Table 4 - Selection Criteria

|  |  |  |
| --- | --- | --- |
| Weights | Evaluation Criteria | Questionnaire Correspondence (ref. Appendix A) |
| **40** | Total life cycle cost: total present value of initial and ongoing costs to acquire, install, operate, repair and maintain the system (including DCU site costs and backhaul communications) over 15 years, discounting uniformly at HCSA’s inflation–adjusted cost of capital. Lowest life-cycle cost. | A |
| **25** | Meets or exceeds technical requirements: Degree to which proposed system addresses technical specifications, performance requirements, and desirable features (exclusive of IT integration). | B |
| **10** | Project/Implementation Plan: proposed procedures and policies for project management, QA/QC, security, safety, training of installers, customer contact, scheduling appointments, troubleshooting and problem solving. Ability to keep to schedule. | C |
| **10** | IT integration: plans for integration between AMI system, MDMS, customer portal and HCSA’s information systems; minimization of customization; configuration procedures and testing; and functionality. The ability of the system to manage and maintain data integrity, security, accessibility, flexibility, and nonproprietary interfaces. The Contractor’s ability to develop, document, and support interfaces with HCSA’s billing system and other IT systems | D |
| **10** | Warranties and Support: period and extent of warranty coverage on meter reading system components. Overall system performance guarantees. Protection in the event of excessive failures. How the Proposer will deliver maintenance and operational support, as well as training. Response modes and times. | E |
| **10** | Ease of Operation and Maintenance: The ease of ongoing use and maintenance of the system’s hardware components, including component installation, programming, software upgrades and repair, effective use of the software, and diagnostic and reporting capabilities. | F |
| **10** | Experience of Proposed Staff: Relevant, related experience of the proposed Project Managers and staff proposed for this Project, including sub-contractors. | G |
| **10** | Experience with Proposed System: History of deployment of proposed system, including number of units installed, number of systems and their sizes, and ages of deployments. Experience in the industry (with prior systems). History of adherence to proposed budgets. | H |

**APPENDIX A – TECHNICAL QUESTIONNAIRE**

**METER DATA**

**(COMPLETED APPENDIX A TO BE PROVIDED IN MICROSOFT WORD WITH BID PACKAGE)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Base Bid Models** | | | |  |  |  | |  |  |  | |  |  |
| **Size (in)** | | | **Manufacture** | **Model** | **Minimum Flow Rate (gpm)** | **Flow Range (gpm) & Accuracy Range (%)** | | | | | | | |
| Low | | Accuracy | Med | Accuracy | | High | Accuracy |
| 5/8 | | |  |  |  |  | |  |  |  | |  |  |
| 3/4 | | |  |  |  |  | |  |  |  | |  |  |
| 1 | | |  |  |  |  | |  |  |  | |  |  |
| 1 1/2 | | |  |  |  |  | |  |  |  | |  |  |
| 2 | | |  |  |  |  | |  |  |  | |  |  |
| 3 | | |  |  |  |  | |  |  |  | |  |  |
| 4 | | |  |  |  |  | |  |  |  | |  |  |
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|  | | |  |  |  |  | |  |  |  | |  |  |
| **Global Requirements and Infrastructure** | | | | | |  | | | | | | | |
| **#** | **Requirement** | | | | | **Explanation** | | | | | | | |
| **A.** | **METER** | | | | |  | | | | | | | |
| 1 | Does your meter proposed in the base bid meet the requirements of the RFP? | | | | |  YES Description:   NO | | | | | | | |
| 2 | Will all parts or interchangeable equivalent parts be readily available from the meter manufacturer for a period of twenty (20) years from the date of purchase? | | | | |  YES Description:   NO | | | | | | | |
| 3 | Please describe the manufacturing quality control procedures of your meters and test results to be provided. | | | | |  | | | | | | | |
| **B.** | **REGISTER** | | | | | **ENCODED REGISTER TYPE** | | | | | | | |
|  | ITEM | | | | | **ANALOG** | | | | **DIGITAL** | | | |
| 1 | Please indicate what is the lowest reading resolution on the register based on the size of the meter. | | | | |  | | | |  | | | |
|  | 100 gallons | | | | |  | | | |  | | | |
|  | 10 gallons | | | | |  | | | |  | | | |
|  | 1 gallon | | | | |  | | | |  | | | |
|  | 0.1 gallon | | | | |  | | | |  | | | |
|  | 0.01 gallon | | | | |  | | | |  | | | |
|  | Other | | | | |  | | | |  | | | |
| 2 | Will the register require a battery? If so, please indicate the life of the battery and the warranty. | | | | |  | | | |  | | | |
| 3 | Will the register conduct nightly leak detection testing? If yes, please explain procedure. | | | | |  | | | |  | | | |
| 4 | Is the register capable of indicating when a backflow event has occurred? If yes, please explain procedure | | | | |  | | | |  | | | |
| 5 | Will the register be capable of measuring bi-directional flow? If yes, please explain procedure. | | | | |  | | | |  | | | |
| 6 | List the tamper alarms for your meter and register, and how this is accomplished. | | | | |  | | | |  | | | |
| 7 | State the volume indicated by one revolution of the leak indicator hand for a: | | | | |  | | | |  | | | |
|  | 5/8” meter: | | | | |  | | | |  | | | |
|  | 3/4” meter: | | | | |  | | | |  | | | |

**APPENDIX A – FUNCTIONAL REQUIREMENTS**

**ENDPOINTS**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Proposer’s response** |
| **#** | **MIU's (ENDPOINTS)** | **Evaluation Criteria B - Technical Requirements (ref. page 30)** |
| 1 | Can the existing wiring (2-wire) that is installed from the meter to the outside touch pad reader be re-used to install the new meter and MIU? |  YES   NO |
| 2 | Are the MIU's impact resistant and weatherproof? Indicate environmental tolerances. |  YES Description:   NO |
| 3 | Will the MIU generate alarms? Please describe all the alarms generated by the MIU? |  YES Description:   NO |
| 4 | Does the MIU have multiple ports for reading more than one register? Indicate the total amount of ports. |  YES Total:   NO |
| 5 | Describe how the MIU is programmed? Options, features, when and where the MIU can be programmed. |  |
| 6 | Can the default meter reading interval be changed? |  YES   NO |
| 7 | What is the battery life guarantee for the MIU, programmed at the default settings? Please provide a copy of the guarantee. |  |
| 8 | Does the system provide a warning in advance of battery failure? |  YES   NO |
| 9 | Does your system provide replacement batteries? If yes, please indicate the cost of the replacement batteries |  YES   NO |
| 10 | What is the default transmission level for sending data from the MIU to the DCU’s, and from the DCU’s to the AMI server? Can the default transmission level be changed? How? |  |
| 11 | Is the data transmitted between the MIU and DCU encrypted? If yes, explain the type of encryption. |  YES   NO |
| 12 | What is the maximum length of cable between the meter and the MIU? |  |
| 13 | Describe the communication system used from the MIU's to the DCU's. Is the transmission on a license or unlicensed frequency? |  |
| 14 | Do you have a MIU that can operate over the cellular network? |  YES   NO |
| 15 | Is your MIU compatible with other meter and register manufactures? Please describe. |  YES   NO |
| 16 | Are reads stored in the MIU? Indicate the amount of reads that are stored in the MIU at any given time. |  YES Total:   NO |
| 17 | Can the MIU automatically distinguish different makes and models of meter registers upon connection? |  YES   NO |
| 18 | Does the MIU have to be programmed or modified to accept different makes or models of meter registers? |  YES   NO |
| 19 | Can an installer confirm the MIU is communicating with the DCU or AMI server prior to leaving the premise? |  YES   NO |
| 20 | If an MIU was not reporting to a DCU or the AMI server, can the MIU be read with a handheld unit remotely? |  YES   NO |

**APPENDIX A – FUNCTIONAL REQUIREMENTS**

**INFRASTRUCTURE AND SOFTWARE**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Proposer’s Response** |
| **#** | **AMI SYSTEM & SOFTWARE INFORMATION** | **Evaluation Criteria B - Technical Requirements (ref. page 30)** |
| 1 | What is the name(s) of the proposed software and on what operating system does it run? |  |
| 2 | What language is the proposed software written in? |  |
| 3 | What are the hardware requirements for running in the proposed software? Is it a cloud solution? |  |
| 4 | What is your relationship to the proposed software? Developer, Owner, Agent or Licensor? |  |
| 5 | How many clients are using the most current version? |  |
| 6 | List the names of clients using the most current version, along with the number of accounts and application. |  |
| 7 | Will software source code be escrowed and made available at no additional cost to HCSA in case of vendor default, merger or dissolution? Indicate the number of years the software will be escrowed. |  YES Number of Years:   NO |
| 8 | Will software license be a license in perpetuity? |  YES   NO |
| 9 | Will software maintain log of problems encountered when: Accessing meters/ AMI modules/ Communications Network? Uploading reads from meters? Uploading reads to information/ billing system? |  YES   NO |
| 10 | Describe the capacity of your proposed system for meter reading including the following: |  |
|  | Total number of meters supported |  |
|  | Indicate number of readings/meters for monthly reads |  |
|  | Indicate number of readings per meter for hourly or more frequent reads |  |
|  | Indicate number of readings per meter for on request reads |  |
| 11 | Describe any system capabilities to validate meter readings. |  |
| 12 | Does the software allow the HCSA to generate customizable reports? Explain how this is completed. |  YES   NO |
| 13 | How will you handle hard to read meter accounts (difficult to get a signal from the AMI module to the DCU)? |  |
| 14 | Does the software identify meter rollovers? |  YES   NO |
| 15 | Does the system provide access to the raw data reads collected by the network? |  YES   NO |
| 16 | Describe software support direct customer interfaces such as: remote read out devices, audible in home alarms, internet messaging, etc. |  |
| 17 | Can custom notes be entered on an account-by-account basis? |  YES   NO |
| 18 | Do you have an interface to upload readings into the Billing Software? |  YES   NO |
| **#** | **DATA COLLECTION UNITS (DCU's) for AMI SYSTEM** | **Evaluation Criteria B - Technical Requirements (ref. page 30)** |
| 1 | Indicate the mode of operation and schedule by which the DCU captures, stores, and retransmits data received from MIUs back to the AMI server. |  |
| 2 | Indicate what FCC or other regulatory agency licenses, if any, the system will require. |  |
| 3 | What is the radio frequency, and available band width of the communication system between MIU and DCU? |  |
| 4 | Describe procedures HCSA may use to identify and remove interlopers on its licensed frequency(ies) or overpowered signals on unlicensed frequencies. |  |
| 5 | Describe provisions, such as firewalls, to ensure integrity of data and programming, and prevent unauthorized reprogramming |  |
| 6 | Indicate the estimated number of data collection units needed to achieve that level of performance. Describe the proposed amount of redundancy in signal reception. |  |
| 7 | What is the proposed power source for the DCU's? |  |
| 8 | How does the system preserve data should power to a DCU/repeater be lost? |  |
| 9 | Indicate the recommended locations, elevations, and mounting options for DCU placement. |  |
| 10 | Indicate the recommend maintenance intervals and procedures for the fixed DCU’s |  |
| 11 | Indicate the mode of operation and schedule by which the repeater captures, stores, and retransmits data received from MIUs back to the DCU. |  |
| 12 | Indicate options for mounting repeaters and power source options. If powered by a battery indicate guaranteed life of the battery. |  |
| **#** | **BACKHAUL SYSTEM** | **Evaluation Criteria B - Technical Requirements (ref. page 30)** |
| 1 | Indicate available options and the preferred or recommended method for transmitting meter readings and other AMI system data from the DCU(s) to the AMI server. |  |
| 2 | Please indicate any additional benefits the Utility could incorporate into their daily operation using the proposed backhaul system. |  |
| **#** | **AMI HOSTED SERVER (Head end)** | **Evaluation Criteria B - Technical Requirements (ref. page 30)** |
| 1 | Describe the hosted AMI server system operating system, updates, etc. that is included with the annual hosting fee. |  |
| 2 | What is the recommended computer (PC, tablet, smart phone) requirements for accessing the AMI server (operating system, internet connection, etc.) that HCSA should have to properly access the AMI system? |  |
| 3 | Describe the emergency power source for the AMI server in case of power failure? |  |
| 4 | How many users can access the hosted server at the same time? |  |
| 5 | What is the back-up procedure for archiving the data on the server? |  |
| 6 | Can HCSA download a copy of the archived data? |  YES   NO |
| 7 | Describe how HCSA would access the archived data. |  |
| **#** | **METER DATA MANAGER** | **Evaluation Criteria B - Technical Requirements (ref. page 30)** |
| 1 | Does your system include a Meter Data Management System (MDMS)? |  YES   NO |
| 2 | Please describe your MDMS including its capabilities and limitations (information maintained for meters, readings, system requirements, computer storage space needs for 4,000 meters). |  |
| 3 | Does the MDMS include an archive of all meter reads, including their date, time and status? |  YES   NO |
| 4 | Does the MDMS have the capability of importing in the Utility’s existing Account #, Customer #, Meter # and Serial # into the MDMS from the Utility’s CIS System? |  YES   NO |
| 5 | Does the MDMS have the ability to distinguish a sewer deduct meter or an irrigation meter? |  YES   NO |
| 6 | What are the retention periods for individual reads, hourly reads, daily reads, weekly reads and monthly reads? |  |
| 7 | Describe how your system has the ability to separate meters into groups (e.g., by routes, types of customer, billing cycles) for review. |  |
| 8 | Can your MDMS perform time of day customer consumption analysis by customer or groups of customers? |  YES   NO |
| 9 | Describe the MDMS capabilities for developing water loss plan /sub-district monitoring plan. Will the plan include sub-district comparisons to master meter? |  |
| 10 | Could acoustically leak detection devices be monitored in the MDMS and included as part of the plan? |  YES   NO |
| 11 | Can your MDMS import data from Utility master meters to perform non-revenue water analysis? |  YES   NO |
| 12 | What file format is required for importing the master meter hourly readings? |  |
| 13 | Can your MDMS perform water conservation behavior analysis of customers? |  YES   NO |
| 14 | Does the MDMS provide a separate file of billing reads? |  YES   NO |
| 15 | Please provide the names of utilities using your MDMS with Utility billing software. |  |
| 16 | Is the utility (CIS) sent copies of the customer notifications? Describe how? |  YES   NO |
| 17 | Can the notifications be “customized” to HCSA needs? |  YES Description:   NO |
| 18 | Can customer alerts (i.e. leak detection alarm) be sent to a customer through e-mail or text message? |  YES   NO |
| 19 | Can selected accounts be “tracked” for specialized reporting to the utility? |  YES   NO |
| 20 | Is data from the MDMS available interactively by the customer via the internet or other means? |  YES   NO |
| 21 | Describe how the customer interface is performed. |  |
| 22 | How often are system updates issued and what is required to implement these updates? |  |
| 23 | Describe the security system used on the customer portal to prevent others from obtaining other customer’s usage history. |  |
| **#** | **LEAK DETECTION** | **Evaluation Criteria B - Technical Requirements (ref. page 30)** |
| 1 | Does your system support acoustic leak detection (ALD)? If yes, please list make and model of ALD devices, where devices can be installed, and installation density. |  YES   NO |
| 2 | Describe in detail how the ALD system works in conjunction with the proposed AMI solution. Show user interface, sample reports, and screen shots. |  |
| 3 | Can the system to complete nighttime leak detection (via monitor water consumption at assumed no flow periods). |  YES   NO |
| 4 | Can the system to detect very large leaks and notify the utility as soon as they are detected? |  YES   NO |
| 5 | Can the system give an indication of unauthorized usage? Describe this capability, if available |  YES   NO |
| **#** | **INTERFACE WITH BILLING SYSTEM AND OTHER SOFTWARE** | **Evaluation Criteria B - Technical Requirements (ref. page 30)** |
| 1 | Do you have an interface to upload readings into the QS1 Billing Software? |  YES   NO |
| 2 | Do you have experience in interfacing with the QS1 billing system? |  YES   NO |
| 3 | Please list the utilities using your system and the QS1. |  |
| 4 | Can you provide billing meter reads, based on a billing cycle, to QS1 for use in generating monthly bills? |  YES   NO |
| 5 | Describe security features of the AMI database including logging, and authorization levels. |  |
| **#** | **INTERFACE WITH BILLING SYSTEM AND OTHER SOFTWARE** | **Evaluation Criteria D – IT Integration (ref. page 30)** |
| 1 | List the default information fields in the AMI database. Can HCSA add or modify fields in database tables? If so, describe provisions and limitations. |  |
| 2 | Indicate what information is provided to the billing system by the AMI system. Indicate what information is required by the AMI system from the billing system so that the former may respond. |  |
| 3 | Describe the procedures for updating relevant account information within the AMI system and/or meter reading database when account information is changed in the CIS. |  |
| 4 | How many concurrent users can the system accommodate? |  |
| 5 | Can the system process batch transfer of meter reading data in the background while allowing users to conduct queries and other transactions? |  YES   NO |
| 6 | Do you have interface to the following (if yes describe). |  |
|  | Work Order System. |  YES   NO |
|  | Mapping Software such as GIS. |  YES   NO |
|  | Engineering Models. |  YES   NO |
|  | Data Management and Special Studies capabilities. |  YES   NO |
| 7 | Describe the proposed system expandability and compatibility with new and developing technology (both software and hardware). |  |
| **#** | **SECURITY** | **Evaluation Criteria D – IT Integration (ref. page 30)** |
| 1 | Describe the physical interfaces, protocols, and security and authentication procedures supported on every interface of the communication network. |  |
| 2 | Describe provisions to ensure data transmission accuracy (for example, error checking), security (for example, encryption), and immunity from outside (electromagnetic) interference as well as fading and other forms of signal degeneration or attenuation (such as multi-path fading) to prevent accidental loss or interception of customer or meter reading data. Describe how this is accomplished. |  |
| 3 | Describe how the system addresses stored data system integrity and security (so that the readings from the meters, ID numbers, and other data are always associated with the correct meter and customer) and data access security. Describe how the system will ensure against loss of stored data. |  |
| 4 | Describe the security and anti-tamper features on the hardware, software, and communication interfaces of the AMI Communication solution. |  |
| **#** | **WARRANTIES** | **Evaluation Criteria E – Warranties and Support (ref. page 30)** |
| 1 | Please describe all warranties for component, workmanship, security, and installation for the AMI system including but not limited to: |  |
|  | Meters |  |
|  | Registers |  |
|  | MIU's |  |
|  | DCU's, and repeaters/other collectors |  |
|  | AMI server |  |
|  | AMI software |  |
|  | MDMS |  |
|  | Other |  |

**APPENDIX A – FUNCTIONAL REQUIREMENTS**

**INSTALLATION**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Proposer’s Response** |
| **#** | **INSTALLATION** | **Evaluation Criteria C – Project Implementation (ref. page 30)** |
|  | Describe your proposed installation sequence and process (as a separate attachment, as needed). Describe daily work plans, appointment scheduling, installation procedures, number of installers required to meet the schedule, work order system, reports generated, etc. Include ideas/suggestions for pilot program, installation incentives to customer, etc. |  |
|  | How long after an install will you provide 24-hour call response to complaints about leaks, loss of pressure, or other problems associated with installation work? Indicate your response time to the premise for investigation. |  |
|  | QC program - Please describe your complaint/install issue process management with the customer and the reports generated for review by HCSA including but not limited to: response to complaints, improper installations, leaks after installation, and your installation control and audit procedures. |  |
|  | Describe in detail the proposed system for ensuring that all data pertaining to installation is correctly recorded during installation, and that all data transferred to the CIS is accurate. |  |
|  | Describe when old piping would become a failure for Installer to replace a meter designated for replacement? Describe your procedures for notifying HCSA and rectifying problem installs. |  |
|  | Describe meter replacement procedure including checking for running water, valve inspection, ground wire installation, meter replacement, meter and register testing, seal wire installation, and bleeding air out of service, etc. |  |
|  | If the shut off valve is not capable of shut down, will you use a freeze tool employing CO2 or another environmentally safe refrigerant to stop the flow of water during installation? When installation is complete, will you verify proper thawing of the line and the return of full water flow to the water? |  YES   NO |
|  | Describe your process for handling an inaccessible or obstructed meter. |  |
|  | What is your procedure for dealing with a shut-off valve that will not reopen after a meter has been replaced? |  |
|  | Do you provide a GPS location of the meter and/or AMI unit installed? |  YES   NO |
|  | HCSA will accept work and provide payment to the proposer based on successful installations. Describe in detail your parameters of a successful meter replacement, and AMI install? |  |
|  | List all data that will be provided to HCSA upon successful install (e.g. meter readings and serial numbers, MIU ID, account ID, register ID, etc.) |  |
|  | Please explain any Public Communications Assistance you would provide to the HCSA to help improve the installation process? |  |
|  | What are your performance standards for installations regarding the following: |  |
|  | Late arrivals |  |
|  | Changed Appointments |  |
|  | Missed Appointments |  |
|  | Inspection sample |  |
|  | Customer Complaints |  |
|  | Complaint resolution |  |
|  | Data Discrepancy |  |
|  | Problem account follow-up |  |
| 15 | Can the installation program used on the handheld be modified to include additional information such as service lateral material, diameter, and cross connection control inspections? |  YES   NO |
| 16 | Are your installers trained in Cross-connection control inspections? |  YES   NO |

**APPENDIX A – FUNCTIONAL REQUIREMENTS**

**TRAINING**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Proposer’s Response** |
| **#** | **SYSTEM DOCUMENTATION AND TRAINING** | **Evaluation Criteria C – Project Implementation (ref. page 30)** |
| 1 | Indicate SOP's you are able to provide. |  |
|  | Meter Reading |  YES   NO |
|  | Billing Run |  YES   NO |
|  | Special Reads |  YES   NO |
|  | MDMS |  YES   NO |
|  | Customer Access to a customer portal |  YES   NO |
|  | Customer Leak Detection |  YES   NO |
|  | Sub-district area leak detection |  YES   NO |
|  | List any additional SOP's |  YES   NO |
| 2 | Will you supply, at no charge, application system documentation listed below that is clearly written, user-oriented? Provide description otherwise. |  YES   NO |
|  | System overview description |  |
|  | System flow chart |  |
|  | File description and record layouts |  |
|  | Program functions and logic descriptions |  |
|  | Program listings |  |
|  | Descriptions of all system controls |  |
|  | Job control listings (if applicable) |  |
|  | Backup and recovery procedures |  |
|  | Standard operating procedures (SOP) |  |
|  | Screen layouts |  |
|  | Data entry procedures |  |
|  | Report descriptions |  |
|  | Description of all user messages |  |
|  | Operating system software documentation (user manual) |  |
|  | Hardware technical documentation |  |
| 3 | Will you provide training and documentation for user interface and system operations including the items below? Include any additional items not on the list below or additional description as needed. |  YES   NO |
|  | System overview description |  |
|  | System flow chart |  |
|  | File description and record layouts |  |
|  | Program functions and logic descriptions |  |
|  | Program listings |  |
|  | Descriptions of all system controls |  |
|  | Job control listings (if applicable) |  |
|  | Backup and recovery procedures |  |
|  | Standard operating procedures (SOP) |  |
|  | Screen layouts |  |
|  | Data entry procedures |  |
|  | Report descriptions |  |
|  | Description of all user messages |  |
|  | Operating system software documentation (user manual) |  |
|  | Hardware technical documentation |  |
| 4 | Will you provide a method to track and monitor all changes to software, hardware, operation, and maintenance procedures and equipment? |  YES   NO |
| 5 | Describe the training you offer pre-installation, during installation and post installation. Indicate all the areas of training for HCSA staff, including but not limited to: training curriculum, training objectives and outline, training aids, supplemental training, testing and evaluation of trainees to ensure they have learned the course content and can perform the necessary functions on the system. |  |
| 6 | Describe in detail the ongoing training support available during the 5-year maintenance period. |  |
| 7 | Describe your handling of bugs in your software and subsequent fixes for these bugs? |  |
| 8 | Are you willing to make software modifications, and do you support those modifications? |  YES   NO |
| 9 | How are new releases and enhancements developed and notification of availability made to your customers? |  |
| 10 | How often do you do product upgrades, and are the costs of upgrades included in the annual maintenance? |  |
| 11 | After initial installation training has been conducted, what type of day to day support is available? Please describe any support tools available to HCSA staff such as afterhours “hot-line” support, website to look up help information, call center for questions, etc. Please list specific support available. |  |
| 12 | Do you have an extended support plan beyond the initial 5-year maintenance period? Please describe and include annual cost. |  YES   NO |
| 13 | Will there be a single point of contact familiar with the HCSA project that will be the training leader/point person for training issues/questions during and post installation? |  YES Name of Contact:   NO |

**APPENDIX A – FUNCTIONAL REQUIREMENTS**

**MAINTENANCE**

|  |  |  |
| --- | --- | --- |
|  | **Requirement** | **Proposer’s Response** |
| **#** | **SYSTEM SUPPORT INFORMATION** | **Evaluation Criteria F – Ease of Operation and Maintenance (ref. page 30)** |
| 1 | Describe your annual maintenance agreement included in your proposal. |  |
| 2 | Does the annual cost include all firmware updates and patches for the lifecycle of the software? |  YES   NO |
| 3 | Describe how upgrades to system components are completed over the communication network. If support for the component does not exist indicate how it will be addressed in the future. |  |
| 4 | Is there local (24 hour) on-site service for the following items? If not indicate response time or remote capabilities: |  YES   NO |
|  | AMI Modules |  |
|  | Communications Network |  |
|  | Installation Media |  |
|  | Installation Troubleshooting |  |
|  | Software |  |