and Related Services

ISSUED: 9/12/16

This addendum is being issued to make the following change:

**1. REPLACE:**

The following paragraph from Section IV – Submittal Requirements item 4.1.5:

**IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT. CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT: (PROVIDE TELEPHONE NUMBER, EMAIL ADDRESS AND MAILING ADDRESS OF CONTRACT COORDINATOR)**

Shall be replaced with the following:

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT. CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT: (954-828-5002, [PRRCONTRACT@FORTLAUDERDALE.GOV](mailto:PRRCONTRACT@FORTLAUDERDALE.GOV), CITY CLERK'S OFFICE, 100 NORTH ANDREWS AVENUE, FORT LAUDERDALE, FLORIDA 33301)

**2. CORRECTION:** The following paragraph is incorrect:**1.3 Pre-proposal Conference and Site Visit**



City of Fort Lauderdale • Procurement Services Division  
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301  
954-828-5933 Fax 954-828-5576  
[purchase@fortlauderdale.gov](mailto:purchase@fortlauderdale.gov)

There will be a pre-proposal conference and/or site visit scheduled for this Request for Proposal. It is strongly suggested that all Contractor's attend the pre-proposal conference and/or site visit.

There is no Pre-Proposal meeting scheduled for this project.

All other terms, conditions, and specifications remain unchanged.

James Hemphill  
Sr. Procurement Specialist

Company Name: Olameter Corporation  
(please print)

Bidder's Signature: Rachel Fuller

Date: October 4, 2016

**Addendum 3**



City of Fort Lauderdale • Procurement Services Division  
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301  
954-828-5933 Fax 954-828-5576  
[purchase@fortlauderdale.gov](mailto:purchase@fortlauderdale.gov)

**ADDENDUM NO. 3**

RFP No. 465-11749

TITLE: Water Meter Reading and Related Services

ISSUED: 9/28/16

This addendum is being issued to make the following changes to the solicitation listed above, extend the proposal due date, add the revised Cost Proposal Page, and re-add documents to solicitation packet:

1. Extend the due date until **Thursday, October 6, 2016, at 2:00pm.**
2. See the revised Cost Proposal Page to include in your proposal,
3. The following Documents have been re-added to the documents section in BidSync - It was inadvertently deleted for a short time due to a system glitch. If you downloaded the bid after 9/9/16 you may not have all the documents.
4. Sample Door Hanger Supplied by the City

Please ensure the documents in your proposal packet include the following below:

Documents:

1. Non-Collusion Statement
2. Local Preference Certification
3. Contractor Payment by P-Card Form
4. Bid Proposal Certification

**All other terms, conditions, and specifications remain unchanged.**

Althea Pemsel  
Sr. Procurement Specialist

Company Name: Olameter Corporation  
(Please print)

Bidder's Signature: Rachel Fuller

Date: October 4, 2016

Page 1 of 3 Pages



City of Fort Lauderdale • Procurement Services Division  
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301  
954-828-5933 Fax 954-828-5576  
[purchase@fortlauderdale.gov](mailto:purchase@fortlauderdale.gov)

Addendum No. 3  
RFP# 465-11749

### Revised Cost Proposal Page

Proposer Name: \_\_\_\_\_

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor must quote firm, fixed, costs for all services/products identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

**Notes:**

List and attach a breakdown of costs including but not limited to labor, equipment, materials and parts to fully implement, execute, and perform this contract.

<u>Description</u>	<u>Quantity</u>	<u>Unit Cost</u>	<u>UOM</u>	<u>Total Cost</u>
1. Meter Reading* (*Annual Estimate 806,568)	67,214	\$_____	12 Months	\$_____
2. Cost Per Meter Read	1	\$_____	each	\$_____
3. Disconnections (Meter turn offs)	800	\$_____	12 Months	\$_____

Total Project Cost \$\_\_\_\_\_

Submitted by:


\_\_\_\_\_  
Name (printed) Signature

\_\_\_\_\_  
Date Title



City of Fort Lauderdale • Procurement Services Division  
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301  
954-828-5933 Fax 954-828-5576  
[purchase@fortlauderdale.gov](mailto:purchase@fortlauderdale.gov)

Addendum No. 3  
RFP# 465-11749



**City of Fort Lauderdale  
WATER BILLING DEPARTMENT**

Date: \_\_\_\_\_

Dear Customer;

Your water meter was read on \_\_\_\_\_ and indicated a consumption higher than has been normally associated with your account. That reading was verified today and you have consumed \_\_\_\_\_ thousand gallons since that date.

This notice is to alert you of the increased consumption so that you might determine where or what caused it.

If you desire to have the meter tested, please call our office at 954-828-5150 during normal business hours for details.

**Simple Test to Check for Water Leaks**

To perform this test **ALL** faucets and connections must first be turned **OFF**.

The City presently uses two types of meters; one type is the **odometer type** which has a dial similar to that on your car for mileage. The second type employs **multiple dials** which has a series of sweep hands.

**ODOMETER TYPE** - Observe the large sweep hand in the center of the dial and note its location. If there is **ANY** movement, a leak is indicated.

**MULTIPLE DIALS** - Observe the dial with the smallest value (10 or 100). If there is **ANY** movement, a leak is indicated.

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