

2016 Meter Replacement Contract

Christine Martinez

Manager – Customer Service Field Operations

Angelica Mata

Manager – Contracting

October 13, 2016

Pre-submittal Conference



Pre-submittal Conference Agenda

- Scope of Work
- Customer Coordination
- Data Management Requirements
- Warranty
- Customer Claims
- Special Circumstances
- Submittal Information
- Key Dates

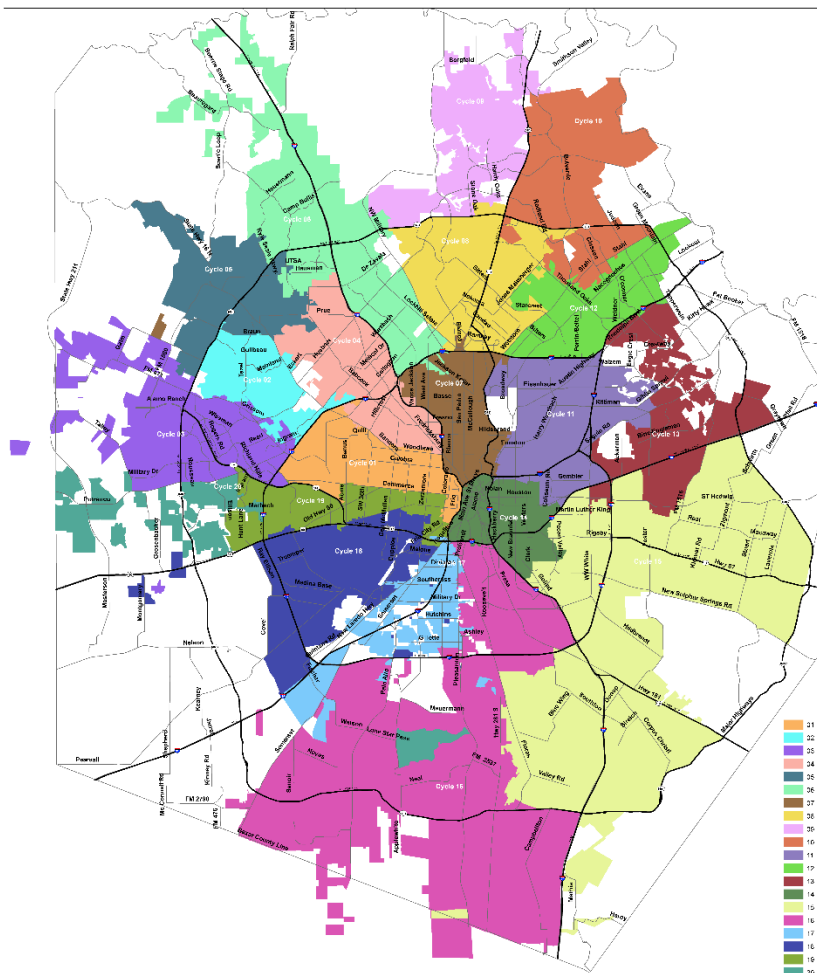
Contract Background

Project Objective: Select an Installation Vendor to replace up to 15,585 meters, up to 5,000 meter boxes, and up to 200 curb stop valves.

- 1-year duration
- Meters, meter boxes, curb stop valves, and yokes to be provided by SAWS
- Price Proposal is divided into two distinct groups – Specified Work Locations and Unspecified Work Locations

Meter Reset Locations

- Specified Locations
 - Scattered throughout billing cycle areas
 - Meters > 15 years old with high usage
- Unspecified Locations
 - Approximately 385 random resets for meter accuracy testing




SAWS Billing Cycles



Customer Coordination

- Work hours to be from 8 AM to 5 PM, Monday to Friday, unless otherwise directed by SAWS
- SAWS to send letters to customers in advance of meter replacement work
- Installation Vendor to leave door hanger after meter replacement is complete
- Courteous and professional communication expected

San Antonio Water System



Water meter replacement program underway
We were unable to install your new meter because:

- We could not access your meter
- Water was in use at time of installation and could not be turned off.

Please call [REDACTED] the SAWS authorized contractor for this project, at [REDACTED] to schedule the replacement. **IMPORTANT:** Please schedule this appointment as soon as possible to ensure that there is no interruption in your service.

Your water service was left off due to open fixtures inside your house. Please call to have your service turned on.

Your new water meter has been installed
You may want to consider following these steps to clear any sediments that may have been stirred up in your pipes during the meter replacement.

Flush inside lines:

- First turn on COLD water in TUB let it run for 2-3 minutes
- Turn on all faucets at the same time for a minute or two
- Flush all toilets while faucets are running
- Partially fill washing machine and then spin to drain

Replace water filters:

- Sink and refrigerators

Clean aerators:

- Step 1 – Unscrew from faucet
- Step 2 – Flip aerator over, then rinse
- Step 3 – Screw back into faucet

If you experience any other problems, such as soggy spots around your meter box, please call [REDACTED] at [REDACTED] within the next 10 days.

www.saws.org
Revised 7-10-15

Data Management

SAWS Data

- SAWS to provide Excel file with information on meters to be replaced
 - Anticipated file delivery schedule is quarterly

From host field	Maps to field	Length	Start index	End Index	Alignment	Format	Required	Pad with
DATE-SENT	UtilityDateSent	8	0	0	Left	yyyyMMdd	Unchecked	
CSS-ACCOUNT-NUMBER	CustomerAccountNumber	14	0	0	Left		Checked	
BILL-CYCLE	MeterBillingCycle	5	0	0	Left		Unchecked	
METER-ROUTE.	MeterRoute	15	0	0	Left		Unchecked	
TAPNO	MeterBase	19	0	0	Left		Checked	
StreetNumber	CustomerStreetNumber	13	0	0	Left		Checked	
StreetName	CustomerStreetAddress	30	0	0	Left		Checked	
StreetDirection	CustomerStreetDirection	10	0	0	Left		Unchecked	
ADDRESS-MODIFIER	CustomerAddress2	20	0	0	Left		Unchecked	
SERVICE-CITY	CustomerCity	20	0	0	Left		Unchecked	
SERVICE-STATE	CustomerState	2	0	0	Left		Unchecked	
SERVICE-ZIP	CustomerZip	9	0	0	Left		Unchecked	
CUSTOMER-NAME	CustomerName1	28	0	0	Left		Unchecked	
PREMISE-TYPE	PremiseResidentType	12	0	0	Left		Unchecked	
CUSTOMER-HOME-PHONE	CustomerPhone	10	0	0	Left		Unchecked	
ALTERNATE-NAME	MailerAddress1	35	0	0	Left		Unchecked	
MAILING-ADDRESS	MailerAddress2	35	0	0	Left		Unchecked	
MAILING-CITY	MailerCity	18	0	0	Left		Unchecked	
MAILING-ZIP	MailerZip	9	0	0	Left		Unchecked	
METER-SERIAL-NO	MeterID	11	0	0	Left		Checked	
METER-STATUS	MeterStatus	1	0	0	Left		Unchecked	
METER-READ-FREQ	MeterReadFrequency	1	0	0	Left		Unchecked	
LAST-VALID-READ	MeterReadLastActual	10	0	0	Left		Unchecked	
MeterReadSource	MeterReadSource	5	0	0	Left		Unchecked	
LAST-VALID-READ-DATE	MeterReadLastActualDate	8	0	0	Left	yyyyMMdd	Unchecked	
PrevReadHigh	PrevReadHigh	1	0	0	Left		Unchecked	
PrevReadLow	PrevReadLow	1	0	0	Left		Unchecked	
METER-NUM-DIALS	MeterNumDials	1	0	0	Left		Unchecked	
InstallerInstructions	MeterReadInstructions2	1	0	0	Left		Unchecked	
METER-READ-INST1	MeterReadInstructions1	1	0	0	Left		Unchecked	
METER-LOCATION	UtilityMeterLocation	1	0	0	Left		Unchecked	
LIFESUPPORT-METER	MeterLifeSupportFlag	1	0	0	Left		Unchecked	
METER-INSTALL-DATE	MeterInstallDate	8	0	0	Left	yyyyMMdd	Unchecked	
METER-MANUF	MeterManufacturer	2	0	0	Left		Unchecked	
MeterModel	MeterModel	10	0	0	Left		Unchecked	
UtilityMeterSize	UtilityMeterSize	10	0	0	Left		Unchecked	
MeterRetentionFlag	MeterRetentionFlag	1	0	0	Left		Unchecked	

Data Management

Installation Vendor Data

- Installation Vendor's tracking system must include:
 - Street addresses (if not consistent with database)
 - Installation and removal date and time;
 - Sizes, types, model numbers and serial numbers of meters removed and of new meters installed
 - Condition and material of existing service
 - Service type (if inconsistent with SAWS)
 - Latitude and longitude of customer address
 - Date and timestamped pictures

Data Management

Installation Vendor Data

- Installation Vendor to submit data daily in the following format:

Field Name	Description	Length	Type
SL_UNITID	Service Line ID	6	Character
WO_DATETIME	Date Performed	8	Date
OLD_METER_ID	Expected Meter ID	8	Character
FOUND_METER_ID	Actual Meter ID	8	Character
OLD_METER_READ	Meter Read	Float	
NEW_METER_ID	New Meter ID	8	Character
NEW_METER_READ	New Meter Read	Float	
COMMENTS	Comment Field	250 max	Character
X_COORDINATE	GIS X Coordinate	Float	
Y_COORDINATE	GIS Y Coordinate	Float	

Data Management

Pictures of Each Meter Replacement



Existing Site Condition



Existing Meter



New Meter

Warranty / Customer Claims

- Warrant each replacement to be free of leaks for a period of 30 days
- Installation Vendor will assume responsibility for customer claims related to meter installation

Special Circumstances

Replace Meter Box



Special Circumstances

Raise to Grade Using Yoke



Scoring Criteria

Criteria	Points
Background, Experience, Qualifications	25
Project Approach, Training, and Quality Control	30
Price	35
Minority, Women, Business Participation	10
Total	100

Scoring Criteria

- **Background, Experience and Qualifications (25 Points)**
 - Company background and organizational structure
 - Project Team roles and responsibilities
 - Experience working in high density, safety sensitive areas
 - List of current and recently completed water meter replacement projects

Scoring Criteria

- **Project Approach, Training and Quality Control (30 Points)**
 - Project Management
 - Personnel roles, responsibilities & timeframe
 - Policies & procedures for handling customer complaints
 - Meter installation and safety training
 - Tracking/safeguarding for new meters provided by SAWS and scrap metal recovered
 - Quality assurance and data management

Scoring Criteria

- **Price (35 Points)**

- Complete Price Proposal and ensure all items include a price
- Consider assumptions listed in solicitation when pricing items
- Price scoring computation-example included in solicitation

SMWB Evaluation Information

- **SMWB- Good Faith Effort Plan (10 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
 - 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

or

Susan Rodriguez

SMWB Program Specialist

210-233-2950

Susan.Rodriguez@saws.org

Submittal Information

ENVELOPE 1 (sealed envelope or box)

- Signed Price Proposal/Acknowledgement of Addendums
(Do not include this Price Proposal within the 7 required copies)
- Signed Proposal Certification Page (PC-1)
- Bid Bond/Cashier's Check

ENVELOPE (OR BOX) 2 ORIGINAL PROPOSAL

- Proposal Checklist
- One (1) CD of Original Proposal Packet (*excluding the Price Proposal*)
- Statement on President's Executive Orders – Page IR 7
- Good Faith Effort Plan
- Conflict of Interest Questionnaire – Form CIQ (*Rev. 11/30/2015*)
- W-9
- Proof of Insurability (Letter from Insurer or Sample Certificate of Insurance)
- Respondent Questionnaire
- Background, Experience, and Qualifications narrative
- Project Approach, Training, and Quality Control narrative

PROPOSAL PACKET COPIES -7

(Separate sealed envelope or box for all 7 copies)

- Proposal Checklist
- Respondent Questionnaire
- Background, Experience, and Qualifications narrative
- Project Approach, Training, and Quality Control narrative

Key Dates

- Submit all questions in **writing** by October 14, 2016 no later than 4:00 PM CST to:

Angelica Mata

Contracting Manager

San Antonio Water System

2800 U.S. Hwy 281 North, Suite 171

San Antonio, TX 78212

E-mail: Angelica.Mata@saws.org

Phone: 210-233-3070

- Q&A Posted to SAWS website October 21, 2016 by 4:00 PM
- RFCSP responses due October 25, 2016 no later than 10:00 AM
- Follow the specific delivery instructions
 - Delivery: 2800 U.S. Hwy 281 North, Suite 171 (Tower 2)

Questions

2016 Meter Replacement Contract

Christine Martinez

Manager – Customer Service Field Operations

Angelica Mata

Manager – Contracting

October 13, 2016

Pre-submittal Conference

