Greenville Utilities Commission

Written Question Responses – Set 1
RFP – 25-49 Advanced Metering Infrastructure (AMI) Vendor Procurement

Issued: 8/26/25

Purpose of Document

This document serves as the initial set of Written Question Responses for RFP 25-49. It is intended to formally address questions submitted by prospective vendors in response to the RFP. The responses provided herein are for clarification purposes only and shall be considered an official part of the RFP package.

Structure of Responses

- Questions are presented in the order received.
- Responses provided represent the official position of GUC.
- In cases where the RFP language is modified, the response will clearly indicate such changes and reference the associated Addendum.

Future Responses

Additional Written Question Response sets may be issued as further questions are received, or clarifications are deemed necessary. Vendors are responsible for ensuring that they have received and reviewed all Written Question Responses prior to submitting their proposals.

Written Question Responses

ID	Question	GUC Response
1	(Ref: pg. 11, "guc-ami-rfp-25-49 Greenville NC" / B.3.2 AMI Project Schedule / 5 Year Deployment) To allow for consistent staffing levels and to better control the associated costs, would GU consider a balance total number of installations per annum versus the totals as reflected here (ref: ~28,254 total installations per annum)?	GUC may, at its discretion and subject to budgetary approvals, adjust installation quantities during the deployment period. However, GUC is currently unable to commit to a balanced number of installations per annum.
2	(Ref: pg. 11, "guc-ami-rfp-25-49 Greenville NC" / B.3.2 AMI Project Schedule / Technology Implementation Phase (TIP)) For staffing projection / costing purposes, please confirm GU's anticipated / preferred commencement and completion dates for in-field meter installations / retrofits for this phase.	The specific commencement and completion dates for in-field meter installations/retrofits during the Technology Implementation Phase (TIP) are still to be determined. However, GUC currently estimates the installation duration for this phase to be approximately 1-2 months, depending on the number of installation technicians.
3	(Ref: pg. 11, "guc-ami-rfp-25-49 Greenville NC" / B.3.2 AMI Project Schedule / Technology Implementation Phase (TIP)) Does GU anticipate a shutdown period between the TIP and full deployment phase, where the Installation Contractor will be restricted from installing meters in-field and if yes, please confirm what the anticipated shutdown period will be (e.g. 2 month shutdown period between TIP and the full deployment phase).	GUC does anticipate a shutdown period between the completion of the Technology Implementation Phase (TIP) and the commencement of the Mass Deployment Phase. The purpose of this pause is to allow sufficient time for User Acceptance Testing (UAT) and network validation activities. At this time, GUC estimates the shutdown period will be approximately 4–6 months.

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4	(Ref: pg. 14, “guc-ami-rfp-25-49 Greenville NC” / AMI Endpoints / Water) Based on the details provided, it is our understanding that the Installation Contractor will only be retrofitting existing water meters versus the replacement of existing water meters. Please confirm.	Confirmed. The scope for water meters is limited to the retrofit of existing meters. The Installation Contractor will not be responsible for full meter replacements.
5	(Ref: pg. 16, “guc-ami-rfp-25-49 Greenville NC” / Training Services) Are there any mandatory GU hosted training sessions for the Contractor’s meter installation personnel (e.g. GU hosted “health & safety orientation”)? If yes, how long is the session or sessions (e.g. ½ day)?	There are no GUC-hosted training sessions; however, tailgate sessions and similar briefing-type meetings may be held at mutually agreeable times and locations.
6	(Ref: “section-e-ami-requirements Greenville NC” / “E.5 PMO & Installation” / “Ref # E5 1.2” & “E.5 11.2”) Based on the main RFP document and “schedule-f-pricing-sheet Greenville NC”, it is our understanding that the mass deployment term for installations is to be based on five (5) years, with no eight (8) year option. Please confirm .	Confirmed. The mass deployment term for installations is based on the five (5) year option.
7	(Ref: “section-e-ami-requirements Greenville NC” / “E.5 PMO & Installation” / “Ref # E5.7.) Who is to be responsible for the provision / management of end-use customer related consumables for the purposes of this contract such as notification postcard mailers, door hangers, etc. (ref: GU or Contractor)?	GUC will be responsible for providing and managing end-use customer-related consumables for the purpose of this project.
8	(Ref: “section-e-ami-requirements Greenville NC” / “E.5 PMO & Installation” / “Ref # E5 11.6”) Please confirm the anticipated total number and / or percentage of non-composite lids that are to be replaced with composite lids.	The composite lid replacement totals are listed in the Section F - Pricing Matrix - Revised spreadsheet, specifically on tabs "Water Endpoints" and "Water Installation"
9	(Ref: “section-f-pricing-sheet Greenville NC” / “Water Installation” tab / “Other Equipment”) For pricing, staffing projection and costing purposes, it is our understanding that the totals noted under this section represent the total associated installations / related services for each line item. Please confirm.	Confirmed. The total installations for each line item are specified in Column C, "Number Units."
10	(Ref: “section-f-pricing-sheet Greenville NC” / “Water Installation” tab / “Other Equipment” / “Leak Detection Endpoint”) Is this line item for the installation of a leak detection device, or the identification / reporting of a leak?	The line item is for the installation of a leak detection device.
11	(General) Will the Installation Contractor be required to provide / use step ladders to accommodate any electric or gas meter installation / retrofit service requirements?	GUC doesn't anticipate the need for step ladders, but vendors should be prepared.
12	(General) Total number of GU concurrent users that will require access to the Installation Contractor’s work order management system (WOMS) / associated data.	GUC anticipates the need for four (4) concurrent users to access the Installation Contractor’s Work Order Management System (WOMS) and associated data.

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13	(General) Prior to the installation of the new electric meter, is Installation Contractor required to perform a jaw tightness test while on-site?	No. The installation contractor is not required to perform a jaw tightness test while on-site.
14	(General) Does GU intend to apply SLA, performance-based penalties and/or liquidated damages for the purposes of this contract? If yes, please provide associated details, including penalty / LD amounts.	Any service level agreements (SLAs), performance-based penalties, or liquidated damages will be addressed and negotiated with the selected prime vendor during the contracting phase. As such, GUC is not able to provide specific details, including penalty or liquidated damage amounts, at this time.
15	(General) If the Installation Contractor is unable to capture GPS as based on RFP specifications (e.g. inside meters, no satellite signal available, etc.), what is the expected correction service to obtain accuracy?	The Installation Contractor should use available mapping applications to manually place the meters on a map and flag each meter to indicate how it was collected.
16	(General) What is the acceptable alternative for GPS data collection if the GNSS signals are unavailable or obstructed for an asset?	The Installation Contractor should use available mapping applications to manually place the meters on a map and flag each meter to indicate how it was collected.
17	(General) How will GU validate the accuracy of the GPS coordinates collected?	GUC will create a random sample and locate the meters with 30 cm accuracy GPS equipment.
18	(General) Which metadata are expected to be provided along with the GPS position captured?	The following metadata are expected: Lat/Long, Fix Time, position source, horizontal accuracy, fix type, number of satellites, DOP values.
19	(General) Is there a specific format in which the GPS position should be provided?	GUC prefers it as written to an ESRI webservice.
20	(General) It has been our experience to date that the standard GPS precision requirements are +/- 3 meters. To reduce associated costs, would GU be willing to accept this precision versus that noted in the RFP?	No. The GPS precision requirements noted in the RFP stand.
21	(General) Is there any additional information that needs to be specified in the RFP regarding the collection of geospatial data for the purposes of this contract?	No additional information is required for the collection of geospatial data.
22	(General) As part of GU's download file for the Contractor, will there be account specific notes (special instructions) and codes indicating physical meter locations, access issues, safety issues/alerts, etc. (e.g. "key" numbers, "bad dog", "meter in backyard", etc.)?	Yes, but GUC doesn't warrant quantity or quality.
23	(General) Is the Installation Contractor required to utilize unionized field personnel for the purposes of this contract?	The use of unionized field personnel is not required for this project.
24	(General) Given the general size/scope of this RFP, plus to allow the Contractor adequate time to complete detailed on-site analysis of the various service divisions, would GU consider an extension to the RFP due date (e.g. 3-week extension)?	Addendum 2, released on 8/25/25, reflects the updated schedule.

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25	(General) Is it acceptable for the Contractor to include pricing notes for clarity purposes as part of their RFP response?	Contractors may include pricing notes or assumptions in their RFP response to ensure clarity.
26	(General) Are there any unique in-field meter installation service-related requirements (e.g. boats, ferries, ATVs, etc.)? If yes, please provide associated details including total applicable metering applications.	There are no unique in-field meter installation service-related requirements.
27	(General) Please provide the approx. total number and/or percentage of urban metering applications which would be considered as “hard to access” and/or potentially inaccessible, by meter type (e.g. inside metering applications, backyards, gate access required, etc.).	The information requested related to "hard to access" or potentially inaccessible is not readily available.
28	(General) Please provide the approx. total number and/or percentage of small commercial metering applications, by meter type (e.g. strip malls, convenience stores, etc.).	This data is not available.
29	(General) Assuming that GU’s download file to the Contractor will mimic that of their manual meter reading routes / route sequencing structure, is the current meter reading route sequencing structure considered as efficient allowing for optimal in-field productivity (e.g. contiguous, “premise-to-premise” with no skips and minimal “dead walks”/downtime)? If no, please provide associated details.	The manual meter routes are structured for efficiency.
30	(General) Where are residential water meter pits typically located (e.g., in front of houses at the curb, inside fenced yards, in alleys or other)?	Locations of water meter pits vary.
31	To properly analyze location data (propagation study), we are kindly requesting an extension regarding “8/25/25 Due Date Deadline for Written Questions”. Through internal discussions, we are concerned that next Monday is simply not enough time to internally review and then submit written questions back to you. Ed Young Sales Co (EYSCO) is the contracted partner representing Honeywell for this RFP, please confirm GUC has received this written request.	Addendum 2, released on 8/25/25, reflects the updated schedule.
32	Would GUC please record the pre-proposal meeting and then share this meeting for those who cannot attend?	GUC recorded the pre-proposal meeting for internal documentation purposes only. The recording will not be distributed or shared with vendors.
33	Would I be able to have a plan holder’s list sent to me for the Greenville Utilities’ Project?	GUC does not distribute or share a plan holder’s list for this project. All interested vendors are encouraged to monitor the GUC website and official bid postings for updates, addenda, and other relevant project information.

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34	The RFP states the submittal is due by 2:00 PM EST on Fri 9/26/2025. a. 2pm EST = 3pm EDT b. Is the RFP due time meant to be 2:00 pm EDT?	The RFP is due at 2:00 pm Eastern Time.
35	Questions are due on Monday, 8/25/2025. Is the deadline 'end of business day'?	Questions are due Friday, 9/5/2025, by the end of the business day, 5:00 pm Eastern Time.
36	A propagation study takes some time for most AMI vendors, even up to a couple weeks. Questions will likely arise when reviewing the data. Would GUC consider extending the question due date by a couple weeks so vendors can provide the most accurate solution?	Addendum 2, released on 8/25/25, reflects the updated schedule.
37	Would an equal extension to the proposal due date (2 weeks) also be possible?	Addendum 2, released on 8/25/25, reflects the updated schedule.
38	There appears to be a conflict in quantities for electric, water and gas meters and load control modules. Which are correct? RFP Table 1 shows: Electric = 75,632; Water = 42,786; Gas = 25,613; Load Ctrl switches = 27,380 RFP Table 4 & Sec F Pricing: Electric = 73,401 RFP Table 5 & Sec F Pricing: Water = 42,357 RFP Table 6 & Sec F Pricing: Gas = 25,514 Sec F Pricing: Load Control Modules = 44,176	Table 1 was meant to provide an estimated number of meters to account for growth during the RFP process where Tables 4, 5, and 6 represent the number of meters installed as of July 2025. The 27,380 existing Load Control switches control the 44,176 modules (AC, water heater, etc.).
39	Table 4, form 12S meters – How many are network meters and how many are 3-phase meters?	GUC does not have any network meters.
40	B.3.3 Scope -- What are GUC's desired Service Level Agreements (SLAs)?	SLA's will be addressed during the contract negotiation phase.
41	How many load control modules does GUC presently have installed? How many of the 44,176 load control modules will be new installations?	The 27,380 existing Load Control switches control the 44,176 modules (AC, water heater, etc.).
42	Does GUC require one, two or three relays in each load control module?	GUC requires three relays in each load control module.
43	Does GUC require any of the removed meter/modules or the new meter/modules to be field tested by the installation contractor?	GUC does not require the installation contractor to field test any of the removed meters/modules or the new meter/modules.
44	How many transformer-rated electric meters have a lever bypass and/or a test switch in the meter socket? If not, how many do not?	All three-phase transformer-rated meters have test switches in them, while single-phase transformer-rated meters do not.
45	How many transformer-rated electric meters have a plunger bypass mechanism in the meter socket?	No transformer-rated electric meters have a lever bypass.
46	What support does GUC want for the salvage of the meters? (ref E5.5.1)	GUC currently has salvage contracts for its recycling. No support needed.
47	Does GUC want the installation contractor to dispose of used electronic equipment removed from the field? (ref E5.5.2)	GUC will need the installation contractor to dispose of water and gas from the old ERTS in the field.

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48	Will GUC receive and store shipments of new meters and modules at its own facility and manage releases to the installation contractor? If not, does the installation contractor need to arrange its own local warehouse for receiving and managing the inventory of new electric meters and gas/water modules?	Yes, GUC would receive and store shipments.
49	Does GUC have a location to store equipment removed from the field? If not, does GUC want the installation contractor to provide this? Which removed equipment needs to be stored and for how long does the removed equipment need to be stored? (ref E5.5.8)	GUC would store electric meters. Water and gas modules would be stored and disposed of by the vendor.
50	Does GUC want the selected vendor to provide a call center? (ref E5.7.3)	No. GUC does not want the selected vendor to provide a call center.
51	Will GUC provide and manage mailings, door tags, etc. to notify its customers when meter/module change-outs are to occur? If not, what methods/procedures does GUC want the installer to use when interacting with GUC's customers?	GUC will be responsible for providing and managing end-use customer-related consumables for this project.
52	Is the installation contractor responsible for installing water modules if the connection to the module is found to be submerged in dried mud/dirt? What percentage of meter pits might have this condition?	Yes, the installation contractor would be responsible for water module change-outs, even if found to be submerged in dried/mud/dirt. Unknown percentage.
53	Is the installation contractor required to provide replacement meter pit lids as needed? If so, which sizes and what percentage of the lids might need replacement? (ref E3.4.18, E3.4.19)	Yes, please refer to the pricing sheet for Water Endpoints.
54	The TIP phase is identified as 9-12 months. During the TIP phase, how long does GUC anticipate their Proposer assessment (UAT) to take? This detail is requested to accommodate project delivery modeling. (ref RFP, p.11)	The anticipated duration of UAT during TIP is 4 to 6 months.
55	Please provide details/technical specs of GUC's existing load control devices (ref E4.1.22)	Specifications for Load Management Switches included as an attachment in Written Question Response – Set 1 Manufacturer: Entek Systems Inc 562 Starlight Dr Sautee Nacoochee, GA 30571-3326 United States
56	Please detail the heights of the water tanks and any other structures and poles provided in the GUC location data.	The level of detail requested is not available.
57	Would you allow the construction of a pole in or adjacent to your substations? If yes, what height would you allow? What is the timing on your Proposed Substation?	GUC will allow construction of poles in and adjacent to our substations, as long as there is adequate spacing and the pole design is appropriate for the location (ex., wind).
58	What is the typical height of your wood poles?	GUC employs 45' poles inserted 6' in the ground. The typical height from ground level to the top of the pole is 39'.

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59	Would you be willing to allow us to extend your wood poles or replace them with a taller pole? If yes, what extensions / replacement height is acceptable?	GUC will not allow extensions or replacement of existing poles.