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RESOLUTION NUMBER R- 306851

DATE OF FINAL PASSAGE JUN 26 2011

A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN DIEGO APPROVING THE PRELIMINARY STATEMENT OF WORK FOR THE PUBLIC UTILITIES CUSTOMER SERVICE OFFICE.

WHEREAS, on September 27, 2010, the San Diego City Council adopted, by San Diego Ordinance O-19995, the Managed Competition Guide dated July 26, 2010, as policies and procedures to implement San Diego Charter section 117(c); and

WHEREAS, pursuant to the Managed Competition Guide, the Mayor's staff has presented a Preliminary Statement of Work for the functions performed by the Public Utilities Customer Service Office to the City Council; and

WHEREAS, the City Council has reviewed and wishes to approve the Preliminary Statement of Work presented; NOW, THEREFORE,

BE IT RESOLVED, by the Council of the City of San Diego, as follows:

1. That the Preliminary Statement of Work [PSOW] for the Public Utilities Customer Service Office, on file with the Office of the City Clerk as Document RR-306851, is hereby approved.

2. That the City Attorney will research possible legal options for keeping the Call Center Contract within San Diego County and disallowing off-shoring by a private contractor.

3. That the Public Utilities Department Business Office is requested to report back to the relevant Committee(s) regarding progress on full implementation of the Customer Care Solution of SAP and provide updates on service levels.

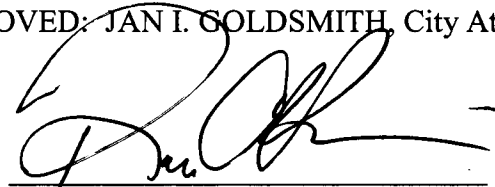
4. That language shall be added to the PSOW that will include a standard for how a private contractor will handle confidential customer information with no release or sale of such information.

5. That the PSOW shall maintain all the same service levels or enhanced customer service access and that the Statement Of Work [SOW] shall provide that a private contractor shall not be in charge of developing or approving policy and procedure for customer service and support and remove the option to contract out a staff liaison to the IROC.

6. That no line employee would be involved in creating the SOW until July 27, 2011 to accommodate implementing the Customer Care System.

APPROVED: JAN I. GOLDSMITH, City Attorney

By:

  
Raymond C. Palmucci  
Deputy City Attorney

RCP:cfq  
4/27/2011  
6/15/2011 (Rev. Copy)  
6/24/2011 (Rev. 2)  
Or.Dept:Bus. Office  
Prolaw 2011-06336

I hereby certify that the foregoing Resolution was passed by the Council of the City of San Diego, at this meeting of JUN 18 2011

ELIZABETH S. MALAND  
City Clerk

By *May Zumaaga*  
Deputy City Clerk

Approved: 6-27-11  
(date)

*JS*  
JERRY SANDERS, Mayor

Vetoed: \_\_\_\_\_  
(date)

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JERRY SANDERS, Mayor