

2016 Meter Reading Services Program

Julian Deleon

Manager – Customer Service Field Data Services

Gina Cappa

Contract Administrator – Contracting

April 15, 2016

2016 Meter Reading Services



Pre-Submittal Objectives

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

Contract Background

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

- 3 Year Program

Meter Size	131,181 Meter Reads Per Month	Meter Reads Per Year	Meter Reads Per Total of 3 Years
5/8" to 1"	128,980	1,547,760	4,643,280
1.5" to 10"	2,201	26,412	79,236
Meter Size	Meter Reads Over 131,182 and up to 270,000 Per Month	Meter Reads Per Year	Meter Reads Per Total of 3 Years
5/8" to 1"	134,842	1,618,104	4,854,312
1.5" to 10"	1,516	18,192	54,576

- Additional 1 Year Option to Renew

Contract Background

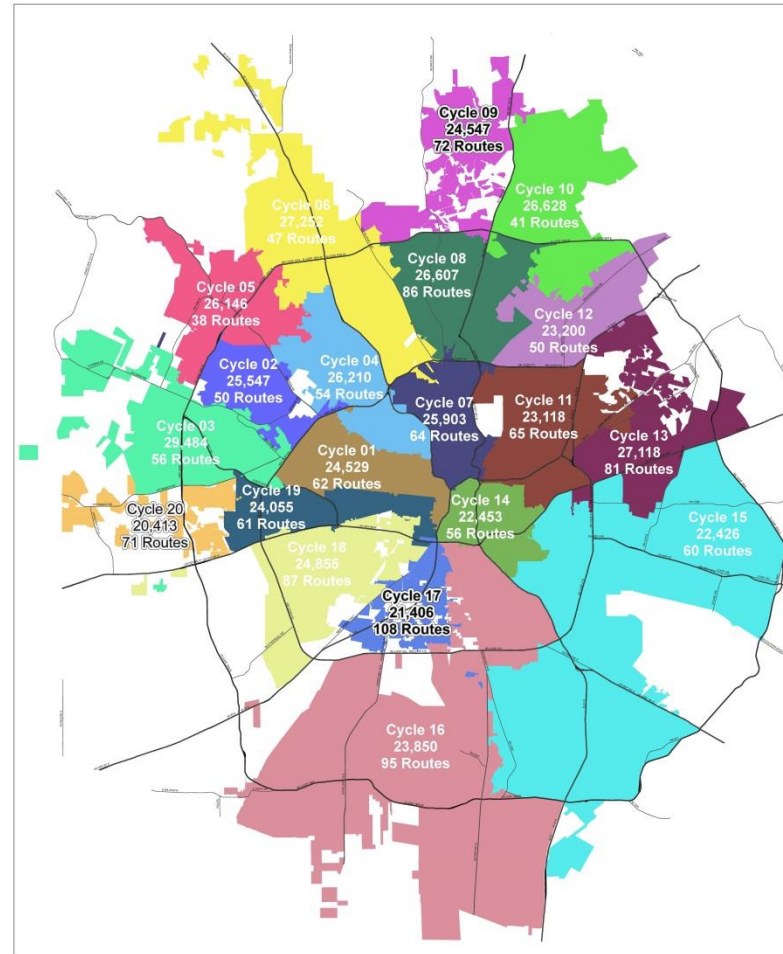
Scope - Meter Reading Service Requirements

- 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

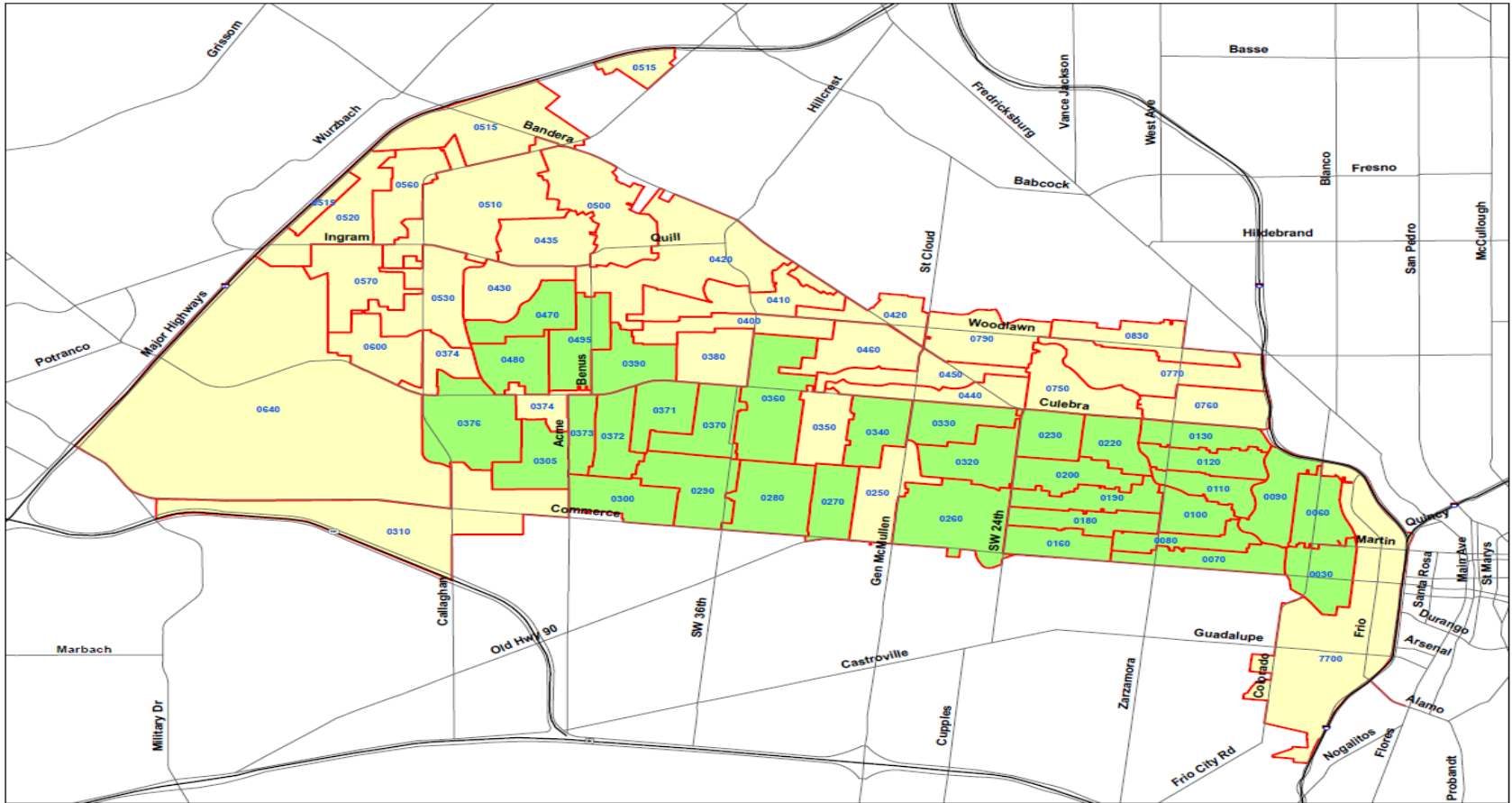
Commercial
1.5" to 10"
2,600 Meters



Current Billing Cycle



Cycle 01 – 13,817 Meters (Up to)



Cycle 01
13,817 meters

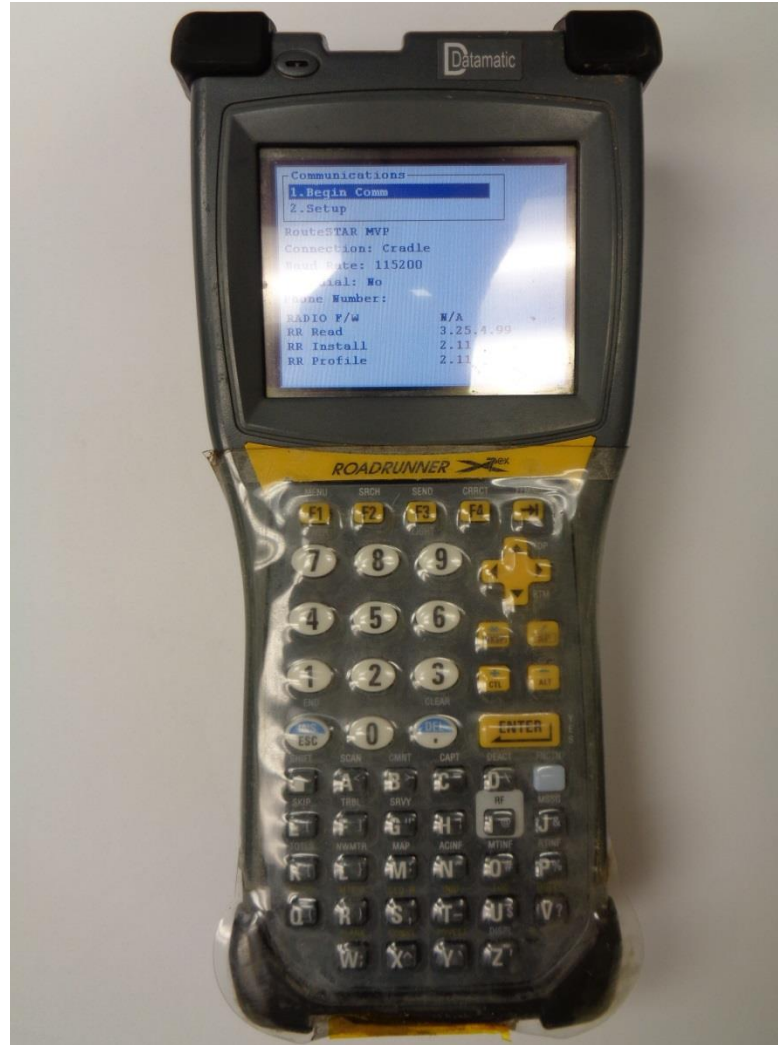
SAWS
RFP ROUTES



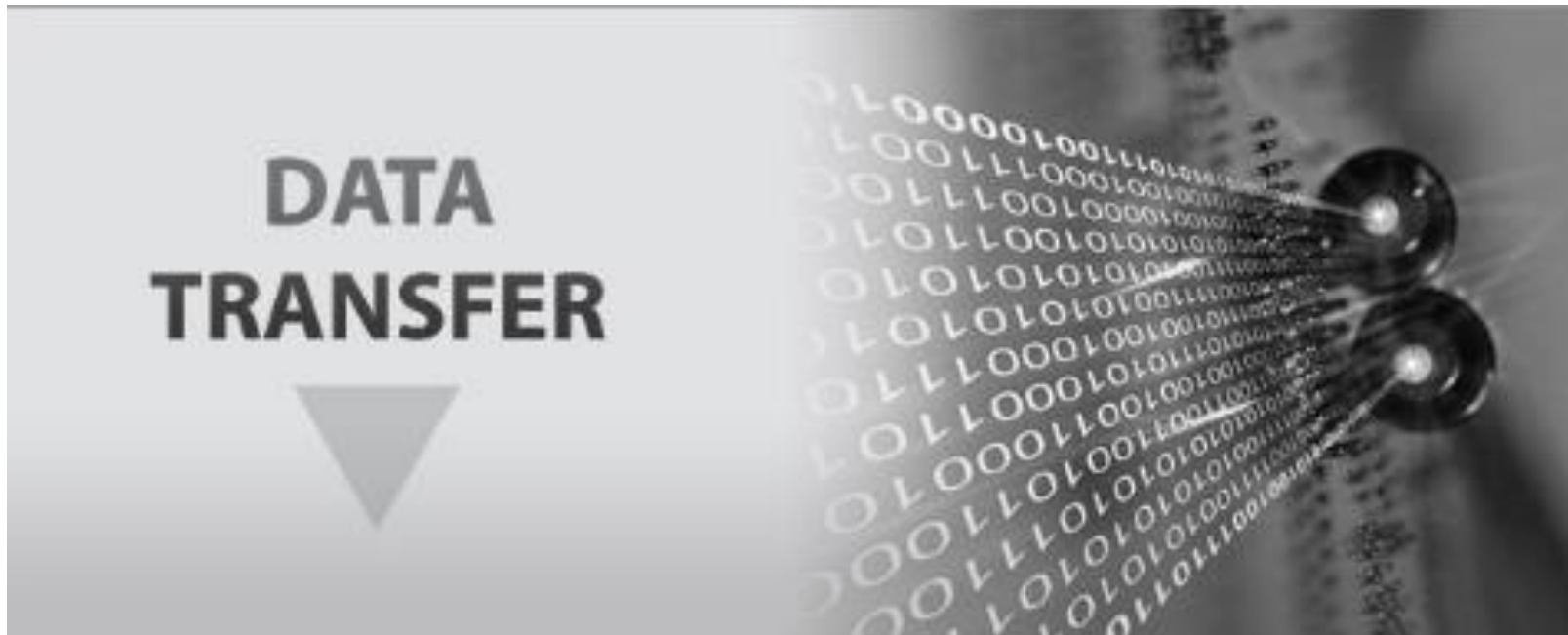
Cycle 01 Number of Meters by Size 6,431

Cycle	Route	Unknown	5/8"	3/4"	1"	1 1/2"	2"	3"	4"	6"	8"	10"	Total
01	0030		304	5	6	8	1	1	2	1			328
01	0060		331	1	3	3	6	3	2	1			350
01	0070		382	4	7	8	4						405
01	0080		438		1	4							443
01	0090		353	1	3	9	5	1					372
01	0100		408			1					1		410
01	0110		399	1		2	3						405
01	0120		415	1	4	1	1	1	2				425
01	0130		391	2	2	3	2						400
01	0160		409	2		1							412
01	0180		408	1	2	3	1						415
01	0190		402	1	1	2			1				407
01	0200		401	2		1	1	2					407
01	0220		399	1	1	3	3						407
01	0230		414		4	2							420
01	0260		395	2	9	5	10	2	2				425
	Total	0	6,249	24	43	56	37	10	9	2	1	0	6,431

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	CANT 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 - CANT 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 April 19, 2016 no later than 4:00 PM CST to:

Gina Cappa

Contract Administrator

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 April 25, 2016 by 4:00 PM
- RFP responses due by ~~April 28, 2016~~ **May 5, 2016** no later than 10:00 AM
- Follow the specific delivery instructions

Submittal Information

• To be submitted:

- Respondent Questionnaire
- Completed and signed W-9 Form, and include email address
- Firm Experience and Qualifications
- Project Team and Resumes including Organizational Chart
- Meter Reader Training Manual
- Safety Training Manual
- Team Experience
- Project Approach
- Compensation Proposal in a **Separate Sealed Envelope**
- Exhibit “A” – Copy of Current Certificate of Liability Insurance and Respondent’s commitment letter to provide the lines of insurance coverage required
- Exhibit “B” – Good Faith Effort Plan
- Exhibit “C” – Conflict of Interest Questionnaire
- CD

Scoring Criteria

Proposal Section	Max Points
Firm 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
 - Company Training Manual
 - Company Safety Manual

Scoring Criteria

- Team Experience (15 Points)
 - Organizational chart identifying each team member
 - Resume for each team member
 - Team member participation 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)
 - Detailed work plan explaining how the Respondent would complete this project as described in the Scope of Services
 - Proposed type of meter reading equipment
 - Describe 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

Disclosure of Interested Parties Form 1295

- January 1, 2016, a new ethics law was enacted.
- The Texas Ethics Commission has made available on its website a new filing application that must be used to file Form 1295.
- A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number.
- The Texas Ethics Commission website has two videos for Business Entities for further clarification.
- https://ethics.state.tx.us/whatsnew/elf_info_form1295.htm

Reminders

- Page Limit: 40 pages per proposal
- Proposals Due: April 28, 2016 no later than 10:00 AM CST
- Delivery: 2800 U.S. Hwy 281 North, Suite 171 (Tower 2)
- Allow time to check in at the guard station

Questions

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