ADDENDUM 1 – REVISED - APPENDIX A – TECHNICAL SPECIFICATIONS
ITN 037-19 REPAIR AND INSTALLATION OF SECURITY FENCING

1. Contractor Personnel:

a. Under the terms and conditions of this contract, all services rendered shall be by uniformed employees of the Company and no part of the regular servicing or emergency call back service may be subcontracted. The contractor shall maintain all security fencing using skilled (factory trained and certified on Governing Organization equipment) technicians under direct employment and supervision.

b. The contractor is required to communicate any change in employment (termination, resignation, or termination for cause) for any of their personnel assigned to the Governing Organization account. This notification must be made to the Governing Organization contract manager and be issued no later than the end of the business day of the event. The contractor is required to retain proof of notification until Governing Organization has confirmed the receipt of the communication.

c. **Conduct** - All contactor personnel shall be expected to conduct themselves in a courteous and professional manner. In addition, contractor personnel are required to ensure that they adhere to all Governing Organization safety and security policies and procedures. Any questions related to these policies or procedures should be directed to the Governing Organization contract manager.

d. **Qualifications** - The contractor is responsible for ensuring all personnel have sufficient knowledge and experience to perform the required duties. Contractor personnel who exhibit inadequate experience or incapability in their work assignment shall be replaced and not allowed on Governing Organization property. Failure on the part of the contractor to furnish such labor shall be sufficient cause for the cancellation of the contract. The Governing Organization reserves the right to request evidence, corporate resume, etc., identifying the experience of all personnel performing these services. The Governing Organization employees shall not be employed by the contractor to work under this contract. The following defines each type of job duty and the minimum level of experience for the position:

1) **Project Manager:**
    i. Job Duties: Responsible for the account management, documentation, scheduling, estimation, billing, etc.
    ii. Experience: Seven (7) or more years' experience in security fencing and gates

2) **Fence Installation Foreman:**
    i. Job Duties: Responsible for the management of helpers, jobsite efforts, sign-offs, installation, quality control for repairs, etc.
    ii. Experience: Five (5) or more years' experience in security fencing and gates

3) **Fence Installation Helper:**
    i. Job Duties: Responsible for assisting foreman, installation, cleaning jobsites, etc.
    ii. Experience:
        1. Supervised: Previous experience not required provided under direct supervision of foreman.
        2. Unsupervised: One (1) or more years' experience in security fencing and gates

2. Labor Rates:

a. Labor rates will be established for each identified job description located on the contract response workbook. These rates will be used for all labor employed through the use of this contract.

b. *Standard Rate (SR)* – SR applies to all service work performed during the normal business hours of 8:00 a.m. – 5:00 p.m. - Monday through Friday, fencing repair efforts, and work performed in support of a capital project.

c. *Emergency Rate (ER)* – ER applies to all service work performed after normal business hours or in a Governing Organization declared emergency situation.

3. Contract Materials:

a. The contractor is required to use the unit pricing, identified on their contract pricing sheet, for all materials procured under this contract.

b. Where the phrase With Hardware is used pricing shall reflect the cost of the item in addition to any hardware required to produce a completed product. This includes, but is not limited to, nuts, bolts, washers, brackets, and screws.

c. The contractor is authorized to charge their "other material mark-up" percentage, identified on their contract response form, in addition to their base cost for all of the following additional expenses:

1) Materials not specifically listed on the contract response form.
2) Specialized or non-standard Equipment rental fees or charges.

The Governing Organization reserves the right to request a copy of all estimates and/or invoices received by the contractor to validate the base cost. The "other material mark-up**" percentage cannot exceed 20%.**

4. Security Fencing Repair Services:

a. Security fencing repair services are defined as providing a prompt response to a request for trouble service or repairs from the Governing Organization contract manager, or a designated representative.

b. At the onset of the contract, the contractor is required to develop, and submit for approval, a service request and notification plan. At a minimum, the contractor shall provide personnel to answer request for service phone calls and electronic mail during normal and after business hours. After business working hours, the contractor may use an answering service with personnel for a direct contact. The contractor will still be required to adhere to all service notification and response times. The contractor is not authorized to employ any type of answer machine for phone services.

c. Within five (5) business days of the initiation of the contract, the Governing Organization contract manager will provide the contractor with a listing of personnel authorized to place any service requests under this contract. The contractor is not authorized to perform requests for any service without the prior approval from an individual on this list. It is the responsibility of the contractor to record the information of the authorized individual that approved and/or issued the request for service. If the contractor performs a service request, without prior approval, the contractor is responsible for absorbing, without reimbursement, all labor and materials utilized in the performance of the request. The listing of authorized personnel will be updated on an "as needed" basis.

d. The contractor will be required to maintain an on-going electronic database, created in SmartSheet by the Governing Organization, of all maintenance and repairs of security fencing performed on that organization's properties. This tracking will be utilized to identify problematic locations requiring

repeated maintenance. The Governing Organization will create the template to be used and the contractor will be required to keep the database updated as projects or services are requested.

e. All security fencing repair requests during business hours will be considered a "Standard Request" unless specifically identified as an "Emergency Request" by the Governing Organization representative. All requests issued after business hours will automatically be considered an "Emergency Request". In the event a standard request is issued at the start of a weekend, the required on-site time will exclude the weekend and carry into the next business day.

f. The unit cost identified in each labor rate must be inclusive of any administrative, overhead, and service repair charges. The contractor is not authorized to include additional charges such as a trip charge, mileage, etc. to the service request invoice. The hours charged must be the actual hours employed by the fence installation foreman/helper in support of the service request.

g. **Pre-authorized Service Charges** – Due to the monetary value of work involved with security fencing repairs, the contractor will be pre-authorized to invoice up to a specified amount on all requests for security fencing repairs. The following are the pre-authorized limits for all service requests:

1) Two (2) Hours of Fence Installation Foreman
2) Two (2) Hours of Fence Installation Helper
3) Up to $100.00 of contract material costs

5. Security Fencing Repair Procedure:

a. After the initial request is placed, the contractor is required to contact the Governing Organization representative and be on-site in accordance with the required service notification and response times identified in this contract. If requested by the Governing Organization, the contractor is required to take digital photographs of the condition of the fencing as discovered upon their arrival.

b. When the contractor has evaluated the scope of the service request, and on-site conditions, they are required to determine whether the repairs can be completed within the constraints of the pre-authorized service charge amounts. If the repairs fall within these limits, the contractor may begin conducting the requested repairs. If the cost of the estimated repairs falls outside of these limits, the contractor must contact the individual that placed the original service request and provide a verbal estimation of the total repair cost while on-site. In this scenario, the contractor is not authorized to proceed with repairs and/or replacements until authorization has been received from the Governing Organization. If the Governing Organization decides not to proceed with the repair/replacement, the contractor will be authorized to invoice for the labor used in responding to and evaluating the request. If the Governing Organization authorizes the repair/replacement, then these costs will be incorporated into the total service invoice. The Governing Organization reserves the right to waive this requirement based upon the situation and perceived repair cost.

c. Upon completion of the service request, the contractor is required to provide a service invoice that includes the number of actual hours, service personnel, materials, and types of equipment utilized in the performance of the request. This invoice can be mailed, provided in hard copy to the authorized individual that requested the service and/or sent via electronic copy to the Governing Organization contract manager within five (5) business days. If requested by the Governing Organization, the contractor is required to take digital photographs of the condition of the fencing after the completion of the repair. The before and after photographs will then be included in the contractor's service invoice. All labor and material rates, established in this contract, will be reflected on the service invoice with

the applicable service charges. The type of labor rate charged will be based upon type of service performed, not the position held by the individual within the contractor's organization. The brief job descriptions, listed above, identify the Governing Organization concepts of each labor category in this contract.

d. The contractor is required to complete all requested repairs based upon the priority issued and in accordance with the service notification and response times identified in this contract.

e. The contractor is responsible for bearing the full cost of all materials and labor on any "return" requests for service in which the original issue remains or has not been properly corrected. The Governing Organization considers any service request, within fifteen (15) business days, on an issue that was reported resolved by the contractor to be a "return" request.

6. Service Notification and Response

Request Type	Priority	Labor Rate	Contact Governing Organization	Required On-Site	Required Completion
Emergency	1	ER	30 Minutes	2 Hours	4 Hours
Standard	2	SR	60 Minutes	N/A	End of Next Business Day
	3	SR	24 Hours	N/A	2 Business Days
	4	SR	24 Hours	N/A	14 Calendar Days
	5	SR	24 Hours	N/A	30 Calendar Days
	6	SR	24 Hours	N/A	60 Calendar Days

7. Contract Meetings

a. Throughout the contract term, the contractor will be required to attend various meetings and provide periodic status reports. The attendance will be at the contractor's expense. The following is a listing of the planned meetings, and required attendees, for this contract:

- *Annual Contract Meeting* – This meeting will be conducted at the end of each Governing Organization fiscal year. The purpose of this meeting is to discuss contractor performance over the course of the previous year, contract status, planned future work for the next fiscal year, any performance improvement, and any suggestions for the Governing Organization contract procedures and processes. This will also include a discussion of the previous years' service requests, analysis of repair methods, suggestions for the upcoming year, and potential system improvements.

- Required Attendees – Governing Organization contract manager, Governing Organization security manager, officer of contractor's company, contractor project manager, and contractor service manager.

- *Quarterly Contract Meeting* – This meeting will be conducted during each quarter of the fiscal year. The fourth quarter meeting may be consolidated with the annual meeting. The purpose of this meeting is to discuss contractor performance during the recent quarter, project scheduling, service issues and improvements, and any operational suggestions.

    - Required Attendees – Governing Organization contract manager, contractor project manager, and contractor service manager.

- *Periodic Status Reports* – These status reports will be required based upon a frequency identified by the Governing Organization contract manager. The frequency will be determined by the current workload and need for communication of status. The format for these reports will be created by the contractor and submitted to the Governing Organization contract manager for approval. In most cases, these reports will be submitted by electronic message.

8. Security Fencing Capital Projects:

a. The Governing Organization reserves the right to utilize this contract for the procurement and installation of new security fencing. The scope and pricing of these systems will not exceed the limitations of the Governing Organization formal bid process.

b. The contractor will be responsible for ensuring that all estimated pricing for these new installations are in accordance with this contract. In addition, the contractor will be required to provide their pricing for the new installations in an itemized format, further amplifying their adherence to the terms of this contract. The Governing Organization requests that the itemized pricing be broken down into three categories, contract items, non-contract items, and labor.

c. No labor rates used in these projects will exceed the SR rate for each labor category identified on the response form, unless specifically authorized by the Governing Organization project manager in the project specification.

   Throughout the term of the contract, the contractor may be required to attend periodic capital project status meetings. The Governing Organization's project manager will be responsible for determining the format and frequency of these meetings. The contractor is required to ensure that they provide a representative for each of these meetings that can address project status and any associated issues. Attendance at these meetings will be mandatory and provided at no additional cost to JEA.

d. The Governing organization will generate an electronic database in SmartSheet to track scheduling, progress, and estimated invoicing dates. The contractor will be required to maintain this database with accurate information.

9. General Contract Requirements:

a. Parking access will not be provided at downtown locations. The contractor must be thoroughly familiar with all city, state and federal laws pertaining to the industry including installation, maintenance and repair. All materials being used must comply with all local, state, and federal regulations. All chemicals used must have labels along with Material Safety Data Sheets. The contractor must keep the

Governing Organization personnel informed, particularly with regard to regulations. If the Governing Organization is in violation because of contractor's actions, the contractor must pay all costs to correct the violation(s).

b. The contractor is required to check in with operations on site, or the site supervisor, prior to beginning the performance of any service requests. If no personnel are available, the contractor is required to contact the Governing Organization's security dispatch center.

c. Contractor shall correct any problems arising out of the contractor's workmanship with no additional cost charged to the Governing Organization.

d. Contractor's employees are required to have attended the Governing Organization's Safety Orientation to submit an estimate for this work. In addition, the contractor and all sub-contractors must be safety pre-qualified and substation safety trained, if applicable, prior to the beginning of any work.

e. All contractors' employees, including all subcontractors, working on Governing Organization property shall abide by the Governing Organization's Safety Rules and Regulations or will be asked to leave the property, and not be allowed to work on any other projects or properties.

f. The contractor is required to contact the Governing Organization Project Manager for a "Hot Work Permit" prior to conducting any activities that will result in the generation of a spark or flame on the Governing Organization's property.

10. Security Fencing Construction Requirements: The following is a listing of the security fencing construction requirements for this contract, if applicable:

a. All security fencing installations, and/or repairs, performed under this contract will be accomplished in accordance with the Governing Organization's Security Typical standard drawings and the specifications provided for the specific project task. The contractor is responsible for reviewing and/or requesting a copy of the Governing Organization's Security Typical standard drawings from the Governing Organization's contract manager. These drawings establish the minimum required guidelines for all Governing Organization's security fencing. The Governing Organization's contract manager, if not specifically identified in this contract, must approve all variations from these drawings and specifications.

b. All security fencing installations, and/or repairs, performed under this contract will be accomplished in accordance with the manufacturer's installation guidelines for the specific fencing being installed or repaired. This includes, but is not limited to, the use of fasteners, mounting hardware, and brackets. This section shall also apply to any factory installed or applied anti corrosive or colored coatings.