

2015 Meter Reading Services

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Director – Contracting

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Contract Administration Specialist – Contracting

August 4, 2015

2015 Meter Reading Services



Pre-Submittal Objectives

- During this meeting the following will be discussed:
 - Project Overview
 - Solicitation Overview

Contract Background

Project Objective: Select a firm to provide water meter reading services for:

- 90 day Pilot Program
 - **184,200** residential water meters
- Additional 9 Months
 - **552,600** residential water meters

Contract Background

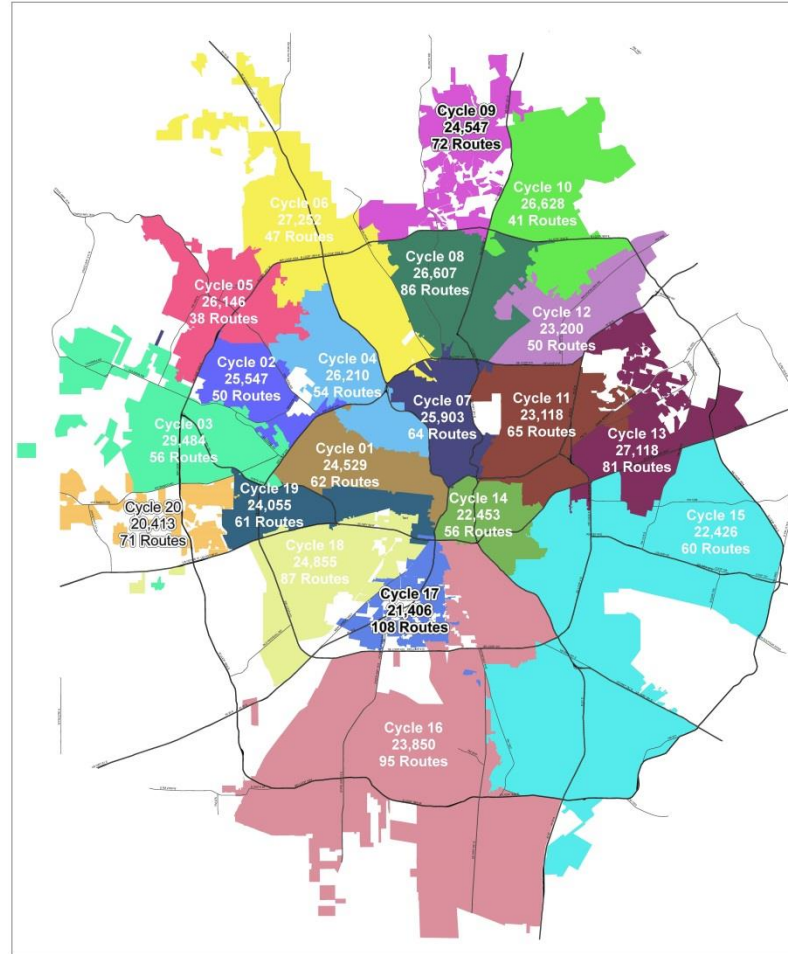
Scope - Meter Reading Service Requirements

- Provide a skilled, capable labor workforce.
- Provide services between the hours of 6:30 AM and 5:00 PM.
- Work meter reading cycles no more than 3 days prior to scheduled due date.
- Read meter reading cycle in a predetermined order.
- Provide daily electronic data transfers by 7:00 PM (CT).

Location of Routes & Number of Meters

Residential 5/8" to 1"
540,000 Meters

Commercial 1.5" to 8"
2,600 Meters



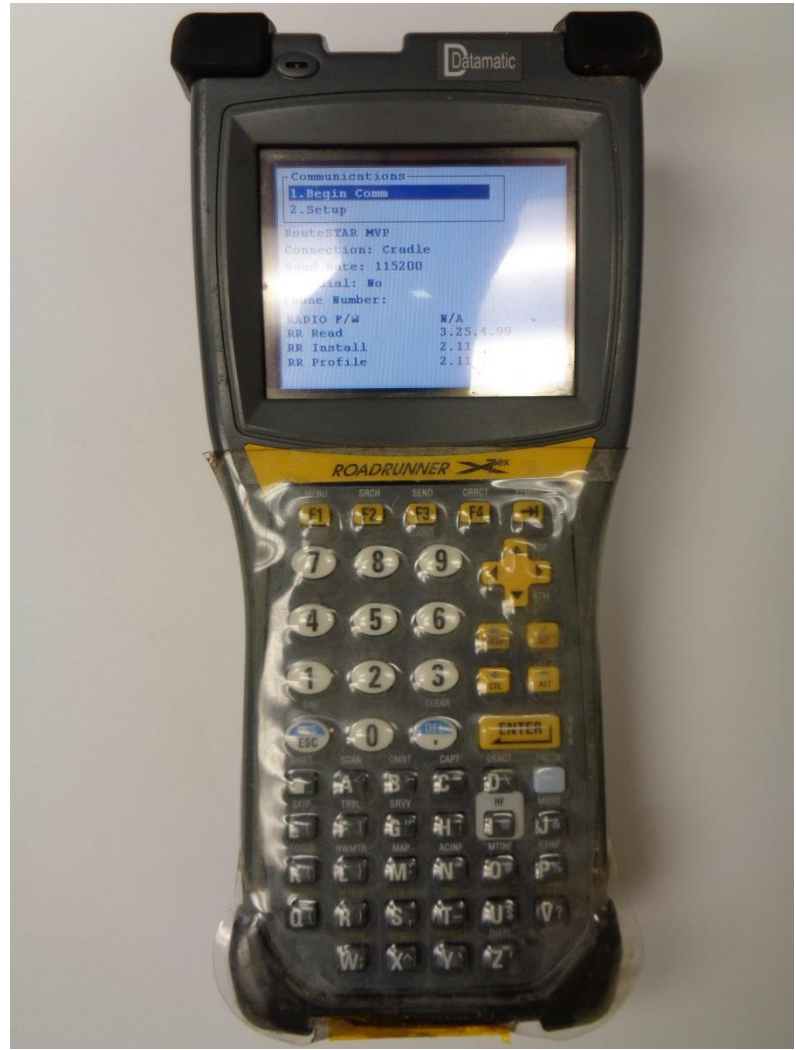
Current Billing Cycle



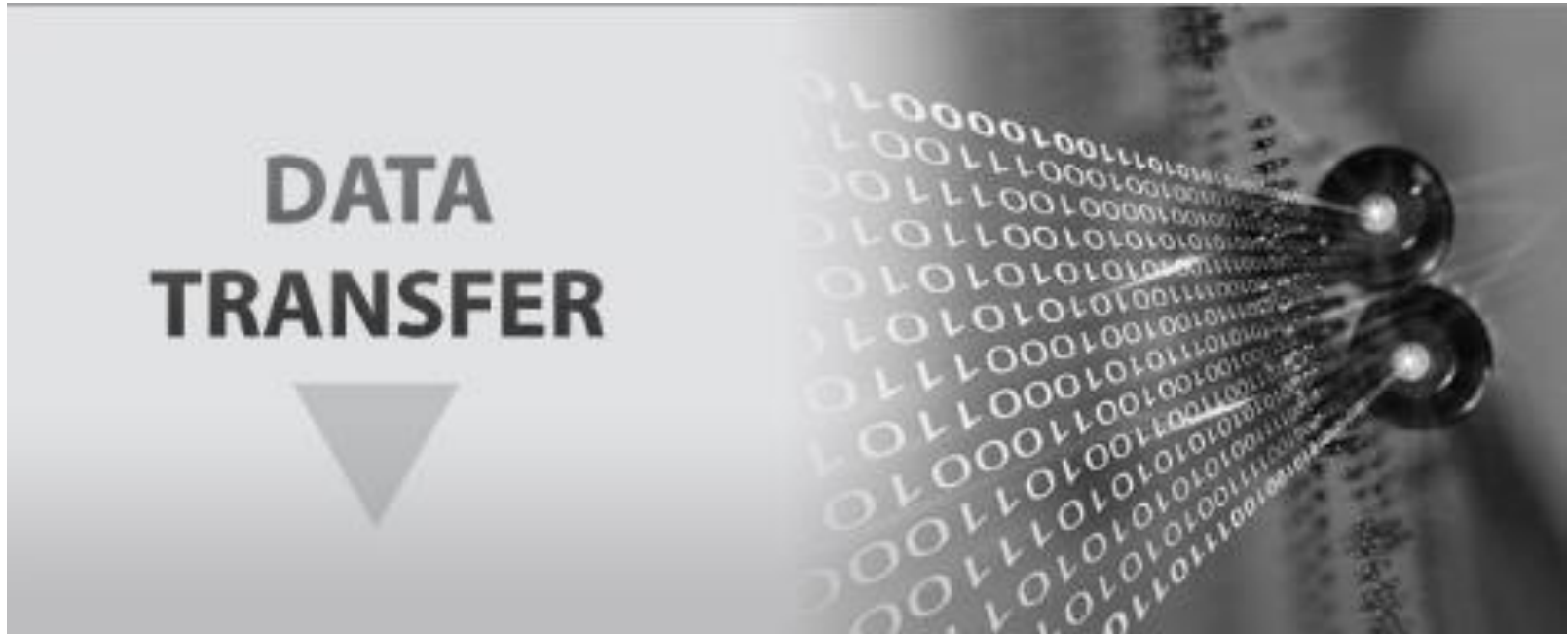
Cycle 01 Number of Meters by Size

CYCLE	Route	5/8"	3/4"	1"	1.5"	2"	3"	4"	6"	8"	Totals
01	0030	303	6	6	8	1	1	2	2		329
01	0060	331		3	3	6	3	2			348
01	0070	384	4	7	8	4					407
01	0090	349	1	3	9	5	1				368
01	0100	406			1					1	408
01	0110	400	1		3	3					407
01	0120	416	1	4	1	1	1	2			426
01	0130	391	2	2	3	2					400
Total		2980	15	25	36	22	6	6	2	1	3093

Equipment



Data Transfer



Reading Accuracy & Liquidated Damages



Blanks and Liquidated Damages



Highlight of Important Trouble Codes

Trouble code	Description	Application	Trouble code	Description	Application	Trouble code	Description	Application
29	ANTS IN BOX/NO READ	Used when fire ants prevent access to the read.	64	RESET MTR - SCRATCH	Used in conjunction with either a read, or a skip 01 code if the meter face is too scratched to obtain a read. Generates a work order.	80	F CLOSED BUSINESS	Can't test - The hydrant is not visible and the business has obviously closed down. Used in conjunction with a read.
45	VAULT LK/FLOODED	Used in conjunction with a read or a skip 01 code for when a vault is full of water either due to runoff or leak. The vault will need to be pumped out.	68	FOGGY MTR/#UNCLEAR	Used in conjunction with either a read, or a skip 01 code if the meter is too foggy or has too much condensation to obtain a read. Readers are encouraged to return upon completion of the route to check if the meters have cleared sufficiently to read.	81	METER REMOVED	self explanatory - Used in conjunction with a skip 01 code.
46	METER LEAK	Used when the meter box has water in it, not due to rain or runoff, and the low/fine flow dial is not turning. Also used if dripping is visible from the SAWS side of the meter.	70	BRUSH TRASH	Used in conjunction with a skip 01 code when the meter box is covered by cut tree limbs, brush or garbage.	82	V-ACCT SHOWS CONS	Used when a closed account (V on the display of the Datamatic computer) is showing consumption.
50	RESET METER: SICK	self explanatory - Used in conjunction with a skip 01 code.	76	TRIM AREA AROUND MTR	Used in conjunction with a skip 01 code for when the meter cannot be accessed due to being overgrown, such as in an alley, or when a customer has planted thorn-covered plants around the meter.	83	WATER OFF	A "can't test" code used when a read is equal to or less than the previous read and the water to the property has been turned off.
53	UNCOVER/CLEAN BOX	Used when the meter cannot be located and when efforts to locate it at time of reading would indicate that it is buried. Generates a service request.	77	VEHICLE ON METER	self explanatory - Used in conjunction with a skip 01 code.	84	0 CONS/OCC/MTR OK	Used for zero consumption where the meter tests okay.
54	LG MTR/OCC/WR RD/0	Used when 1 ½" or larger meters read the same or less than the previous read. This is essentially a "can't test" code.	78	NEW RESET/WRG MTR#	Used in conjunction with a read. The reader will change the meter number.	85	METER FOR SPKLR SYS	A "can't test" code used for irrigation meters.
56	WRONG ROUTE	Used in conjunction with a read but the meter belongs on a different route.	80	CAN'T TEST	All variations of the trouble code 80 are "can't test" codes and are used when the read is equal to, or less than the previous read and the reader cannot access the hydrant to test the meter. Used with a read.	88	VAC LOT - FOUNDATION	self explanatory
57	CONSTRTN/NO ACCESS	Used in conjunction with a skip 01 code, when construction, or construction materials prevent access to the read.	80	A LOCKED OUT	Can't test - Cannot access the hydrant. Used in conjunction with a read.	89	RDNG LESS THAN PREV	Used when the reading is less than the previous read and the meter tests okay. This is an error for the reader from the previous month.
59	BEEES/WASP IN BOX	self explanatory - Used in conjunction with a skip 01 code.	80	B DOG HAZARD	Can't test - Cannot access the hydrant. Used in conjunction with a read.	90	0 CONS - FOR SALE	self explanatory
61	RAIN DAY - CAN'T READ	Used in conjunction with a skip 01 code, when rain or rain runoff prevents access to the read.	80	C NO HYDRANT	Can't test - No visible hydrant. Used in conjunction with a read.	94	BAD OWNERS LEAK	Used when the meter box has water in it, not due to rain or runoff, and the low/fine flow dial is turning or when a leak is observed on the customer side of the meter in conjunction with the meter dial turning.
62	RESET MTR - DAMAGED	Used in conjunction with a skip 01 code when the meter display, or register is physically damaged or removed. Generates a work order.	80	DDMG HYDRANT	Can't test - Damaged hydrant. Used in conjunction with a read.	99	HIGH CONS / CORRECT RD	Used for reads exceeding 20 ccf on residential meters.
63	RESET MTR - BACKWARDS	Used in conjunction with a skip 01 code when the meter is found to be installed in reverse. Generates a work order.	80	E WINTER WRAP	Can't test - The customer has wrapped the hydrant against freezing. Used in conjunction with a read.			

Questions

Key Dates

- Submit all questions in **writing** by August 6, 2015 no later than 4:00 PM CST to:

Gina Cappa

Contract Administration Specialist
San Antonio Water System
2800 U.S. Hwy 281 North, Suite 171
San Antonio, TX 78212
E-mail: gina.cappa@saws.org
Phone: 210-233-3404

- Q&A Posted to SAWS website August 11, 2015 by 4:00 PM
- RFP responses due by August 14, 2015 no later than 2:00 PM
- Follow the specific delivery instructions

Submittal Information

- To be submitted:
 - Submittal Response Checklist;
 - Respondent Questionnaire;
 - Good Faith Effort Plan (Exhibit B);
 - Conflict of Interest Statement;
 - Compensation Proposal in a **separate sealed envelope**; and
 - CD.

Scoring Criteria

Proposal Section	Max Points
Experience and Qualifications	15 Points
Team Experience	15 Points
Project Approach	15 Points
Price	40 Points
SMWB – Good Faith Effort Plan	15 Points
Total	100 Points

Scoring Criteria

- Experience and Qualifications (15 Points)
 - experience related to the scope of services
 - list of at least three (3) current and/or previous projects in the last five (5) years, in which the Respondent has performed services similar
 - firm's performance history
 - value added services or performance enhancements

Scoring Criteria

- Team Experience (15 Points)
 - organizational chart identifying each team member
 - resume for each team member
 - team member participated in the projects provided as references
 - level of commitment each team member will have
 - unique qualifications of each sub-consultant

Scoring Criteria

- Project Approach (15 Points)
 - work plan explaining how the Respondent would complete this project as described in the Scope of Services
 - proposed type of meter reading equipment
 - how the data will be monitored for accuracy and how your firm will ensure that the data is transmitted daily by 7 p.m.
 - suggestions your firm may have to create any efficiencies

SMWB Evaluation Information

- Exhibit B – Good Faith Effort Plan (15 Points)
 - Provide All sub-contractors on team;
 - Provide the work to be performed by sub-contractor;
 - Must identify the % participation related to the overall program;
 - Complete **Section C** only if goal is not met; and
 - All respondents must sign the Affirmation statement.

SMWB Questions

- Potential SMWB sub-contractor listings available
- Forward SMWB questions until the proposal deadline directly to:

Marisol V. Robles

SMWB Program Manager

210-233-3420

marisol.robles@saws.org

Reminders

- Page Limit: 40 pages per proposal
- Proposals Due: August 14, 2015 no later than 2:00 PM CST
- Delivery: 2800 U.S. Hwy 281 North, Suite 171 (Tower 2)

Questions

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