



Purchasing Department
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MEMORANDUM

To: John Baumgartner, City Manager

From: Lindsey Sinibaldi, Utility Billing Manager

CC: Angie Steelman, Executive Director of Finance and Project Management
Kimberly Corell, Director of Finance
Liz Lopresti, Purchasing Manager

Date: 6/7/2022

Re: Request for Proposal (RFP) No. 22-027 Testing and Repair of Sensus Commercial Meters Rebid

Enclosed for your review and approval is the award recommendation for Request for Proposals (RFP) No. 22-027 Testing and Repair of Sensus Commercial Meters Rebid

HISTORY

On March 08, 2022, Request for Proposal 22-027 Testing and Repair of Sensus Commercial Meters Rebid was released to the public. The objective of the solicitation was to seek a qualified proposer to conduct annual testing and repairs of large Sensus water meters. The proposals were received and opened April 06, 2022, at 10:00 AM CST.

AWARD RECOMMENDATION

After evaluating the three (3) statements of proposals received, the department's recommendation to contract Vanguard above the other contractors is based on Vanguard's customer service approach and the storage of parts and meters.



Customer Service

Vanguard's customer service approach is far superior to any other proposal submitted. Unlike any other contractor, Vanguard will send notification to customers, schedule appointments, and will communicate directly with the customer about potential service interruption. The city will not be required to send out communication about the project. This saves the department vital resources by preventing Utility Billing Representatives from time spent drafting letters, scheduling appointments, and responding to initial technical customer questions. This also passes the ever-rising postage and printing cost and the responsibility of scheduling to the contractor.

Storage of Meters & Parts

Vanguard will store all meters and parts in an offsite secure location. Our experience with other vendors has shown that there is an expectation to store the meters and parts at the City Facility. With Vanguard utilizing its own resources, this allows them to work outside of the City's normal business hours without needing a city representative with them. It also passes the responsibility of securing product to the contractor and removes liability of lost/stolen/missing products from the city.

Conclusion

It is because of these two main points that the Utility Billing Department has recommended to award Vanguard the contract for meter testing even though their bid is slightly higher in cost than other bids.