

128-19 Appendix A - TECHNICAL SPECIFICATIONS
Residential Backflow Preventer Testing Services for JEA

1. SCOPE OF WORK

- 1.1. JEA is seeking one or more local certified backflow testing Companies to systematically complete compliance testing of backflow preventers at approximately 32,000 residential irrigation customer sites and 14,000 residential reclaimed customer sites.
 - 1.1.1. Each JEA residential irrigation customer is required to have a backflow preventer installed on their JEA irrigation service line, and to have it tested once every two years. Under the program, worklists of approximately 4,000 customer sites will be generated each calendar quarter by JEA. Companies selected to participate in the program will receive an electronic list of customer sites to be tested. The same electronic worklist form will be used by the Companies to record and electronically return/report test results to JEA Cross Connection Control once each calendar quarter. Customer sites will be concentrated geographically within each worklist.
 - 1.1.2. Each JEA residential reclaimed customer is required to have a backflow preventer installed on their JEA potable water service line, and to have it tested once every two years. Under the program, worklists of approximately 3,000 to 7,000 reclaimed customer sites will be generated periodically by JEA. Companies selected to participate in the program will receive an electronic list of customer sites to be tested. The same electronic worklist form will be used by the Companies to record and electronically return/report test results to JEA Customer Solutions & Market Development on or before the designated completed worklist return date listed on the schedule. Customer sites will be concentrated geographically within each worklist.

The intent of this program is to protect the quality and reliability of the community water resource by increasing customer compliance with state and local cross connection control standards.

Customer sites may or may not have existing backflow preventers and backflow preventers may or may not be found in working order. This program includes testing of existing backflow preventers only, however, it presents Companies a business opportunity to enter into separate agreements with property owners to correct deficiencies. Any repair, replacement or installation work done by the Company is under a separate agreement between the property owner and the Company. JEA will not pay for any repair, replacement or installation work, but will rank companies and award work, in part, based on repair and replacement rates.

NOTE – After any repair, replacement or installation, the Company is responsible to provide the final test report to JEA that shows a “Passed” status.

Work areas and scope may include, but not be limited to, the following:

- Entering JEA Customers’ private property; and
- Working on equipment that belongs to JEA irrigation and reclaimed service customers; and
- Backflow testing by certified backflow testers; and
- Providing technical, administrative, supervisory personnel as required to submit timely, complete test reports; and
- Reporting as defined by the technical specifications.
- Timely and appropriate responsiveness to JEA and customer inquiries; and
- Immediate customer notification of any backflow preventer deficiencies noted while on-site.
- Placing JEA provided Door Hanger with information regarding a full vendor list for repairs at JEA.com.

2. GENERAL REQUIREMENTS

- 2.1 Company shall hold current certification in backflow assembly testing. All tests shall be conducted by certified backflow assembly testers.
- 2.2 Company shall maintain proper licensing to perform the work.
- 2.3 Company shall tag each backflow assembly that has been tested:
- Tag must be water and sun resistant, and
 - Tag must have, at a minimum, the following information:
 - ✓ Company name,
 - ✓ Test date,
 - ✓ Name of certified tester, and
 - ✓ Test status (Pass or Fail).
- 2.4 Company shall receive the quarterly worklist from JEA in the form of an electronic (Microsoft Excel) worklist spreadsheet (The Task Authorization to perform work)
- 2.5 Company shall submit complete and accurate test results to JEA on the electronic worklist spreadsheet provided by JEA.
- 2.6 Company will have forty (40) days from the distribution date of the electronic worklist from JEA to complete testing of all of the Residential Irrigation Service customer sites on their worklist and return the completed electronic worklist form to JEA. The completed electronic worklist form will be used to determine the number of tests performed by the Company. Company shall submit the completed form containing all site visit test results to JEA Customer Solutions & Market Development via email once, within the forty (40) day window. Incomplete and improper test results will not be counted as completed tests for the purpose of compensating Company. Nor will test results received after the forty (40) day deadline noted on the “Schedule – Residential Irrigation Customer Sites”.
- 2.7 Company will have a longer period of time to complete the testing of all of the Residential Reclaimed Service customer sites on their worklist and return the completed electronic worklist to JEA. A schedule of Reclaimed Service worklist distribution dates and (completed) worklist due dates is included in this Technical Specification. The completed electronic worklist form will be used to determine the number of tests performed by the Company. Company shall submit the completed form containing all of the site visit test results to JEA Customer Solutions & Market Development via email once, prior to the scheduled completed worklist deadline. Incomplete and improper test results will not be counted as completed tests for the purpose of compensating Company. Nor will test results received after the scheduled worklist completion deadline listed on the Proposed Testing Schedule , “Schedule - Reclaimed Customer Sites”,
- 2.8 The following Milestone Definitions and timelines apply during each work cycle;**
- 2.8.1 Distribution Date is defined as the date JEA sends the electronic worklist, by email, to Company.
- 2.8.2 Test Report Due Date is defined as the day that is forty (40) calendar days after the Distribution Date for Residential Irrigation Customer Sites.
- 2.8.3 Test Report Due Date is defined as the day listed on the “Schedule – Reclaimed Customer Sites” for each work cycle. Reclaimed Customer Site testing has a longer, roughly four month work cycle. Actual worklist distribution and due dates are established on the “Schedule – Reclaimed Customer Sites.”
- 2.9 Company shall be compensated by JEA for each initial backflow test performed at customer sites that is listed on their worklists provided the test results are complete and accurate, and have been received by JEA by the Test Report Due Date for the current Residential Irrigation or Reclaimed work cycle.
- 2.10 Company shall complete site visits to each customer site on their worklist and report the completed test results (Worklist) to JEA electronically once and prior to 5:00 PM on the corresponding Test Report Due Date for the current work cycle.

- 2.11 Customer site reporting shall occur on the same electronic worklist form that is submitted to JEA by the Test Report Due Date. Customer sites with no backflow preventer installed or with inoperable backflow preventer shall be noted by Company on the electronic worklist spreadsheet that is submitted to JEA.
- 2.12 Company shall not falsify the results of backflow preventer field tests.
- 2.13 Company shall provide and use only properly calibrated test equipment to perform backflow tests.
- 2.14 Company must notify customer of any backflow deficiencies while on-site.
- 2.15 If Company finds a customer site does not have a backflow preventer to test or that the backflow preventer is inaccessible Company will report the status on the report form and move on to the next test. Company will be compensated per test – NOT per site visit, however, JEA requires the Company to make a notation on the JEA electronic worklist report form to indicate ‘No backflow’ or ‘Inaccessible’. Company shall notify the customer of the deficiency via door hanger and by following up with a personal phone call or conversation with the customer within 48 hours of the observation. Door hangers and conversations shall include a description of the deficiency, necessary actions required by customer to achieve compliance, and a price quotation for Company to correct the deficiencies and bring the service into compliance.
- 2.16 Company shall utilize JEA-provided door hangers for on-site customer notification. JEA door hangers, when left by Company, shall indicate the compliance status of the customer service connection, any deficiencies observed by Company, and any necessary actions the customer must take to correct the deficiencies. Door hangers shall have check boxes for typical scenarios including: tested and passed, tested and failed - requires repair, no backflow preventer on site, backflow preventer is inaccessible. The door hanger will also provide room for Company to insert identification and follow-up information. A link to the jea.com webpage listing of approved vendors will also be included on the door hanger. Company shall use only JEA- provided door hangers.
- 2.17 JEA will supply, and Company will affix, a supplementary information page to the door hanger that contains information about the JEA Backflow Checkup Program, contact information for Company, and additional information about the tester’s findings while on-site. The supplementary information will also include information that a price quote for any required repair, replacement, or installation work is being supplied as a courtesy, and that customers are free to determine who does the required work. Company may use an alternate supplementary information page of their own design, but the page must first be approved by JEA Customer Solutions & Market Development.
- 2.18 **This agreement only covers the initial test performed by the tester.** Re-testing, repairs and installations are not funded by JEA, and may only occur with prior agreement with the property owner. Company compensation for re-testing, repairs or installation shall be from the property owner, however, the Company is responsible to submit passing test report to JEA to comply with state regulations. If the customer declines to have the Company perform the repair work, it is the customers responsibility to have repair work done at their own expense and submit passing report documentation to JEA.
- 2.19 Company shall provide immediate feedback to residential irrigation customers (homeowners) while on-site regarding the compliance status of their residential irrigation service. The immediate feedback shall include a door hanger (supplied by JEA) that will facilitate communication of status and any required actions. Company shall endeavor to speak in-person with homeowner about any additional actions that homeowner may be required to perform to bring the service into compliance such as repairs, replacement or installation of a backflow preventer.
- 2.20 While on-site, Company shall provide an estimate of cost to bring any non-compliant service connections into compliance. This estimate shall be included with the door hanger information. Company is also required to communicate these requirements verbally, while on-site, or otherwise, within 48 hours of the observation.
- 2.21 The Company shall be responsible for all labor and material costs associated with the replacement of any existing property that may be damaged by the Company during the course of the Work.

3. SPECIFIC REQUIREMENTS

- 3.1 Company shall provide a “Primary Contact” to be assigned to the contract that will be accessible during normal work hours, eight (8) hours per day, five (5) days per week, exclusive of holidays. This person shall act as the primary interface between JEA and the Company. Should there be a change in employment for the Primary Contact (i.e., promotion, resignation, termination, etc.) the Company shall notify JEA Cross Connection Control within twenty-four (24) hours of the event. This contact shall include a valid email address for Company which will receive the quarterly worklist distribution.
- 3.2 Company shall provide a Secondary Contact in the event the Primary Contact is not available for any reason.
- 3.3 Company shall abide by JEA’s Best Practice for Residential Backflow Testing.
- 3.4 JEA shall issue Company testers an identification badge identifying them as JEA Contractors. Company employees shall each possess the JEA Contractor identification card containing the Company name, and the employee name. Field employees conducting backflow tests on customers’ facilities shall have the JEA Contractor identification card on their person and clearly visible at all times. JEA Contractor badges shall be issued at no cost at the beginning of the contract period and will be returned to JEA at the end of the contract period, or when testers leave the employ of the Company. JEA Contractor badges will remain the property of JEA, and must be surrendered to JEA upon request. Replacement of lost badges will be done through JEA Security at an additional cost.
- 3.5 Company shall have uniformed personnel with a Company identified vehicle at all worksites. Unmarked vehicles and personal vehicles are prohibited.
- 3.6 Good communications foster good relationships and benefit all parties. The Company will be required to attend and actively participate in periodic planning meetings. The Company shall provide a knowledgeable person that will attend actual or teleconference meetings.
- 3.7 **Company shall not damage customer property. Testing may require pushing back shrubs and other vegetation for the purpose of testing the backflow preventer but shall not involve cutting or removing vegetation without prior permission from the property owner.**
- 3.8 Residential Irrigation backflow preventers may be located within 10’ of the meter on customer property or may be located in another accessible location closer to the customer home. Customers choosing to install backflow preventers greater than 10’ from the JEA meter must sign and submit an affidavit to JEA indicating that JEA has unhindered access and that there will be no connections made between the JEA meter and the backflow preventer. Company shall submit completed affidavits with the test results of newly installed backflow preventers. This is a modification of the JEA Cross Connection Control (CCC) Policy.
- 3.9 Reclaimed water customer sites are required to have DCVA on the potable water service line. The DCVA is frequently located below grade, inside a box. Testers that are testing these devices must attempt to communicate with customers prior to testing. Testers shall not leave customer sites with the potable water service inoperable.
- 3.10 Per JEA CCC Policy, residential irrigation service connections may be adequately protected by properly installed Pressure Vacuum Breaker (PVB) devices if backpressure cannot develop in the downstream piping. Where backpressure may develop downstream or where chemicals are fed through the irrigation system a Reduced Pressure Principle Backflow Prevention Assembly (RP) is required. Double Check Valve Assembly (DC) may be used if both of the conditions exist; the irrigation service connection was installed prior to 5/5/2014 and no chemicals are fed through the irrigation system. This is consistent with the state rule and represents a modification in the JEA CCC Policy.
- 3.11 Current Repair, Replacement, and Installation pricing shall be supplied to JEA by Company periodically during the contract period. Initially, this data will be used as part of the vendor evaluation. Vendor pricing may be published by JEA for customer use. The following pricing information shall be provided upon request to JEA, and shall reflect current pricing being extended to residential customers. Company shall supply the installed price for each of the repair, installation, and installations requested below. These prices shall also be populated in Appendix B - Response Workbook.

<u>PVB</u>	<u>size</u>	<u>Minor Repair</u>	<u>Initial Installation</u>	<u>Replacement</u>
Febco 765	3/4"			
Febco 765	1"			
Wilkins 720A	3/4"			
Wilkins 720A	1"			

<u>DC</u>		<u>Replace 2 CVs</u>	<u>Initial Installation</u>	<u>Replacement</u>
Watts 007	3/4"			
Watts 007	1"			
Wilkins 950	3/4"			
Wilkins 950	1"			

<u>RP</u>		<u>Replace 2 CVs</u>	<u>Initial Installation</u>	<u>Replacement</u>
Watts 009	3/4"			
Watts 009	1"			
Wilkins 975	3/4"			
Wilkins 975	1"			

4. COMPANY SAFETY

- 4.1 **IT IS EXTREMELY IMPORTANT THAT THE COMPANY AND JEA WORK TOGETHER TO ADDRESS ANY SAFETY CONCERNS SUCH THAT POTENTIAL ACCIDENTS ARE AVOIDED.**
- 4.2 Company shall communicate any safety concerns to JEA.

6. SECURITY

- 6.1 Company shall supply a list of names of the field testing personnel, after contract award. JEA may provide contractor badges with i.d. numbers, to facilitate identification of the worker to the customer.

7. MOBILIZATION / DEMOBILIZATION

- 7.1 Mobilization and demobilization shall be included in the extended price per backflow preventer test. Worklists will be concentrated geographically to reduce mobilization and logistical costs. There is no additional compensation under this contract for mobilization or demobilization.

8 CODES AND REGULATIONS

- 8.2 Company shall perform all work in accordance with established federal standards and regulations, local codes and regulations, and the current issues of the following codes, and regulations.
- 8.3 JEA Cross-Connection Program Control Policy
- 8.4 Florida Administrative Code 62-555.360 (FAC)
- 8.5 JEA Rules and Regulations for Water, Sewer, & Reclaimed Services
- 8.6 Florida Plumbing Code – Plumbing 5th Edition

In case of a conflict between the above codes and regulations, Company will perform all work in accordance with the more stringent code or regulation.

9 JEA PROPOSED TESTING SCHEDULE

9.2 Residential Irrigation Customer Sites

- 9.2.1 During the term of this two year contract, JEA will have scheduled one backflow testing event for each of the 32,000 residential irrigation customer sites.
- 9.2.2 JEA will, at its sole discretion, distribute worklists of residential irrigation service connections to be tested by Company under the Program.
- 9.2.3 Below is the planned schedule for 2020 – 2022, Schedule – Residential Irrigation Customer Sites.

JEA Backflow Checkup Program Schedule - Residential Irrigation Customer Sites

Date		<i>Actual dates may vary slightly, and will be published each QTR</i>	
QTR 1	12/30/2019	LETTERS TO CUSTOMERS	
	2/12/2020	COMPLIANCE CHECK	
	2/16/2020	WORKLIST TO TESTER VENDORS	
QTR 2	3/30/2020	LETTERS TO CUSTOMERS	
	4/6/2020	COMPLETED WORKLISTS RETURNED TO JEA	Due Date
	5/13/2020	COMPLIANCE CHECK	
	5/17/2020	WORKLIST TO TESTER VENDORS	
QTR 3	6/29/2020	LETTERS TO CUSTOMERS	
	7/5/2020	COMPLETED WORKLISTS RETURNED TO JEA	Due Date
	8/12/2020	COMPLIANCE CHECK	
	8/17/2020	WORKLIST TO TESTER VENDORS	
QTR 4	10/1/2020	LETTERS TO CUSTOMERS	
	10/5/2020	COMPLETED WORKLISTS RETURNED TO JEA	Due Date
	11/14/2020	COMPLIANCE CHECK	
	11/19/2020	WORKLIST TO TESTER VENDORS	
QTR 5	12/30/2020	LETTERS TO CUSTOMERS	
	1/8/2021	COMPLETED WORKLISTS RETURNED TO JEA	Due Date
	2/12/2021	COMPLIANCE CHECK	
	2/16/2021	WORKLIST TO TESTER VENDORS	
QTR 6	3/30/2021	LETTERS TO CUSTOMERS	
	4/6/2021	COMPLETED WORKLISTS RETURNED TO JEA	Due Date
	5/13/2021	COMPLIANCE CHECK	
	5/17/2021	WORKLIST TO TESTER VENDORS	
QTR 7	6/29/2021	LETTERS TO CUSTOMERS	
	7/5/2021	COMPLETED WORKLISTS RETURNED TO JEA	Due Date
	8/12/2021	COMPLIANCE CHECK	
	8/17/2021	WORKLIST TO TESTER VENDORS	
QTR 8	10/1/2021	LETTERS TO CUSTOMERS	
	10/5/2021	COMPLETED WORKLISTS RETURNED TO JEA	Due Date
	11/14/2021	COMPLIANCE CHECK	
	11/19/2021	WORKLIST TO TESTER VENDORS	
	1/8/2022	COMPLETED WORKLISTS RETURNED TO JEA	

- 9.3.1 During the term of this two year contract, JEA will have scheduled one backflow testing event for each of the 14,000 residential irrigation customer sites.
- 9.3.2 JEA will, at its sole discretion, distribute worklists of residential irrigation service connections to be tested by Company under the Program.
- 9.3.3 Below is the planned schedule for 2020 – 2022, Schedule – Reclaimed Customer Sites.

JEA Backflow Checkup Program Schedule - Reclaimed Customer Sites

Date		<i>Actual dates may vary slightly, and will be published each QTR</i>	
SA-2	1/1/2020	LETTERS TO CUSTOMERS	
		COMPLIANCE CHECK	
	2/1/2020	WORKLIST TO TESTER VENDORS	
SA-3	7/1/2020	LETTERS TO CUSTOMERS	
	5/31/2020	COMPLETED WORKLISTS RETURNED TO JEA	Due Date
		COMPLIANCE CHECK	
	8/1/2020	WORKLIST TO TESTER VENDORS	
SA-4	1/1/2021	LETTERS TO CUSTOMERS	
	11/30/2020	COMPLETED WORKLISTS RETURNED TO JEA	Due Date
		COMPLIANCE CHECK	
	2/1/2021	WORKLIST TO TESTER VENDORS	
SA-5	7/1/2021	LETTERS TO CUSTOMERS	
	5/31/2021	COMPLETED WORKLISTS RETURNED TO JEA	Due Date
		COMPLIANCE CHECK	
	8/1/2021	WORKLIST TO TESTER VENDORS	
	11/30/2021	COMPLETED WORKLISTS RETURNED TO JEA	Due Date

10 QUALITY CONTROL AND SERVICE LEVELS

10.2 Time Frames and Corrective Actions

- 10.2.1 Up to ten percent (10%) of the work completed will have a quality control inspection. JEA will maintain a QAQC plan to inspect a certain percentage of the inspections to ensure they were completed and reported accurately, and to determine the customer level of satisfaction with the contractor and the process. The QAQC process includes a process of grading the contractors based on any customer escalation situations that may occur. The process also allows JEA to maintain a survey of customer satisfaction with the contractors and the inspection process as implemented by JEA. Audit activities by JEA shall include on-site observations by JEA staff before, during, and after some quantity of Company backflow site visits. JEA shall use observations to determine accuracy of Company reporting by comparing observations of staff with Company reported results. Performance metrics will be developed to compare across Company(s) for the purpose of quality control. Significant deviations of results reported by Company from JEA-observed results shall result in follow-up action by JEA. Follow-up action by JEA may include suspension or disqualification of Company. Inaccurate testing, miss-representation of test results, and miss-representation of compliance status are unacceptable and shall render Company performance unsatisfactory.

10.2.2 Company shall endeavor to resolve any conflicts with JEA residential irrigation customers resulting from attempted performance of this contracted service. JEA shall determine when conflicts exist and if they have been resolved. Any unresolved disputes with customers over 60 days may result in modification of, or termination of the contract with JEA. Conflicts are expected, but Company shall resolve conflicts in a timely manner, and to the satisfaction of JEA. JEA will not intervene in conflict resolution.

10.2.3 If at any time the unresolved customer conflicts reaches the number or quality listed here JEA may warn, suspend, or terminate Company from the program:

One percent (1%) of test locations result in unresolved conflicts after sixty (60) days - warning

Five percent (5%) of test locations result in unresolved conflicts after sixty (60) days – suspension

Greater than five percent (5%) of test locations in unresolved conflicts after sixty (60) days or one or more unresolved conflicts involving property damage, personal injury, or willful negligence by company or company employee may result in termination of the contract.