



## City of Fort Lauderdale



**Proposal for the City of Fort Lauderdale  
for Water Meter Reading and Related Services  
RFP No: #465-11749  
Date: October 6 , 2016**

**Alternate Bid (ACS provides hardware and software)**

**Alexander's, Inc.**  
8655 Morro Rd., Ste. C  
Atascadero, CA 93422

Bill Van Wagoner  
billv@alexander-co.com  
805-461-3458 x 7007 (office)  
805-461-1263 (fax)



September 27, 2016

Althea Pemsel  
City of Fort Lauderdale Procurement Services  
City Hall  
100 N. Andrews Avenue #619  
Fort Lauderdale, FL 33301

RE: Solicitation #465-11749 – Water Meter Reading and Related Services

Dear Ms. Pemsel,

On behalf of Alexander's Contract Services Inc., enclosed herewith are one (1) original, four (4) copies and one (1) electronic copy of our proposal to the City of Fort Lauderdale for a meter reading services program.

***This bid represents an alternative bid approach where ACS provides the hardware and software necessary to perform read services for all of the City's meters with an assurance that all file interfaces to the City's back-end billing system are completely compatible. This alternate bid system will provide the City with 100% read authentication on exceptions with photos and a GPS point delivered to the City as the reads are taken in the field. This system would guarantee a 99.98% or greater accuracy in daily reads, and eliminate the City's need to manage costly and problematic meter reading hardware and software. All forms, adherences and response requirements contained in the City of Fort Lauderdale's RFP are contained in the ACS response herein. Costs associated with the hardware and software are included in the ACS price proposal.***

ACS will provide the professional manpower to read the water meters at the City, along with the most advanced and accurate Cloud-based software and handheld meter reading system available on the market (as an alternate solution bid to the City's RFP reading requirements). Our proprietary software Cloud Smart Server Technology (CSST), rugged wireless handhelds, and highly professional staff would generate the most accurate, timely and efficient reading available. The City would see additional benefits such as:

- Rereads would be dealt with by our meter reading Field Supervisors on the day they occur and prior to the upload of the file to the City.
- The powerful Web-Based and handheld software requires the ACS meter readers to enter the Meter ID, collect a GPS point, and then requires a Photo taken of the meter (Certified Read) to be supplied to the City. This will provide irrefutable proof that the read is accurate and the meter reader is at the correct premise.
- ACS will provide a compatible file to the existing City Billing System. The file interface to the City's billing system will be transparent. No changes to the City's file structure and content will be required of the City.
- Read data is captured and transferred to the Cloud database in real-time via secure Verizon wireless connectivity where City personnel can access reports, photos, exceptions as they occur in the field.

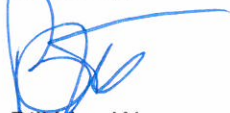
Alexander's is confident in our ability to perform the highest level of service described in the City of Fort Lauderdale RFP. Any contact regarding this proposal should be directed to:

Bill Van Wagoner

Vice President, Sales  
Alexander's Contract Services, Inc.  
8655 Morro Rd. Ste. C  
Atascadero, CA 93422  
Phone: 805-461-3458  
billv@alexander-co.com

We would like to thank you in advance for your time and consideration, and we look forward to the opportunity of working with the City of Fort Lauderdale.

Sincerely,



Bill Van Wagoner  
Vice President, Sales  
Alexander's Contract Services



# State of California Secretary of State

**S**

## Statement of Information

(Domestic Stock and Agricultural Cooperative Corporations)

FEES (Filing and Disclosure): \$25.00.

If this is an amendment, see instructions.

**IMPORTANT – READ INSTRUCTIONS BEFORE COMPLETING THIS FORM**

**F983319****FILED**

In the office of the Secretary of State  
of the State of California

**DEC-18 2015****1. CORPORATE NAME**

ALEXANDER'S CONTRACT SERVICES, INC.

**2. CALIFORNIA CORPORATE NUMBER**

C2696763

This Space for Filing Use Only

**No Change Statement** (Not applicable if agent address of record is a P.O. Box address. See instructions.)

**3. If there have been any changes to the information contained in the last Statement of Information filed with the California Secretary of State, or no statement of information has been previously filed, this form must be completed in its entirety.**

☐ If there has been no change in any of the information contained in the last Statement of Information filed with the California Secretary of State, check the box and proceed to Item 17.

**Complete Addresses for the Following** (Do not abbreviate the name of the city. Items 4 and 5 cannot be P.O. Boxes.)

4. STREET ADDRESS OF PRINCIPAL EXECUTIVE OFFICE	CITY	STATE	ZIP CODE
8655 MORRO ROAD, SUITE C, ATASCADERO, CA 93422			
5. STREET ADDRESS OF PRINCIPAL BUSINESS OFFICE IN CALIFORNIA, IF ANY	CITY	STATE	ZIP CODE
8655 MORRO ROAD, SUITE C, ATASCADERO, CA 93422			
6. MAILING ADDRESS OF CORPORATION, IF DIFFERENT THAN ITEM 4	CITY	STATE	ZIP CODE

**Names and Complete Addresses of the Following Officers** (The corporation must list these three officers. A comparable title for the specific officer may be added; however, the preprinted titles on this form must not be altered.)

7. CHIEF EXECUTIVE OFFICER/	ADDRESS	CITY	STATE	ZIP CODE
MARK T HIBSHMAN	8655 MORRO ROAD, SUITE C, ATASCADERO, CA 93422			
8. SECRETARY	ADDRESS	CITY	STATE	ZIP CODE
TIMOTHY L ALEXANDER	8655 MORRO ROAD, SUITE C, ATASCADERO, CA 93422			
9. CHIEF FINANCIAL OFFICER/	ADDRESS	CITY	STATE	ZIP CODE
CHRISTOPHER G MOLINA	8655 MORRO ROAD, SUITE C, ATASCADERO, CA 93422			

**Names and Complete Addresses of All Directors, Including Directors Who are Also Officers** (The corporation must have at least one director. Attach additional pages, if necessary.)

10. NAME	ADDRESS	CITY	STATE	ZIP CODE
CHRISTOPHER G MOLINA	8655 MORRO ROAD, SUITE C, ATASCADERO, CA 93422			
11. NAME	ADDRESS	CITY	STATE	ZIP CODE
LARRY RAU	8655 MORRO ROAD, SUITE C, ATASCADERO, CA 93422			
12. NAME	ADDRESS	CITY	STATE	ZIP CODE
JAMES H BECK	8655 MORRO ROAD, SUITE C, ATASCADERO, CA 93422			

13. NUMBER OF VACANCIES ON THE BOARD OF DIRECTORS, IF ANY:

**Agent for Service of Process** If the agent is an individual, the agent must reside in California and Item 15 must be completed with a California street address, a P.O. Box address is not acceptable. If the agent is another corporation, the agent must have on file with the California Secretary of State a certificate pursuant to California Corporations Code section 1505 and Item 15 must be left blank.

14. NAME OF AGENT FOR SERVICE OF PROCESS	
NORTHWEST REGISTERED AGENT, INC.	
15. STREET ADDRESS OF AGENT FOR SERVICE OF PROCESS IN CALIFORNIA, IF AN INDIVIDUAL	CITY STATE ZIP CODE

**Type of Business**

16. DESCRIBE THE TYPE OF BUSINESS OF THE CORPORATION  
METER READING

17. BY SUBMITTING THIS STATEMENT OF INFORMATION TO THE CALIFORNIA SECRETARY OF STATE, THE CORPORATION CERTIFIES THE INFORMATION CONTAINED HEREIN, INCLUDING ANY ATTACHMENTS, IS TRUE AND CORRECT.

12/18/2015	TIMOTHY L ALEXANDER	SECRETARY	
DATE	TYPE/PRINT NAME OF PERSON COMPLETING FORM	TITLE	SIGNATURE



# State of California Secretary of State

**S****F983319****In the office of the Secretary of State  
of the State of California****Attachment to  
Statement of Information****DEC-18 2015****(Domestic Stock and Agricultural Cooperative Corporations)**

This Space for Filing Use Only

**A. CORPORATE NAME****ALEXANDER'S CONTRACT SERVICES, INC.****B. CALIFORNIA CORPORATE NUMBER**

C2696763

C2696763

**C. List of Additional Directors**

NAME	ADDRESS	CITY	STATE	ZIP CODE
TIMOTHY L ALEXANDER	8655 MORRO ROAD, SUITE C, ATASCADERO, CA	93422		
NAME	ADDRESS	CITY	STATE	ZIP CODE
RICHARD J CHAFIN	8655 MORRO ROAD, SUITE C, ATASCADERO, CA	93422		
NAME	ADDRESS	CITY	STATE	ZIP CODE
NAME	ADDRESS	CITY	STATE	ZIP CODE
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NAME	ADDRESS	CITY	STATE	ZIP CODE



# **City of Fort Lauderdale Water Meter Reading and Related Services October 6, 2016**

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## **4.2.2 Executive Summary**

Alexander's Contract Services has provided meter reading services to municipalities, water districts and other local entities from California to Florida since 1968 and has been at its current location for 14 years.

ACS started reading meters in 1968 for the City of Yucaipa, California. Later many cities in Central California were added to the client list. Alexander's expanded into computerization of the meter reading process in the early 1980's. About that time the product was expanded to begin using AMR touch read services for many of the cities in Sacramento County.

Today we provide contract services to over 35 cities and water districts in California, Texas, Florida, Illinois and Virginia, and, have provided our software and hardware technology to over 40 other utilities across the country.

Alexander's considers itself the leader in the water industry in providing these products and services. ACS is headquartered in Atascadero, CA and has sales and service offices in Chicago, IL and Salt Lake City, UT. ACS currently employs 94 full time employees.

ACS meter readers and service technicians make use of the powerful ACS Cloud Smart Server Technology (Cloud SST) meter reading system that was developed to address the issues that are most important to utilities, namely; accuracy, innovation, efficiency, timeliness of data to billing and cost effectiveness. The mobile handheld and web-based software guides the meter reader throughout the day's work flow process and strictly ensures accountability, accuracy and reliability in the meter reading data captured and returned to the client.

### ***ACS Project Team***

In order to provide total system production success, ACS draws from the resources of the entire corporation. We have the top people in their fields, the best the industry has to offer, available to serve and provide for an effective transition to the client's contract meter reading and billing services.

Instead of assigning only one or a few of our team members to a particular client, ACS assigns a project manager who has the resources of the entire corporation at his or her disposal. This approach not only provides a much broader base of knowledge and experience for our customers to draw from when they have questions, it also ensures continuing responsiveness to and familiarity with each customer's unique requirements.

These project managers act as a single contact point and continuous channel of communication between ACS and each of our clients. The Project Manager coordinates the transition planning to include current operation assessment and input from the client's management and resources, feature compatibility with the Cloud Smart Server Technology (Cloud SST) backend product, billing upload and download interface, handheld display and process configuration requirements, as well as customer reporting, training and planned acceptance review of the operating system.

During the pre-transition and installation phase of the project, the project manager will be assisted by the account manager and IT team to ensure that progress from the initial operations review and data definition design to full operation implementation and continuing review and reporting is successful. The

ACS project manager and technical team will provide thorough system definition, testing and implementation. Proper training to the utility staff and field operations personnel is paramount.

Mark Hibshman (ACS CEO and Operations VP) will act as project manager for the City of Fort Lauderdale transition and will be assisted by James Stallings (Florida Regional Crew Manager) and Chris Molina (ACS CFO) who will help with hiring, training and administrative functions. Justin Hibshman, the ACS Service Director will also be part of the team and will provide implementation, technical and field operations management to the ACS crew in Fort Lauderdale. Both Mark and Justin are located in the ACS office in Creston, IL. James Stallings is located in Florida and oversees the Florida reading crews. Chris Molina is located in the ACS Headquarters in Atascadero, CA. These managers have experience that covers over 37 years of service in the utility industry.

***Key Elements of this Proposal to the City of Fort Lauderdale***

- The ACS usage of experienced manpower and technology will ensure accuracy and read accountability.
- ACS performs a total accuracy rate at 99.98% and above on a consistent daily basis.
- ACS Cloud SST and wireless handhelds perform consistently in daily transfer of field read data to Web-Server to ensure on-time billing every day.
- The ACS meter reader experience and ACS technology provides significant reduction of rechecks or rereads to save time and costs for the City.
- ACS demonstrates capability through 46 plus years of experience and customer satisfaction.
- ACS meter readers and field supervisors are trained in data capture, problem recognition and problem reporting.
- Data collection in the field is done through Wireless "Real-Time" processes using the innovative ACS Cloud SST meter reading system.
- Photos (Certified Reads) are captured on exception reads for use by Fort Lauderdale staff and to eliminate re-reads.
- GPS location points are captured on exception reads, or "One-Time" as required by the City.
- The ACS Cloud SST product provides a seamless Billing File Interface to the City's billing system.
- Secure Cloud Smart Server meter reading data is accessible to City staff and managers.
- Meter ID Locks - ACS meter reading handhelds require Meter Readers to verify that they are at the correct meter before continuing (on exception meters).
- Identifying Field Problems and Immediate Report - ACS meter readers are trained to identify issues regarding meters and meter readings and immediately report issues that are observed in the field.
- ACS Soft Services – Remote Reads, Re-reads, Work Order/Finals, Hang Tags - Each of the meter readers are trained in ACS "Soft Services" processes which entail "Hang Tags", "Hazard, Safety and Conservation" Surveys, Meter Maintenance, Problem Awareness, Meter Tampering and Illegal Connections.





### **4.2.3 Experience and Qualification**

Alexander's Contract Services (ACS) has provided meter reading services to municipalities, water districts and other local entities for over 48 years. ACS started reading meters in 1968 and currently manages over 8,500,000 meters annually in cities from California to Virginia.

ACS started reading meters in 1968 for the City of Yucaipa, California. Later many cities in Central California were added to the client list. Alexander's expanded into computerization of the meter reading process in the early 1980's. About that time the product was expanded to begin using AMR touch read services for many of the cities in Sacramento County.

Alexander's has their own team of programmers and designers for software product development and support. In 2003, we began an in-house software project to incorporate the many years of experience into a streamlined wireless and mobile solution. The result was the Cloud Smart Server Technology meter reading system which incorporates real-time wireless data collection and transfer, Meter ID lock, Photos and GPS point collection to ensure the highest level of accuracy and efficiency available in the meter reading industry. This solution holds the meter reading operations accountable and reduces or eliminates the need for rereads or recheck of readings in the field. As an alternate bid approach, ACS will propose this technology to the City of Fort Lauderdale along with our experienced meter reading personnel.

ACS understands the problems that occur in the field during the data acquisition process and has spent many years designing innovative products to improve upon basic meter reading gathering methods and processes to ensure business success within the utility. That is why the benefits of our powerful Cloud Smart Server Technology (Cloud SST) meter reading software, ultra-rugged handhelds and trained professional meter readers bring unparalleled accuracy and efficiency results to many utilities in the US.

#### ***ACS Commitment to Water Conservation***

ACS provides trained technicians and technology services to survey and accurately report water conservation issues to utilities as part of a suite of "Soft Services" in addition to meter reading services. These services include our experienced personnel who look for issues related to leak, tamper and water conservation violations. Data and reporting is provided to the utility in "real-time" to database and reports located on the Cloud web server.

With water shortages prevalent in many areas across the country, the monitoring and management of water usage is an increasingly pertinent topic. For water utilities, having water usage data from various service areas that is both current and easily accessible within a single system is essential. Having these varied data sources is also a persisting challenge, due to the fact that multiple water meter reading technologies and systems are being employed at any one time, forcing utilities companies to manage each system separately.

For that reason, ACS has partnered with our sister company, DataZeo to provide a technology add-on to the Cloud SST meter reading system that monitors hourly usage of water consumption and reports to the utility and to the utility's client's profiles of water usage, red line thresholds and water conservation patterns.

ACS's SWiM (Smart Water Infrastructure Management) is designed to connect legacy systems with future technologies, providing integrated data and analytics from one master data platform, without having to abandon older systems that still function efficiently.

## SWiM Benefits:

- Integrates data from a wide variety of metering systems
- Connects legacy systems with new technologies
- Compatible with all handheld devices used by ACS meter reading and service crews
- Delivers to the utility usage alerts, water conservation analytics, and cost saving controls directly to a connected device

With SWiM, consumers are engaged to reduce water consumption and employ conscientious water conservation techniques. ACS works closely with the utility and our conservation partners to include consumer-facing notifications for high use, leaks, and penalties to fill that need. These technologies provided by ACS are showing a huge benefit to consumers as they work to develop a more conscientious approach to water usage or to conserve water in drought-affected areas.

## ***Alexander's Contract Services Contact and Corporate Identity***

Alexander's Contract Services, a Corporation, is headquartered at:  
8655 Morro Road, Suite C, Atascadero, CA 93422

Incorporated: County of San Luis Obispo

805-461-3458 (phone)

805-461-1263 (fax)

[www.alexander-co.com](http://www.alexander-co.com) (website)

Size of Firm: 95 employees (including management, technical and support staff)

Alexander's is a member of the AWWA Association, and a member of the California/Nevada and Florida Sections of AWWA.

Alexander's Contract Services is registered as a legal entity in the State of Florida and is licensed to do business in the state of Florida (see attached Florida Business License in the Required Forms Section). ACS is not a certified minority business enterprise.

ACS Primary Contact for this Proposal:

Bill Van Wagoner (Vice President Sales)

805-461-3458 ext. 7007 (phone)

805-461-1264 (fax)

[billv@alexander-co.com](mailto:billv@alexander-co.com) (email)

[www.alexander-co.com](http://www.alexander-co.com) (website)

ACS is not a subsidiary or affiliate of another company and has no pending agreements to merge or to sell the company.

ACS is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in company operations. ACS prohibits unlawful discrimination against any job applicant, employee or unpaid intern by any employee of the company, including supervisors and co-workers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

## ***ACS Samples of Past Projects***

ACS has approximately 95 employees in regional offices and crew locations in California, Illinois, Utah, Texas, Virginia and Florida. Sales and Support offices are located in Chicago, Illinois and Salt Lake City, Utah.



ACS has documented experience with utilities throughout the US, Canada and Central America and is project managing many others at the present time. ACS has recently implemented the Cloud SST meter reading product and contract read services at the City of College Station, TX and the City of Naperville, IL.

Every utility implementation of services has been performed by ACS on-time and on budget.

A partial list of the contract service clients and Cloud SST meter reading system implementation and support accounts include:

City of Suffolk, VA - 2016 (reading services, 23,000 water meters)  
City of Bartow, FL - 2014 (reading services, 19,000 water and electric meters)  
Eastern Municipal Water Dist., Perris, CA – 2014 (reading services, 68,000 water meters)  
City of Tampa, FL - 2014 (meter reading system, 134,000 water meters)  
Las Virgenes Municipal Water Dist. - Calabasas, CA - 2015 (reading services, 18,000 water meters)  
Western Municipal Water District, Riverside, CA - 2016 (reading services, 23,000 water meters)  
City of Temple, TX - 2012 (reading services and rerouting services, 26,000 water meters)  
City of Bellaire, TX - 2014 (reading services, 9,000 water meters)  
El Paso Water Utilities, El Paso, 2013 - TX (meter reading system, 275,000 water meters)  
City of Orange, TX - 2012 (meter reading system, 12,000 water meters)  
Austin Energy, Austin, TX - 2015 (meter reading system used with reading services, 580,000 electric and water meters)  
Sacramento County Water- Elk Grove, CA - 1995 (reading services, 33,000 water meters)  
Irvine Ranch Water District, Irvine, CA - 2009 (meter reading services, 104,000 water meters)  
City of Bryan, TX - 2011 (reading services, 23,000 water meters)  
City of Corona, CA - 2010 (reading services and soft services, 43,000 water meters)  
City of Paso Robles, CA – 1981 (reading services, 12,000 water meters)  
City of San Clemente, CA - 2006 (reading services, 18,000 water meters)  
City of Montecito, CA - 1991 (reading services, 10,000 water meters)  
Belize Water Services, Belize - 2010 (meter reading system, 68,000 water meters)  
East Bay Municipal Utility District, Oakland, CA - 2014 (meter reading system, 434,000 water meters)  
Atascadero Mutual Water Atascadero, CA - 1978 (reading services, 10,000 water meters)  
Carpenteria Valley Water District, CA - Carpenteria, CA - 2009 (reading services, 5,000 water meters)

## **BARTOW, CITY OF**

450 North Wilson Avenue  
Bartow, FL 33830  
Serving Since: 2014 with Renewal in 2017  
Karen Hielscher  
863-534-0100  
Khielschner.cs@cityofbartow.net  
Service Type: Alexander's Contract Services and Certified Reads  
Number of Services: 19,237 water and electric meters

ACS provided a very smooth transition at the City of Bartow, FL from their former meter reading contractor to the ACS contract meter reading services. Within 30 days, the ACS crew which was led by Senior Field Manager, Elliot Stallings was providing the most accurate reads and notice of meter problems that the City had experienced. ACS crews are reading the meters with a 99.98% accuracy rate or better while using the Certified Reads program, real-time read collection transfer and wireless reread management.

*"The City of Bartow has been very pleased with Alexander's meter reading services. Alexander's was awarded the meter reading contract over a year ago and they hit the ground running without a single transition issue. Their Certified Read program is very efficient and has saved the City time and money in its meter reading*

operations. Their product is user friendly and ACS's professional staff provides reliable service and accurate reads for our Water, Electric, Demand and Solar meters."

Karen J. Hielscher, CPM Customer Accounts Supervisor - City of Bartow, FL

#### **TEMPLE, CITY OF**

401 N. 3<sup>rd</sup> Street

Temple, TX 76501

Started 2012 - Present

Heather Mikulas

254-298-5616

hmikulas@ci.temple.tx.us

Service Type: Alexander's Contract Services and Certified Reads

Number of Meters: 26,000 water meters monthly

Contract is current with Renewal in 2018

The City of Temple, Texas saw a huge advantage that the ACS contract meter reading program and CSST meter reading software provided to their operations. The City services 26,000 water meters which are manually read each month. Heather Mikulas, the Utility Business Office Manager in the City of Temple Texas, (who has all field reading staff reporting to her) indicated the benefits related to performance and rereads in using the ACS solution:

*"Alexander's Contract Service's solution was the only solution we found that could both attach pictures to reads and sync information from the field via a wireless network. Because of the efforts of the ACS readers and the software system, the City of Temple went from over 350 rereads per month to approximately 60 per month. We are very satisfied with the service provided by ACS and particularly the software and features of the Cloud-Based Meter Reading program. Our Customer Service staff utilizes the Certified Read photo reports when helping customers on billing questions. We would absolutely recommend this product to other Cities and Water Districts. It is a great product and it has been a great experience for the City of Temple."*

Heather Mikulas – Utility Business Manager

The contract with the City of Temple is current. The performance over the last year has continued to improve and rereads are well below 60 each month. The rate of error is now less than .0022 in the meter reading operations. The geographic service area of the City of Temple is 69.4 square miles, with a population of 70,000 residents.

#### **IRVINE RANCH WATER DISTRICT**

15600 Sand Canyon Avenue

Irvine, CA 92618-3102

Started 2008 - Present

Rosemary Riddle

949-453-5300 (Phone)

888-514-8350 (Fax)

riddle@irwd.com

Service Type: Alexander's Contract Service with Certified Reads

Number of Meters: 104,000 water meters monthly

Contract is current with Renewal in 2019

Irvine Ranch Water District has been using the ACS contract readers and software program since 2008. The 104,000 water meters are being read monthly with an error rate of less than .0022 per the total meters read.

Gina Jackson, Customer Service Manager at IRWD says that the ACS performance and Cloud Software has made immediate and long-term performance improvements in the IRWD system.

*"ACS has an innovative way of collecting reads, through the Smart Server Technology wireless features and effective "ID Match" program. The ACS Cloud SST ensures prompt resolution to rereads and field rechecks, as well as consistent and accurate read data month after month. If there is a broken lid or questionable read, the*



*ACS personnel send a picture instantly. Their employees are definitely their greatest asset. They are well managed, well trained, and take initiative. They do more than is required to ensure accurate water meter reads each month. You can tell ACS your opinion or suggestions and they will listen.*

*We are very pleased with the service from Alexander's and highly recommend their product and services to other utilities looking for the same results. ACS's commitment to obtaining accurate monthly meter reads is amazing!"*

Gina Jackson – Customer Service Manager - IRWD

ACS contract reading with the innovative Cloud SST product has produced the lowest error rate that IRWD has seen in their meter reading operations, and continues with consistency month to month.

### **COLLEGE STATION, CITY OF**

City of College Station

P.O. Box 10230

310 Kreneck Tap Road

College Station, TX 77842

Started 2016 - Present

Jennifer Springer

Customer Service Manager

979-764-3523 (Phone)

jspringer@cstx.gov

Service Type: Alexander's Contract Service with Certified Reads

Number of Meters: 64,546 water and electric meters monthly

Contract is current with Renewal in 2021

In 2015, the City of College Station sent out an RFP to outsource meter reading of all of the City's water and electric meters. The City currently has approximately 64,546 electric and water meters covering approximately 50 square miles, and has an estimated population of 102,117. The City of College Station is home to Texas A&M University, and becomes home to a large number of students each year. This college town environment makes for the regular expansion and contraction of meter reading quantity requirements particularly during summer months. Through growth and expansion the City is continually adding meters to the operations.

ACS was selected by the City of College Station to provide contract meter reading services due to their innovative Cloud SST reading methodology, the accuracy of read performance and the high level of response that the ACS crews give to issues in the field via a wireless real-time communication network.

ACS began reading the meters on April 1, 2016, and Jennifer Springer, College Station Customer Service Manager indicates that ACS is performing "*better than they expected*" as related to accuracy and error rate. She indicates that "*the Certified Photo reads have saved her administrative group a great deal of time and she is very pleased with the overall performance results*"



#### **4.2.4 Approach to Scope of Work**

**(ACS's approach represents an alternate bid to RFP #465-11749)**

Based upon the requirements of the City of Fort Lauderdale to have the most consistent and accurate read process for the approximate 67,214 water meters in their system, ACS proposes the implementation and use of the Cloud SST meter reading product and methodology. ACS realizes that the proposal represents an alternative to the requirement in the RFP to make use of the current handheld system at the City of Fort Lauderdale, however, the goals that the City has presented, are understood and capably covered under the methodology and hardware/software technology employed by ACS. Fort Lauderdale's minimum requirements follow:

- Full reports with meter codes, and any incidents that may be connected with the meter reading performance and the distribution of potable water.
- Accurate entry of meter codes and accurate notes.
- Monthly readings accurate within a rate of 99.9% on first readings (i.e., no more than one error per 1,000 meters read).
- Rereads verified by City personnel.
- Investigation of stopped or stuck meters and consistent and capable reconcile of reread meters.
- Prompt and timely shut-off of meters as directed by the City.
- Professional and high quality services as procedurally directed by the City to the ACS crews.
- Report of critical meter problems in the field by ACS meter readers. Immediate recognition, report in "real-time" with accuracy.
- Reading every meter (required by City of Fort Lauderdale). (ACS Cloud SST mandates this requirement)
- Capable hiring and management of field technicians by ACS managers.
- Advanced notice to the City's clients of the need to access the meter reading to be taken that day.
- Timely delivery of billable reading data every day in a very consistent manner.
- Proper presentation and professionalism of ACS field crews and managers, as well as complete respect for City and private property.
- Proper use of safety procedures.
- Other services, processes and policies as indicated in the RFP by the City of Fort Lauderdale.

The added value that ACS offers with this alternative solution, in addition to the experience that ACS professionals provide during the reading of the meters at the City of Fort Lauderdale, will ensure increased accuracy and reporting responsibility with significant reduction in read error rates through a number of features provided by the Cloud SST product:

- Wireless Real-Time Data Collection and Delivery of Data to City's Web Portal
- Accurate and Precise Photo Capture on Exception Reads
- GPS Location Point Capture on Trouble or Exception Meters
- Seamless Billing File Interface to the City's Billing System
- Significant Reduction of Rechecks or Rereads to Save Time, Money and Redundancy
- Total Error Rate of no more than 1 in 2000 reads. (ACS typically works at about 99.98 or greater read success rate).
- Elimination of the City's need to maintain hardware and software which will eliminate potential disruptions to read schedules and meter reader morale during device breakdown.

- Removal of redundant reread, hardware, software administrative monitoring costs.
- City of Fort Lauderdale staff's secure access to the City's own Cloud SST website for reports, files and photos. (There is no limit to the numbers of users, and, the system can be securely accessed from any internet capable PC, Tablet or Smartphone)

These areas will ensure that the goals the City of Fort Lauderdale strive to achieve such as accuracy, billing timeliness, field accountability, immediate trouble issue reporting, and reduced error rate are capably and consistently met by the ACS crew and associated Cloud SST technology.

### ***ACS Cloud SST Meter Reading Product Accuracy and Efficiency***

The ability of ACS to provide superior performance in meter reading data collection through experienced and conscientious field personnel is enhanced greatly by the use of the ACS Cloud Smart Server Technology (Cloud SST) meter reading product. Since the Cloud SST product is web based, constant communication and notification can be provided to client management via email and text message regarding the status of read and the various unread and misread conditions coming from the field.

All field data is made live on the client's secure database portion of the Cloud Smart Server from the first read to the last. Data is provided in "Real-time" since ACS crews use wireless rugged handheld technology in the field to transfer data to the web server. This simple solution allows for the client to respond to early reading exceptions as they occur. Mis-reads, unreads and problem meters can be quickly addressed as the information is passed from the field to the office.

The web based reports populate from the beginning of the read cycle and become complete upon the last meter read in the cycle. Cloud SST comes with dozens of standard reports, yet customized reporting is available by request of each ACS client.

When a reading cycle is complete, an email or text message can be sent to an authorized customer manager or staff member at the City of Fort Lauderdale. There are many automated notifications that are triggered by different reading events, and all reports can be accessed from the client's CSST web site. This allows for the most efficient sharing of data possible between client's key personnel, supervisors and managers.

The ACS Cloud SST meter reading product will easily provide a seamless interface with the client's utility billing system. There will be no requirement to alter any of the existing interface formats for the upload and download files as related to the billing system.

Since the ACS Cloud Smart Server product is interactive, any approved City staff member will be able to log onto the website and see live data regarding the reading process. Among other activity, the staff member will be able to affect some of these features:

- Status of the current reading cycle.
- Reports listing all meters including readings outside the acceptable range (high/low limits).
- Certified Photo Reads on exceptional reads where a photo has been taken to ensure accuracy of the read and proximity to the meter.
- Trouble codes, notes and alerts entered by the meter reading in the field.
- Reread meters, maintenance required on meters or grounds.
- Irrefutable GPS and Photo Certificates to be used with City Clients when disputes or questions arise.

Upon 100% completion of the meter reading, review of reports and exceptions, the supervisor can then process and transfer the file to the billing system. New cycles can be loaded to the Cloud SST for upcoming read scheduling.



## Wireless Reread Management

ACS makes use of the Cloud SST meter reading product to electronically process rereads from the field via wireless connectivity. ACS Field Supervisors review possible rereads as they occur in the read process, before they arrive at the City's billing site. Supervisors determine the nature of the exception, verifying the Photo taken and actual reading. They will visit the meter if necessary or assign those rereads to a meter reader electronically to review well in advance of the daily data transfer. Using the Cloud SST technology, Certified Photos, GPS points and wireless connectivity between the handhelds and the web server, ACS provides 99.98% or greater accuracy regarding reads and rereads to all of our clients.

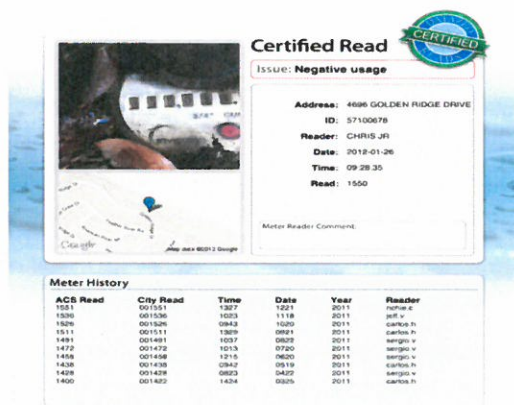
## Meter ID Locks

ACS's Cloud SST meter reading product provides superior accuracy due to its ID lock solution programmed into the handheld application. The handheld meter reading application does not allow the meter reader to view the previous read or meter ID number making it nearly impossible for a meter reader to enter an erroneous read.

When the ACS meter reader reads a meter, the read must be within the high/low limits set by the billing system. If the read is outside of this range, the reader must enter the meter's ID number that is only found on the meter in question. Once the proper ID number is entered to the unit, it will unlock and show the reader the previous read and the ID number for that single meter only. At this point the reader is prompted to reread the meter taking the previous read into consideration.

This simple function transforms to accuracy in the collection of meter reads in the field by the ACS meter reader and it guarantees that each read is authentic. The proprietary technology handheld application also requires a photo to be taken of the meter and GPS points are collected to ensure and provide irrefutable proof that the meter reader is at the correct meter taking the correct read. Because this activity can be seen by the supervisor as the meter reader collects the data, the supervisor can immediately respond electronically to all potential rereads and correct error reads prior to being transferred to the City's billing system.

## Certified Read Feature



**Certified Read**

Issue: Negative usage

Address: 4696 GOLDEN RIDGE DRIVE  
ID: 57100678  
Reader: CHRIS JFI  
Date: 2012-01-26  
Time: 09:28:35  
Read: 1550

Meter Reader Comment:

**Meter History**

ACS Read	City Read	Time	Date	Year	Reader
1551	001551	1327	1221	2011	norman k
1530	001530	1033	1118	2011	jill n
1526	001526	0943	1020	2011	carlos h
1511	001511	1809	0901	2011	carlos h
1491	001491	1037	0829	2011	sergio v
1472	001472	1013	0720	2011	sergio v
1456	001456	1215	0620	2011	sergio v
1438	001438	0842	0515	2011	carlos h
1428	001428	0823	0427	2011	sergio v
1400	001400	1434	0326	2011	carlos h

With the ACS Cloud SST meter reading software every questionable read is guaranteed to be authentic. The ACS meter reader utilizes the full benefit of this product while collecting the meter reads in the field. Cloud SST software collects and cross references supplementary data to insure an authentic read has occurred while at the meter in the field. By collecting this supplementary data at the time of the meter reading, all doubt regarding any questionable read not being authentic is removed.

The "Certified Read" feature guides the meter reader to capture the date, time, GPS coordinates and a photo right at the meter.

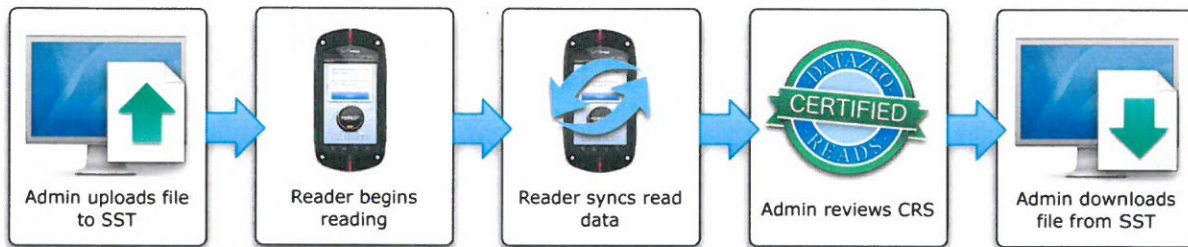


The benefits of this feature are enormous to the client end user. Certified Reads help to:

- Gain customer confidence
- Eliminate estimated reads
- Reduce customer inquiries
- Reduce billing mistakes
- Produce Certified Reports
- Substantiate billing data
- Certify meter tampering, neglect or abuse
- Validate meter reader comments

### ***Operational Structure and Benefits of the Cloud SST Product***

The Cloud SST can be accessed by any internet accessible device by the client through very strict and secure login processes. Devices such as a desktop PC, Laptop, iPad or Smartphone can be given access to the web server. This allows each City Staff member the ability to monitor activity regarding rereads, exceptions, trouble meters, and performance of the ACS crews as the reads take place each day. Each user of the system is given unique credentials that are designed with access to functions within the system for which they are authorized.



The ACS Cloud Smart Server Technology products take traditional and inefficient meter reading operations to a high level of efficiency and accuracy that resolves the City of Fort Lauderdale business needs in the areas of timely reads, high level of accuracy in reads and the efficient reporting from the field of problems encountered during the read process. This adds to business productivity, savings and success.

### ***Identifying Field Problems - Immediate Report***

ACS meter readers are trained to identify issues regarding meters and meter readings and to report issues that are observed in the field. They are required by the Cloud SST handheld technology to add notes and comments when exceptions exist with meter reads. Each of the meter readers are trained in ACS "Soft Services" processes which entail "Hang Tags", Meter Shut Off, "Hazard, Safety and Conservation" Surveys, Stopped/Stuck Meter identification, problem awareness, meter tampering and illegal connections. Having this background and experience, the ACS crews are perfectly suited to report extenuating situations in the field to City management through the electronic technology of the Cloud SST product.

As the City's staff and management review ongoing data that is being populated on the Web Server throughout the course of the day's reading activity, they will be able to be alerted to problems in the field as they occur. This electronic process can expedite maintenance; tampering and issue resolve response to the City's problem meters in the field as they are happening. It also gives Photo, GPS, Date and Time Stamp information that is nicely packaged in a form that can be transferred electronically to the City's own customers by email or as part of the paper bill process.

### ***ACS Highly Trained Reading Personnel and Managers***

Alexander's quality customer service plan starts with training. Alexander's Contract Services trains every employee initially on safety regulations, rules and procedures, customer relations, and, specific requirements of the customer as discussed in the pre-planning meeting. Employees are carefully monitored by operations manager and crew chief during training. Once the employee passes these training courses, they are ready to go to the field. Even then, constant monitoring and feedback is given to the employee during read activity.

The Smart Server Technology software has the ability to monitor issues and status of read occurring in the field and supervisors can monitor in "real time" environments, the quality and metrics of the reading effort taking place with each field employee.

Alexander's highly experienced crew managers, who have developed high levels of accuracy and efficiency in read performance, are used in the training and monitoring of the readers in the field. They represent the meter reading crews when communication is needed with the City staff. Feedback and continued instruction is extremely important. New hires have a shadow supervisor to walk and instruct until previously trained concepts are well performed and understood by the employee. Safety, read accuracy, incident reporting and proper professional presentation to the clients is emphasized with the employee. This is how Alexander's achieves the highest degree of quality and customer service in their meter reading services.

Ongoing training and refresher instruction usually occurs twice each month within the crew. The safety portion of this program is an approved course designed by the Alexander's Inc. Insurance provider and has 26 course subjects. The course is repeated each year. A twice monthly "Training Huddle", where the client's staff or management team is invited to participate, provides the crew supervisor the opportunity to:

- Refresh Safety and Procedure Concepts and Instruct on the 26 week Safety Course
- Discuss Challenges or Opportunities
- Review Requirements for Appropriate Dress, Conduct and Presentation Required of the Meter Readers
- Communicate Variations in the Client's Read Request
- Restate Company Policy (as needed)
- Review Routing Requirements for Improved Reading Efficiency

The Alexander's Field Supervisor and Support Manager will be in contact with the City of Fort Lauderdale on a regular basis. Alexander's field Crew Chief monitors and manages daily activity with Alexander reading personnel. A minimum monthly meeting regarding production and performance with the city's staff is recommended in addition to daily contact between the ACS crew leader and City of Fort Lauderdale manager.

Alexander's provides support and maintenance of operations and regular communication to the City through newsletter, phone, email, and meetings as needed onsite and by phone.



## SECTION III - TECHNICAL SPECIFICATIONS/SCOPE OF SERVICES

### Objective

The Public Works Department provides fresh potable water to the citizens of Fort Lauderdale and several nearby cities. The usage of this water must be recorded and reported on a monthly basis in order to correctly bill the City's customers.

### Minimum Requirements

The Contractor is responsible for submitting to the City, on a daily basis, full reports with meter codes, and any incidents that may be connected with the meter reading performance and the distribution of potable water. The format for reporting shall be approved by the City. Contractor recognizes that appropriate use of meter reader entered codes is critical to the City's utility billing operation, and that this is a required part of the meter reading function. Contractor further recognizes that inappropriate or inaccurate use of meter reader entered codes is unacceptable. Inaccurate meter reader codes that result in estimated customer utility bills will be charged back to the contract at the rate of \$10.00 per entered code.

### Estimated Quantities

Each month, the Contractor must read the following types and approximate quantities of meters. These quantities are current estimates and it is understood that the City may add and remove meters over the term of the contract. The Contractor will be responsible for reading all meters assigned.

<u>Meter Type</u>	<u>Number of Meters</u>
Standard Odometer Type	62,284
Multi Hand Dial Type	50
Multiple Dial (Compounds)	300
Total of Meters:	62,634
Approximate number of meters located in backyards	3,000

The City reserves the right to retain the reading responsibility for certain master meters and meters in vaults.

### Accuracy of Readings

Monthly readings shall be accurate within a rate of 99.9% on first readings (i.e., no more than one error per 1,000 meters read). Re-reads may be verified by City personnel. Meter reading errors resulting from errors in reading by the Contractor will be credited to the City on the following month's invoice in accordance with the following schedule.

0 to 1 per 1,000meters read	NONE
More than one, but less than 1,000 meters read	\$10.00 per error

**ACS Response:** ACS complies with this specification.



**Unread Meters**

The Contractor shall insure that at least 99.2% of all meters are read each month (i.e., no more than eight unread (estimated) meters per 1,000 scheduled meter reads). Unread and/or estimated meters will be credited to the City on the following month's invoice in accordance with the following schedule as liquidated damages.

0 to 8 per 1,000 meters read	NONE
More than 8 per 1,000 meters read	\$10.00 Each

The City will also receive credits for meter readers who fail to properly report meters that "can't be found" as meters "needing to be estimated."

***ACS Response: ACS complies with this specification.***

**Stopped & Stuck Meters**

Meter readers will be required to check for "stopped/stuck" meters on all accounts (domestic and sprinkler) that reflect no consumption by reviewing the account status (on or off), occupant activity (visibly occupied or unoccupied) and by turning on a spigot if available or necessary. All actual and suspected malfunctioning meters should be reported for repairs.

***ACS Response: ACS complies with this specification.***

**Meter Reporting Incentive**

The City wishes to provide incentives to the Contractor for assistance in resolving metering conditions that result in the under billing of utility charges to consumers. Specifically, the City will pay \$10.00 to the Contractor for each inoperative meter identified by the Contractor that has not been previously identified as inoperative by the City or the Contractor, that is not inoperative due to abuse or damage, and that is subsequently verified by the City to actually be inoperative. Furthermore, the City will pay \$50.00 to the Contractor for each meter connection reported by the Contractor to the City that the City has not identified, billed or obtained meter readings for within the previous six (6) months. The \$50.00 incentive would be paid once per meter identification number.

***ACS Response: ACS complies with this specification.***

**Inaccurate Work Order Reporting**

The successful Contractor will be required to enter the appropriate codes in the City's hand held personal computers to generate work orders to the Public Works Department for needed repairs (broken/obscured glass, box too high/low, notification efforts are required when the meter reader observes a public safety problem (broken box in sidewalk, etc.). The hand held personal computers also have codes to:

Alert the meter reader of special conditions regarding the area meters are in and the locations of the meter. This information must be kept updated to help others locate the meters as well as alert to potential safety hazards in the immediate vicinity.

If the description of the work order does not correspond to the type of work, inappropriate work orders will be credited to the City on the following month's invoice in accordance with the following schedule as liquidated damages.



0 to 1 per 1,000 meters read	NONE
More than one, but less than 1,000 meters read	\$10 per error

**ACS Response:** *ACS complies with this specification.*

#### **Rereading of Meters**

The Contractor will dedicate sufficient resources to maintain the reading schedule and additional resources to maintain the reading schedule to reread any and all "suspected" erroneously read meters for the following conditions reflected on the exception report:

Previous read > Current Read -- Which is correct?

Current reading too high/too low - possible leak or broken meter. Also includes zero consumption readings which need to be re-checked. For all rechecks/verifications, a special form must be completed and left for the customer's benefit.

Third estimated reading in a row - must obtain actual reading or initiate corrective action to obtain the reading.

Missed Reading

**ACS Response:** *ACS complies with this specification.*

**Special Note:** The exception report from the previous days reading will have been reviewed by the City for the above referenced errors by noon each day. Exceptions which need to be re-checked are to be done by an employee other than the employee who originally read the meter and must be returned by 3:00 PM each day.

This gives the vendor approximately 3 hours to re-check all suspected erroneous readings without incurring credits to the City. Although the exception report reflects many exceptions, the actual number of re-checks each day varies from 40 to 80 and depends on the area of the City read and the quality of the read. The City, at its sole discretion, may increase the number of re-checks if the quality of the reads are found to be the source of the majority of the initial 40-80 re-checks.

**ACS Response:** *ACS complies with this specification.*

#### **Straight Pipes - Illegal Consumption/Hookups**

The meter reader is required to "read" every meter in the route, even when the hand held personal computer indicates that there is no meter in the box. It is not unusual for the City to have installed a meter in the box and the information not being entered into the City's main computer in time for it to reflect in the hand held personal computers. Also, it is not uncommon for customers to "straight pipe" water service after the meter has been removed for non-payment. Any instances where a meter reader suspects illegal hook-up should be reported immediately to the City for follow-up investigation.

This includes, but is not limited to instances where vehicles or other obstructions are placed over the meter or a meter is found in the box. Such meters shall have their ID number recorded since meters are periodically stolen from other areas.

There will be a \$10.00 incentive to the Contractor per location for straight pipes illegal consumption hookups verified by the City.

**ACS Response: ACS complies with this specification.**

#### **“Marking” of Meters Using Global Positioning System (GPS)**

The City's hand held personal computers are GPS enabled. At some point in the future, the City may request the Contractor to “mark” the location of any or all of the meters in a specific route. Performing this function would require a meter reader to press a short sequence of keys on the City's hand held personal computers while standing at the location of a meter. The GPS “mark” can be performed while the contractor is reading the route during the normal reading cycle.

This process should only need to be performed once per meter. The total estimate of GPS “marks” to be performed over the life of the contract is 60,000. For tabulation purposes, an estimated quantity of 6,000 marks per year will be used.

**ACS Response: ACS complies with this specification and can provide these GPS points to the City with the alternate bid Cloud SST hardware and software at any time during the contract.**

#### **Calling of Certain Customers**

The Contractor will call certain customers the day before the meter is to be read in order to obtain access to the meter. This is especially true in "Bad Dog" circumstances and in areas where access is restricted by locked gates. The City estimates this would involve approximately 325 customers.

**ACS Response: ACS complies with this specification.**

#### **3.11 Changing of Employee Routes**

For control purposes, it is required that no meter reader be allowed to read a route more than three times, in succession, in any twelve month period. Since the previous readings may or may not be provided to facilitate the reading process, this control is necessary to prevent "curbing" (fraudulent reporting).

There shall be a meter reading schedule provided by the City consisting of approximately 20 read days each month. The Contractor shall comply with this schedule in order to maintain the City's billing cycle. Failure by the Contractor to complete all scheduled meter readings and required re-reads within the allotted 20 days will result in a charge back to the contract in the amount of \$1500.00 in liquidated damages for each additional day required to complete the work. **There will be no exception to the above requirement**

The City's Contract Administrator may increase or decrease the number of routes read per day from the number stated herein upon 24 hour notice to the Contractor, unless otherwise agree. This route change would only be done to recover days lost to weather or other unforeseen circumstances.

**Any other changes to the composition or order of currently established routes must be requested by the Contractor from the Contract Administrator. Only after the Contract Administrator has obtained clearance from all personnel involved may any changes to the timing or composition of the routes be made.**

**ACS Response: ACS complies with this specification.**

#### **Familiarization of Route System**

Upon the City's issuance of a notice to proceed, the Contractor shall have no more than thirty (30) calendar days to familiarize himself with all routes and operating procedures before commencing the actual reading of the meters. The only exception may be for special requests that are mutually agreed to between the Contractor and the City.

The Contractor shall have no more than thirty (30) calendar days to familiarize himself with the service areas added during the contract period.

**ACS Response: ACS complies with this specification.**

#### **Normal Hours of Work**

The Contractor is not permitted to commence meter reading before 0700 hours and must return the completed route and equipment the same day by 1630 hours, Monday through Friday. Exceptions to the above hours, including holidays, Saturdays and Sundays, must have the prior approval of the City. For purposes of this contract, until otherwise notified, holidays will include the following:

New Year's Day; Martin Luther King, Jr. Day; Memorial Day; Independence Day; Labor Day; Veteran's Day; Thanksgiving Day; Friday after Thanksgiving; Christmas Day.

**ACS Response: ACS complies with this specification.**

#### **Completion of Work**

All meter reads are to be attempted on the day scheduled. All work must be returned to the City by 1630 hours on the day the meter is read. Weather conditions shall not prevent the accomplishment of services under this contract unless otherwise agreed by the City.

Completed Routes: Individual accounts within the routes which are returned to the City as "no reads" (skips) will be reviewed in accordance with Paragraph 4.05 above on a daily basis. If, upon further investigation, it is determined that a reading could have been obtained, then the account is charged as an error against the Contractor.

Meter Conditions: All meter box or meter conditions which impose an impediment to readers or citizens must be entered in the hand held personal computers when observed. Other conditions of special interest must also be entered. Meter boxes must be maintained clear of soil or debris to a depth of 2" below the register by the Contractor. A work order should be generated for any meter register below the bottom of the box.

The Contractor shall be responsible for the routine cleaning of the meters and the meter boxes and ensuring that accessibility to meters is not hampered by grass, sand, or debris of any kind. Proposer recognizes that it is unacceptable for meter box covers, and/or meter caps to be left open or not properly seated or closed, and will take necessary measures to ensure that these conditions are not caused by the Contractor or Contractor's employees. All mechanical repairs to the meter boxes will be the responsibility of the City. Contractor's employees will not attempt repairs of any kind.

**ACS Response: ACS complies with this specification.**

#### **Hand Held Personal Computers**

All hand held personal computers must be returned to a site determined by the City. Failure to return all hand held personal computers by the scheduled time may result, at the City's discretion, in a \$25.00 charge back to the contract for each incident as liquidated damages. Under unusual circumstances, an authorized representative of the City may grant permission for the Contractor to hold over hand held personal computers to the next working day, with or without penalty, provided that recharging units are available to the Contractor.

The Contractor is prohibited from tampering with, altering or adjusting the hand held personal computers and associated equipment. Contractor shall be responsible for the proper care and safeguarding of any equipment provided by the City. The Contractor will be held financially responsible for any damage or loss to the hand-held personal computers due to negligence or abuse by its employees.



The Contractor shall promptly pay for any lost or damaged equipment, or the City may, at its option, deduct such amounts from sums otherwise due the Contractor. Hand held personal computers are the sole property of the City of Fort Lauderdale. The City will provide routine maintenance and repair of hand held personal computers through its selected hand-held vendor.

***ACS Response: ACS will provide our own hardware (wireless, camera and GPS capable) and software. This will eliminate the issues surrounding the City's responsibility to manage issues and deal with disruption due to hardware or software issues. This alternate approach will reduce costs and administrative monitoring and allow the City to get back to performing more important duties within the department. By ACS using their own equipment, the responsibilities for timely billing data and accuracy required by the City will be on ACS shoulders. The increased performance in accuracy and timeliness of reads required by the City will be achieved by ACS by using our own products. All costs of these products are contained in the proposed pricing sheet included in this RFP response.***

#### **Water Meter Shut Off Services**

The Contractor will provide water meter shut-off services for water accounts that are past due. The City will provide a list daily of the accounts that will require to be shut-off. The selected accounts will be shut-off daily by 2:30 pm.

***ACS Response: ACS complies with this specification.***

#### **Contractor's Responsibilities**

Hiring and Training: The Contractor must furnish trained personnel necessary to complete the work, and is solely responsible for insuring that its employees have the necessary skills, knowledge, training, and experience to perform meter reading accurately and safely so as not to injure or endanger the City, its employees, or any third party. Training material and methods are subject to approval by the City. The Proposer is responsible for providing the City with a detailed training plan and commitment to appropriate employee training as part of the proposal. Proposer shall notify the City, in advance, with the time and location of training so that it may be monitored.

***ACS Response: ACS complies with this specification and is committed to providing continuing and effective training to our employees. Please see "Required Forms" item h. Meter Reading Training Outline.***

Supervision: The Contractor will provide full time supervision of all personnel. Responsibilities include, but are not limited to: arranging for work assignments and follow-up monitoring of meter readers in the field; scheduling, monitoring meter reader activity from reports, and follow-up and resolution of customer complaints. Problems encountered in the field that could result in reading schedule delays must be coordinated through the Contract Administrator.

The Contractor will be responsible for providing the City with a list of proposed supervisory personnel assigned to this project and will also provide the City with cellular telephone and/or pager numbers for contact purposes. Supervisors will be expected to contact City personnel within thirty (30) minutes during normal working hours and within sixty (60) minutes during the off-hours 24 hours a day 7 days a week. Failure to respond within this period of time will result in a charge back to the contract in the amount of \$25.00 for each incident as liquidated damages.

***ACS Response: ACS complies with this specification.***

Resolution of Customer Complaints: Customer complaints will be resolved within two (2) working days of receiving a complaint. Failure to resolve customer complaints within this period of time will result in a charge back to the contract in the amount of \$25.00 for each incident as liquidated damages, unless the Contractor has received prior approval from the City.

***ACS Response: ACS complies with this specification.***

Employee Identification: Employees will be required to wear a uniform and identification badge provided by the Contractor. The identification badge shall have an employee photo. Identification badges are required in the field at all times. The Contractor will ensure that employees return their ID badges upon termination or separation from employment. The design of the uniform shall be subject to approval by the City. The logo, seal or name of the City will not be used by the Contractor without the express permission of the City. No meter reader will be permitted to work in the field without the appropriate uniform and identification badge, unless the employee is working in a training capacity and is accompanied by a trained meter reader. If the City observes an employee of the Contractor not wearing the appropriate uniform and identification, and they are not in a training capacity, a charge back to the contract of \$25.00 will be assessed as liquidated damages for each incident.

The cleaning of uniforms will be the responsibility of the Contractor. Employees must maintain a neat and clean appearance while providing meter reading services. Torn, worn, or soiled uniforms shall not be worn while performing responsibilities under this contract. The City reserves the right to inspect uniforms and require the Contractor to replace them if soiled or damaged. Appropriate personnel safety equipment shall be furnished by the Contractor as required.

***ACS Response: ACS complies with this specification.***

Driver Licenses: Contractor is responsible for checking contract employees for proof of a valid Florida driver's license a minimum of once every six (6) months. This requirement will apply only to those employees who are required to drive a motor vehicle.

***ACS Response: ACS complies with this specification.***

Transportation: The Contractor is required to furnish and be responsible for all transportation necessary to complete the work. All vehicles must be professionally maintained so as to provide a clean and mechanically sound appearance. The Contractor must furnish vehicle identification approved by the City that clearly indicates it is used for meter reading for the City of Fort Lauderdale.

***ACS Response: ACS complies with this specification.***

Supplies: The Contractor will furnish materials and supplies necessary to complete the work, including, but not limited to: customer service door hangers; business cards; meter keys; vault keys; reading tubes and hand pumps.

***ACS Response: ACS complies with this specification.***

Substance Abuse: The Contractor's employees will not consume alcohol during working hours, will not work under the influence of alcohol or illegal substances, and will not smoke while on any customers' premises or in City buildings. The Contractor must be in compliance with Federal Government Mandated Drug Testing titled CRF Part 40.

***ACS Response: ACS complies with this specification and uses drug testing under guidelines provided by the state of California.***

Customer Relations: The Contractor is responsible for ensuring that all customers and their property are treated in a courteous and professional manner.

***ACS Response: ACS complies with this specification.***

Equal Employment Opportunity: The Contractor shall not discriminate against any employee or applicant for employment because of race, age, color, religion, sex, ancestry, national origin, or place

of birth. Contractor shall take action to ensure that applicants are employed and treated without regard to their race, age, color, religion, sex, ancestry, national origin or place of birth. This action shall include, but not be limited to: employment; upgrading; demotion or transfer; recruitment; or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection of training including apprenticeship.

***ACS Response: ACS complies with this specification.***

Health and Safety: The Contractor shall be strictly liable for the safety and medical treatment required of all personnel used to accomplish the required work under this contract. Contractor and its agents must follow all safety rules and practices of the City as outlined.

***ACS Response: ACS complies with this specification.***

Criminal History Check: The Contractor must perform, a Criminal History Check (CHC) for each employee. This requirement will be done with no additional cost to the City of Fort Lauderdale. Records are to be forwarded to the Contract Administrator.

***ACS Response: ACS complies with this specification.***

### **City Responsibilities**

The City will supply hand held personal computers and associated equipment as required.

The City will notify the Contractor prior to assessing any assessments or deductions from invoicing as liquidated damages. **NOTE:** The City may, at its sole discretion, elect to waive any or all of the assessments provided for in this contract as liquidated damages during the initial ninety (90) days of the contract.

The City will be responsible for providing all available reports detailing read accuracy and route details. The City will provide routine maintenance and repair service of hand held personal computers, excluding any negligence/abuse damage, which shall be reimbursed by the Contractor.

The City will be responsible for the transferring of information between City owned computers and the hand-held personal computers. Those routes not completed the previous day will be reloaded by the City.

*END OF SECTION*





## 4.2.5 References

### **City of Bartow**

505 North Mill Avenue  
Karen Hielscher  
863-534-0100  
KHielscher.cs@cityofbartow.net

Description of Work: Alexander's contract meter reading services and certified photo reads

In November of 2013, the City of Bartow, Florida issued an RFP to engage a vendor for contract reading services for their almost 20,000 electric and water meters. The City's requirements were heavily focused on the performance of meter readers, consistent timing of delivery of billing data to the billing system and the accuracy of data received. To this point, the City had experienced numerous issues related to these areas with the current vendor. ACS responded to the City of Bartow with the Certified Read, ID Match, Wireless Real-Time field communications to the Cloud Web Server which are standard features of the ACS product and service offering. This coupled with the ACS reputation among all of our clients of integrity, accuracy and consistent performance won us the contract.

ACS has lived up to the expectations that the City of Bartow demanded in the RFP and is providing a service that the Operations Managers indicate have exceeded their expectation. The City required that errors above 1 in 1000 would invoke a penalty to the vendor. ACS has consistently provided an error rate well within the City of Bartow's expectation for over 18 months, and will continue to do so. Because of the ACS focus on the importance of the employee in the process, and the way the meter readers are treated in the ACS family, as well as, their opportunities for growth with the company, the crew initially implemented at the City of Bartow is still intact and going strong. This contributes to experience and consistency accuracy in read that is so necessary and important in the ACS read process.

Year the project was completed: Implemented 2014. Contract is current.

Total cost of the project, estimated and actual: \$168,000.00 annually

### **City of Suffolk**

Craig Ziesemer  
442 West Washington Street  
Suffolk, VA 23434  
757-514-7024  
cziesemer@suffolkva.us

Description of Work: Alexander's contract meter reading services and certified photo reads

Year project was completed: Implemented 2016. Contract is current.

Total cost of the project, estimated and actual: \$240,000.00 annually

**City of Temple**  
401 N. 3<sup>rd</sup> Street  
Temple, TX 76501  
Heather Mikulas  
254-298-5616  
hmikulas@ci.temple.tx.us

Description of Work: Alexander's contract meter reading services and certified photo reads

The City of Temple, Texas saw the huge advantage that the ACS contract meter reading program with the CSST meter reading software would provide to their operations. The City services 26,000 water meters which are manually read each month. Heather Mikulas, the Utility Business Office Manager in the City of Temple Texas, (who has all field reading staff reporting to her) indicates the benefits and reasons that they went with the ACS solution.

"Alexander's Contract Service's solution was the only solution we found that could both attach pictures to reads and sync information from the field via a wireless network. Because of the efforts of the ACS readers and the software system, the City of Temple went from over 350 rereads per month to approximately 60 per month. We are very satisfied with the service provided by ACS and particularly the software and features of the Cloud-Based Meter Reading program. Our Customer Service staff utilizes the Certified Read photo reports when helping customers on billing questions. We would absolutely recommend this product to other Cities and Water Districts. It is a great product and it has been a great experience for the City of Temple."

The contract with the City of Temple is current. The geographic service area of the City of Temple is 69.4 square miles, with a population of 70,000 residents.

Year project was completed: Implemented 2012. Contract is current.  
Total cost of the project, estimated and actual: \$253,000.00 annually

**Irvine Ranch Water District**  
15600 Sand Canyon Avenue  
Irvine, California 92618-3102  
Mary Riddle/Gina Jackson  
949-453-5300  
riddle@irwd.com  
[jacksong@irwd.com](mailto:jacksong@irwd.com)

Description of work: Alexander's Contract Service with Certified Reads

In 2008 we obtained the contract to begin reading 93,000 water meters for Irvine Ranch (IRWD). Currently, Alexander's is reading 102,000 meters in IRWD and the number continues to increase monthly. The reading contract is current.

In 2008 we obtained the contract to begin reading 93,000 water meters for Irvine Ranch (IRWD). When Alexander's started reading IRWD meters they were in the process of looking towards converting to Fixed Based Technology. Due to our accurate reading of 99.9% (which IRWD tracks) and the effectiveness of our SST software they put all AMI directives on hold. This took the pressure off them to wait until technology gets to a cost effective price point. Thus when that time arises we can transition them effectively while still offering a quality, on time monthly read. Currently, Alexander's is reading 102,000 meters in IRWD and the number continues to increase monthly. The reading contract is current.

- Alexander's was awarded the contract for meter reading services for Irvine Ranch Water District in late

- 2008 with renewals of the contract since. Today, Alexander's reads approximately 104,000 water meters on a monthly basis and provides AMI water conservation meters and readings via SWiM technology. The Irvine Ranch Water District is an independent special district serving Central Orange County, and 330,000 residents.

Year project was completed: Implemented 2008. Contract is current.  
Total cost of the project, estimated and actual: \$1,140,000.00 annually





#### 4.2.6 Minority/Women (M/WBE) Participation

Alexander's Contract Services, Inc. is not a certified minority business enterprise as defined by the Florida Small and Minority Business Assistance Act of 1985.

Alexander's Contract Services, Inc. is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available persons in every job. Company policy prohibits unlawful discrimination based on race, color, creed, gender (including gender identity and gender expression), religion (all aspects of religious beliefs, observance or practice, including religious dress or grooming practices) marital status, registered domestic partner status, age, national origin (includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law), ancestry, physical or mental disability, medical condition (including cancer or a record or history of cancer, and genetic characteristics), sex (including pregnancy, childbirth, breastfeeding or related medical condition), genetic information, sexual orientation, military or veteran status, or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

All such discrimination is **unlawful**.

The Company is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to **all** persons involved in Company operations. The Company prohibits unlawful discrimination against any job applicant, employee or unpaid intern by any employee of the Company, including supervisors and co-workers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.



#### **4.2.7 Subcontractors**

Alexander's Contract Services, Inc. will not be subcontracting any work required in the City of Fort Lauderdale's request for water meter reading and related services.



#### **4.2.8 Required Forms**

- a. Proposal Certification
- b. Revised Cost Proposal
- c. Non-Collusion Statement
- d. Local Business Preference (LBP)
- e. Contract Payment Method
- f. Sample Insurance Certificate
- g. Business License
- h. Meter Reading Training Outline

#### **Addendums**

Addendum #1	9/9/2016
Addendum #2	9/12/2016
Addendum #3	9/28/2016



## 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) Alexander's Contract Services, Inc.

Address: 8655 Morro Road, Suite C

City: Atascadero State: CA Zip: 93422

Telephone No. 805-461-3458 FAX No. 805-461-1263 Email: billy@alexander-co.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): 30 DAYS

Payment Terms (section 1.04 of General Conditions): NET 30

Total Bid Discount (section 1.05 of General Conditions): 1% 10 DAYS ON EACH INVOICE

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:

<u>Addendum No.</u>	<u>Date Issued</u>	<u>Addendum No.</u>	<u>Date Issued</u>
<u>1</u>	<u>9/9/2016</u>	<u>2</u>	<u>9/12/2016</u>
<u>3</u>	<u>9/28/2016</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 BIDSINC you must also click the "Take Exception" button.**

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:

Mark Hibshman  
Name (printed)

9/29/16

Date:

  
Signature

CEO  
Title



## Revised Cost Proposal Page

**Proposer Name:** Alexander's Contract Services, Inc.

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>44,361.24</u>	12 Months	\$ <u>532,334.88</u>
			(12 months)	
2. Cost Per Meter Read	1	\$ <u>0.66</u>	each	\$ <u>7.92</u>
3. Disconnections (Meter turn offs)	800	\$ <u>5,560.00</u>	12 Months	\$ <u>66,720.00</u>
<b>Total Project Cost</b>				\$ <u>599,054.88</u> (12 months)

**Submitted by:**

Mark HIRSHMAN  
Name (printed)

[Signature]  
Signature

9/29/16  
Date

CEO  
Title

**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.**



## 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 it's 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) \_\_\_\_\_ 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.  
Business Name

(2) \_\_\_\_\_ 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.  
Business Name

(3) \_\_\_\_\_ 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.  
Business Name

(4) \_\_\_\_\_ 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.  
Business Name

(5) \_\_\_\_\_ 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.  
Business Name

(6) Alexander's Contract Services, Inc. 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.  
Business Name

BIDDER'S COMPANY: Alexander's Contract Services, Inc.

AUTHORIZED COMPANY PERSON: MARK HIBSHMAN [Signature] 9/29/16  
NAME SIGNATURE DATE

## 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:

\_\_\_\_\_ MasterCard

  X   Visa Card

Company Name: Alexander's Contract Services, Inc.

Mark Hibshman

Name (printed)



Signature

9/29/16

Date:

CEO

Title



ALEXCON-02

LDAVIS

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/1/2016

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.

IMPORTANT: 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).

PRODUCER License # 0305584 Morris & Garritano Insurance Agency, Inc. PO Drawer 1189 San Luis Obispo, CA 93406	CONTACT NAME: <b>Laura Davis</b>		
	PHONE (A/C, No, Ext): <b>(805) 543-6887 335</b>	FAX (A/C, No): <b>(805) 543-3064</b>	
	E-MAIL ADDRESS: <b>ldavis@morrisgarritano.com</b>		
INSURED  <b>Alexander's Contract Services Inc. 8655 Morro Rd. Ste C Atascadero, CA 93422</b>	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : <b>Ohio Security Insurance Company</b>		<b>24082</b>
	INSURER B : <b>Nationwide Mutual Insurance Company</b>		<b>23787</b>
	INSURER C : <b>Fireman's Fund Insurance Company</b>		<b>21873</b>
	INSURER D : <b>Employers Compensation Insurance Company</b>		<b>11512</b>
	INSURER E : <b>Landmark American Insurance Company</b>		<b>33138</b>
INSURER F :			

## COVERAGES

## CERTIFICATE NUMBER:

## REVISION NUMBER:

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 INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<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 OTHER:	X	BKS56251388	08/01/2016	08/01/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		ACP3026786022	07/28/2016	07/28/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$		SSE00058028085	03/10/2016	03/10/2017	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	EIG1426931 05	01/17/2016	01/17/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
E	Professional Liabili		LHR828959	04/07/2016	04/07/2017	Each Claim 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

## CERTIFICATE HOLDER

## CANCELLATION

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

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# *State of Florida*

## *Department of State*

I certify from the records of this office that ALEXANDER'S CONTRACT SERVICES, INC. is a California corporation authorized to transact business in the State of Florida, qualified on July 1, 2014.

The document number of this corporation is F14000002849.

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 June 17, 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 DeFries*  
**Secretary of State**

Tracking Number: CU9151073094

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

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

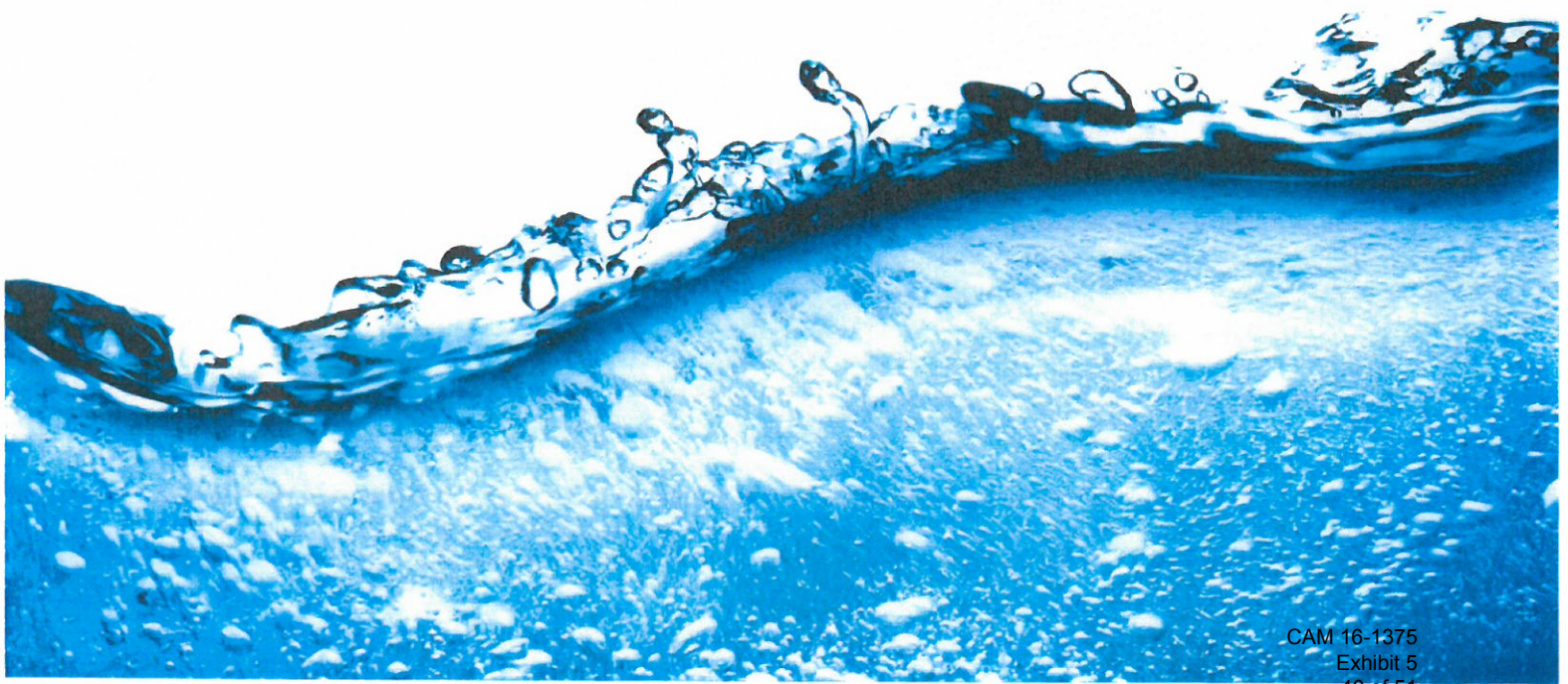




Alexander's Contract Services Inc.

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Meter Reading Training Outline



## **I. Alexander's Contract Services - Company Information**

### **A. Company History and Profile**

1. Nelson Alexander Founds the Company
2. Hard Work and Integrity
3. Milestones and Growth Success – Where Have We Come From?

### **B. Company Policies and Conduct**

#### **1. Employment Policies and Practices**

- a) *Introductory Period*
- b) *Employee Classification*
- c) *Attendance and Standard working Hours*
- d) *Time Cards*
- e) *Meal and Rest Policies*
- f) *Overtime Pay*
- g) *Pay for Meetings and Training*
- h) *Pay Periods and Check Distribution*
- i) *Personnel Records and Performance Evaluations*
- j) *Employee References and Benefits Overview*

#### **2. Workplace Conduct**

- a) *Standards of Conduct*
- b) *Presentation and Conduct at Client*
- c) *Proper Uniform and Attire*
- d) *Violence and Bullying*
- e) *Conflicts of Interest*
- f) *Employer, Employee and Client Property Respect*

3. Time Away from Work

- a) *Pregnancy and Disability Leave*
- b) *Organ and Bone Donor Leave*
- c) *Jury Duty and Witness Leave*
- d) *Victim of Crime*
- e) *Compassionate Leave*
- f) *Paid Sick Leave (PSL)*
- g) *Paid Time Off (PTO)*
- h) *Military Leave*
- i) *Military Spouse Leave*
- j) *Holidays*
- k) *Domestic Violence Resolve and Treatment Leave*

4. Information and Office Security

- a) *Security*
- b) *Injury and Illness Reporting*
- c) *Open Door Policy*
- d) *Confidentiality and Company Non-Disclosure*
- e) *Solicitation and Distribution of Literature*
- f) *Dress Code and Other Personal Standards*
- g) *Other Employment*
- h) *Smoke-Free Environment Policy*
- i) *Electronic and Social Media Policy*
- j) *Employment Termination*
- k) *Security*



5. Drug and Alcohol Policy
  - a) *Company Drug and Alcohol Policy*
  - b) *Discipline and Termination*

## **II. Field Accountability, Safety and Proper Conduct**

### **A. Integrity and Conscientious Effort**

1. Making the Most of Your Opportunity
2. Vehicle and Transportation Guidelines
  - a) *Vehicle and Scooter Guidelines*
  - b) *Proper Maintenance of Vehicles*
  - c) *Verification of Insurance and Registration*
  - d) *Rules of the Road – Driving Safety*
  - e) *Keeping a Valid Driver's License*
3. Accuracy and Accountability
  - a) *Integrity with Reading*
  - b) *Utility Customer Interface – Leave a Card*
  - c) *Effective and Consistent Reading of Water Meters*
  - d) *Effective and Consistent Reading of Electric Meters*
  - e) *Discipline for Trying to By-Pass Standard Processes*
  - f) *Cloud SST Meter ID Lock*
  - g) *Photo Read “Certified Reads”*
  - h) *Accounting and Reporting Minor Field/Meter Issues*
  - i) *Accounting and Reporting Serious Field/Meter Issues*
  - j) *Reporting Requirements to Field Supervisor*
  - k) *Real-Time Reading Transfer*



4. Safety Training (with video)
  - a) *Dogs and Other Critters*
  - b) *Hazard Conditions on Property*
  - c) *Slip and Fall*
  - d) *Heat Illness Prevention (IPP)*
  - e) *Fleet Safety Policy*
  - f) *Recommended Footwear and Safety Gear*
  - g) *Other Safety Concerns*

### **III. Water Meter Dial Reading Training**

#### **A. Water Meter Location Techniques**

#### **B. Know the Area Around the Meter**

#### **C. Vaults, Pits, Lids, Brush and Debris**

1. Vault Configurations and Procedures
2. Lid Bars and Tools
3. Water Tubes and Pumps
4. Critters and Insect Caution
5. Reporting /Cleaning Debris and Brush

#### **D. Elements of the Water Meter**

#### **E. Water Dial Flow**

1. Dial Rotation Measurement
2. Cubic Feet versus Gallons
3. White Dial/Black Dial and Multipliers
4. Leak Detection and Reporting
5. Read Entry and Correction

## **IV. Cloud Smart Server and Handheld Operations Training**

### **A. The Most Efficient Read Technique**

1. Route Sequencing and Time-Motion Analytics
2. Data.Mobi Route Restructuring
3. ACS Technology Efficiencies
4. Back-Fill Team Reading

### **B. Cloud SST Reading Training**

1. General Features and Functions
2. Route and Cycle Status Relationship
3. Notes, Notifications, Comments
4. Electronic Re-read Processing
5. Certified Reads with Photos
6. Dispatch of Routes and Cycles to Handhelds
7. Timely Syncing of Read Data from the Field
8. Meter ID Lock and No Unread Meters
9. Load Manager Recheck Routes and Assignments
10. Troubleshooting Problems

### **C. Handheld Training – DZReader and ACSReader**

1. Field to Server System Overview
2. Kyocera/Archer2/Allegro2/Intermec/Trimble Handheld Overview
3. Care and General Usage of the Handheld Product
4. Battery/Screen/Keyboard and General Handheld Familiarity
5. Verizon M2M and 802.11 Wireless Connectivity
6. Meter Screen Familiarity and Read/Note and Comment Entry
7. Reporting Exception Data
8. Search Functions

9. Meter High/Low/Zero Validation Processing
10. Status Screen Indicators
11. Read Direction Features
12. Meter and Account Marking
13. Sequencing of Meters (Meter Placement)
14. Logon and Logoff
15. Wireless Upload and Download of Read Data via Syncing Processes
16. Reread and Exception Processing
17. ID Match
18. New/Exchange Meter Data Processing
19. Certified Photo Read
20. Troubleshooting Problems

## **V. Motivation, Enthusiasm and Energy**

- A. You are Part of the Team - You Can Do It!
- B. Think and Act
- C. The Meter Reader Contribution to Success
- D. Growth and Opportunity
- E. Company Support







## **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: Alexander's Contract Services, Inc.  
(please print)

Bidder's Signature: *Don Van Way*

Date: 10/4/15

**Bid Alerts****Updated****Qualifications/Certification**

This agency has changed or updated qualifications/certifications. Please [update or register](#).

## Bid #465-11749 - Water Meter Reading and Related Services



CITY OF FORT LAUDERDALE

City of Fort Lauderdale, FL

Time left: 24 days, 1 hr

Bid started: Sep 02, 2016 1:23:25 PM PDT

Bid ends: Oct 03, 2016 11:00:00 AM PDT

[Download Bid Packet](#)[Add to My bids](#)[Details](#)[Documents](#)[Q&A](#)

### Bid #465-11749 - Water Meter Reading and Related Services

RFP



Q &amp; A deadline: Sep 26, 2016 2:00:00 PM PDT

[Ask a question](#)

0 Questions

0 Unanswered Questions

No records found.

Results per page: 5 ▼

Fill out the qualifications for this agency. [Click here](#)

Addendum # 1 - made on Sep 09, 2016 9:26:13 AM PDT

Removed Terms Documents: NON COLLUSION STATEMENT

Removed Terms Documents: Local Preference Certification

Removed Terms Documents: Contractor Payment by P-Card Form

Removed Terms Documents: Bid Proposal Certification Page 4-15-15

**How do I respond to a paper response bid?**Instructions may vary. Ask the bid [contact\(s\)](#) for this agency's process.Questions? Contact a BidSync representative: 800-990-9339 or email: [support@bidsync.com](mailto:support@bidsync.com)

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### 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: Alexander's Contract Services, Inc.

(Please print)

Bidder's Signature: 

Date: 9/29/16