

Appendix A - Technical Specifications – Full Service

Water and Wastewater Materials for JEA Inventory Stock

1. The Respondent must be the authorized manufacturer or authorized distributor of the items supplied under the agreement.
2. The Respondent is to ensure that all items delivered are in compliance with the most current JEA Mater Materials Catalog (MMO) found at https://www.jea.com/engineering_and_construction/water_and_wastewater_development/reference_materials/
3. The Respondent shall have an after-hours/emergency contact.
4. The Respondent should have an established Primary Point of Contact (POC) to ensure compliance to the agreement and continuous improvement along with resolve all issues such as order fulfillment issues invoicing issues, customer service complaints, etc..
5. The Respondent shall be responsible for sourcing all material awarded in a timely manner as to not only meet contractual lead-times, but to also reduce supply disruptions to JEA.
6. The Respondent shall provide a cut sheet and SDS (where applicable) for any items proposed as a substitution or that have a part number discrepancy.
 - a. Respondent shall submit required documentation for approval a minimum of 30-days prior to the scheduled ship date.
 - b. JEA Standards will review the proposed item's cut sheet or part number within 14-days of submittal receipt to ensure compliance with JEA's Water and Wastewater Standards.
 - c. Failure to notify JEA Standards in advance of pending part number changes, material manufacturers are subject to removal. JEA will not accept parts, shipping charges, or any restocking fees for parts shipped without JEA Standards approval. Once approved by JEA Standards in writing, Respondent may ship parts and JEA will accept delivery.

Delivery:

1. Fixed Locations:
 - a. All deliveries made in compliance with Purchase Order packaging information "Notes to Company" and the Terms and Conditions found in the Agreement.
2. Jobsites:
 - a. The Respondent shall have the capabilities to provide jobsite delivery for large orders.
 - i. Jobsites may be located within JEA's service area in Clay, Duval, Nassau, and St. Johns counties.
 - ii. Orders requiring one or more 40 ft. trailers shall be considered large orders.
 - b. JEA will provide the following information for jobsite delivery orders:

- i. Notification of materials needed at least one week prior to need-by date.
 - ii. Point of Contact information (Name, email, and phone number) to coordinate jobsite needs
 - iii. A spreadsheet containing the full list of materials with quantities being provided by the Respondent, including items awarded via spot buy.
 - iv. Loading / delivery restrictions, such as drop tailgates or vertical clearances
- c. Respondent shall coordinate with jobsites a minimum of 48-hours in advance of all deliveries. Most jobsites will not have loading docks.
 - i. Full Support: Respondent has the responsibility of providing the necessary lifting equipment at the jobsite to safely and efficiently unload materials such as a Moffet Truck.
 - ii. Common Service: [Most jobsites will not have loading docks and coordination with JEA to have appropriate equipment on site to unload must be arranged accordingly.](#)
- d. The Respondent will be responsible for providing signed delivery paperwork to the JEA jobsite inbox (jobsitedelivery@jea.com) within 24 hours of delivery.
- e. Service Level Requirements:
 - i. Within standard working hours (7am-5pm M-F excluding JEA Holidays), deliver 100% complete orders with 14 calendar day order notification, delivery within 1 hour window when given 24hour notification.
 - ii. Emergent deliveries within working hours, delivery >98% complete, delivery within 2 hour notice.
 - iii. Emergent deliveries outside standard working hours, deliveries >98% complete, within 4 hour notice.