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(R-2009-96 Rev.)

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7/28
MEET

RESOLUTION NUMBER R-303972

DATE OF FINAL PASSAGE AUG 0 6 2008

A RESOLUTION OF THE CITY OF SAN DIEGO APPROVING THE REVISED PRELIMINARY STATEMENT OF WORK FOR CONTAINER SERVICES PROVIDED BY THE ENVIRONMENTAL SERVICES DEPARTMENT.

WHEREAS, in connection with the managed competition program, a Preliminary Statement of Work has been prepared for Container Services provided by the Environmental Services Department; and

WHEREAS, the Preliminary Statement of Work is intended to document current service levels and specifications and to form the foundation for the comprehensive Statement of Work for Container Services to be included in a future solicitation; NOW, THEREFORE,

BE IT RESOLVED, by the Council of the City of San Diego, that the Preliminary Statement of Work for Container Services, as revised by the Council and attached hereto, and as described in detail in Report to the City Council No. 08-113, on file in the office of the City Clerk, is hereby approved.

BE IT FURTHER RESOLVED, that the above activity is not a project and therefore is not subject to the California Environment Quality Act pursuant to CEQA Guidelines section 15060(c)(3).

APPROVED: MICHAEL J. AGUIRRE, City Attorney

By _____ for
Grace C. Lowenberg
Deputy City Attorney

GCL:mb
07/18/08
07/30/08 Rev.
Aud.Cert:N/A
Or.Dept:ESD
R-2009-96

I hereby certify that the foregoing Resolution was passed by the Council of the City of Diego, at its meeting of July 28, 2008.

ELIZABETH S. MALAND, City Clerk

By _____
Deputy City Clerk

Approved: 8·6·08
(date)

_____
JERRY SANDERS, Mayor

Vetoed: _____
(date)

_____
JERRY SANDERS, Mayor

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Preliminary Statement of Work as Approved by Council on July 28, 2008
Container Services

Background

The City of San Diego (City) utilizes automated containers for residential and small business refuse, recyclable, and a portion of yard waste collection services. The container services program provides, delivers, repairs and maintains City-owned automated containers used for residential collection services.

Containers used by the City of San Diego are colored differently to indicate purpose: black for refuse, blue for recyclables, and green for yard waste, and are available in three sizes: 96, 64 (yard waste container only available for special needs customers) and 32 (excluding yard waste) gallon in each color. An inventory of replacement containers is maintained at the ESD Operating Station (ESOS), 8353 Miramar Place, San Diego. Additional containers are ordered as the on-site inventory is depleted to optimize use of limited storage space for automated containers. The deployed inventory of containers varies in age with the oldest units in service for 17 years. More than 50% of the deployed inventory is beyond warranty (10+ years old).

In order to request a new or replacement automated container, residents contact the containers services program via the ESD customer service call-center (a separate function). Upon receipt of payment of the required fee (if applicable), the container is repaired or a new container is delivered.

The City of San Diego intends to acquire the services of a provider (City employees or an outside contractor) to provide refuse, recycling, and yard waste container management, delivery (when ordered by the customer) and inventory control services with City responsibility for container provision. The service provider will be responsible for:

- Providing, for a City-established fee, new and/or replacement containers to eligible residents on an as-requested basis, either at the container storage facility or through delivery. The responsibilities associated with this may include: assembling containers; loading/unloading containers as required; retrieving damaged or replacing undamaged (e.g., replaced for a different size) containers, lids, and wheels; calculating replacement fees for containers; collecting replacement fees; and depositing collected fees with the City Treasurer.
- Repairing, returning, or recycling damaged units in accordance with City standards of containers' useful life. Returns and/or recycling will be documented in accordance with City standards.
- Managing the City's inventory of containers, including maintaining inventory records and container storage areas.
- Coordinating "roll outs" to distribute containers upon collection program expansions or distribution of containers to new housing developments.
- Operating a service desk to provide residents opting to not use the container delivery service a walk-up option for exchanging containers on Monday – Friday from 8am – 4pm.

The service provider will be responsible for updating the City's customer service database. The service provider may use existing City yard facilities at the ESOS.

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Container Specifications
Container specifications will be as provided for in City container procurement contracts in place at the time of purchase.

Workload Specifications
The anticipated workload specifications, based on FY2007 data, for this function include:

Refuse	
▪ Customers	304,000
▪ Containers	380,000
Recycling	
▪ Customers	254,000
▪ Containers	280,300
Yard waste	
▪ Customers	190,000
▪ Containers	12,100
New containers provided[1]	
▪ As a result of new service provision	3,128
▪ To replace stolen container	2,291
▪ As exchanges	2,102
Containers repaired or replaced due to age/wear-and-tear	
▪ Repair or replacement	14,227
▪ Other (damaged during collection, fire replacement, etc)	1,556

Note: The population of recycling and yard waste containers is expected to grow as the programs expand over the next five years. Inventory numbers are maintained in the EPACS system.

Technical Delivery Standards
The City of San Diego expects the service provider (City employees or outside contractor) will perform these services while maintaining qualifications, certifications and licenses as currently required by City employees.

Performance Standards
The City of San Diego expects the service provider (City employees or outside contractor) to maintain the following performance standards:

- Respond to customer inquiries by the next business day.
- Collect fees in accordance with the City's internal controls standards.
- Document service orders and service activities in accordance with established policies and guidelines.
- Deliver containers within two business days following regularly scheduled solid waste, once payment is received.

[1] The precise mix of new containers delivered vice resident self-collected is in flux due to the recent imposition of delivery fees and is expected to show some degree of variability from prior fiscal year actual numbers.

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