

**APPENDIX A**  
**TECHNICAL SPECIFICATIONS**  
**Repair and Installation of Industrial Automatic Gate and Door Systems**  
**1412213678**

**Attachments:** (A) JEA Security Typical Drawings

**1. Definitions:**

- a. Governing organization – This term refers to organization that issued the contractor a purchase order to perform a service or task within the scope of this contract.
- b. Contract manager – This term refers to the individual(s) identified by each governing organization as responsible for the management and enforcement of this contract.

**2. Contractor Personnel:**

- a. Under the terms and conditions of this contract, all services rendered shall be by uniformed employees of the bidder and no part of the regular servicing or emergency call back service may be subcontracted. The contractor will maintain all automatic gate and door systems using skilled (factory trained and certified) 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 account. This notification must be made to the 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 the contract manager has confirmed the receipt of the communication.
- c. **Conduct** - All contractor personnel shall be expected to conduct themselves in a courteous and professional manner. In addition, they are required to ensure that they adhere to all applicable safety and security policies and procedures. Any questions related to these policies or procedures should be directed to the 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 property. Failure on the part of the contractor to furnish such labor shall be sufficient cause for the cancellation of the contract. Employees of the governing organization 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 Management:

- i. Job Duties: Responsible for the account management, documentation, scheduling, software programming, updating, development etc.
- ii. Experience:
  - 1. (10) or more years' experience in security technologies
  - 2. (5) or more years' experience in industrial automatic gate and door systems
- iii. Knowledge Areas:
  - 1. Project Management Principles
  - 2. Physical Security Principles
  - 3. Automated gate and door system designs and codes
  - 4. Asset Management (Listing of all assets and attributes)

2) Technician Working Foreman:

- i. Job Duties: Responsible for the management of technicians, jobsite efforts, sign-offs, etc.
- ii. Experience:
  - 1. (6) or more years' experience in security technologies

**APPENDIX A**  
**TECHNICAL SPECIFICATIONS (CON'T)**  
**Repair and Installation of Industrial Automatic Gate and Door Systems**  
**1412213678**

- 2. (5) or more years' experience in industrial automatic gate and door systems
    - iii. Knowledge Areas:
      - 1. Automated gate and door system installation and codes
      - 2. Basic electrical knowledge where applied to gate and door systems
      - 3. Scheduling and Organization
      - 4. Safety principles and job site safety procedures
      - 5. Site Supervision
  - 3) Technician:
    - i. Job Duties: Responsible for system testing, repairs, evaluations, wiring, etc.
    - ii. Experience:
      - 1. (4) or more years' experience in security technologies
      - 2. (2) or more years' experience in industrial automatic gate and door systems
    - iii. Knowledge Areas:
      - 1. Automated gate and door system installation
      - 2. Safety principles and job site safety procedures
- e. 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 return a call within 30 minutes for Emergency Service. The contractor is not authorized to employ any type of answer machine for phone services.
- 3. Labor Rates:**
- a. Labor rates will be established for each identified job description located on the contract bid form. 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, preventative maintenance 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.
- 4. Contract Materials:**
- a. All replacement parts, or entire controls or components are to be from the original manufacturer. If the contractor finds parts or equipment no longer available or recommends a different manufacturer, it will be submitted to the contract manager or designated representative, in writing or electronic message, for discussion and approval. The contractor must have a written statement giving approval to substitute parts or equipment from the contract manager or designated representative.
  - b. The contractor is required to use the unit pricing, identified on their contract pricing sheet, for all materials procured under this contract.
  - c. The contractor is authorized to charge their “other material mark-up” percentage, identified on their contract bid form, in addition to their base cost for all of the following additional expenses:
    - 1) Materials not specifically listed on the contract bid form.

**APPENDIX A**  
**TECHNICAL SPECIFICATIONS (CON'T)**  
**Repair and Installation of Industrial Automatic Gate and Door Systems**  
**1412213678**

2) 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 contractor is not authorized to include any overhead, delivery, or burden expenses to the base cost. The "other material mark-up" percentage cannot exceed 20%.

**5. Subcontractor Services:**

- a. Throughout the course of this contract, the contractor may be required to engage a subcontractor for specific tasks or services. The contractor is authorized to charge up to 15%, in addition to the base cost, for the subcontractor services. 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.

**6. System Repair Services:**

- a. System repair services are defined as providing a prompt response to a request for trouble service or repairs from the 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 (5) business days of the initiation of the contract, the contract manager will provide the contractor with a listing of personnel at each governing organization 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 generate, and maintain, an on-going electronic record and/or database of all maintenance and repairs performed on any automatic gate and door system. This tracking will be utilized to identify equipment that requires placement on the on-hand parts inventory and to identify problematic system locations. The contractor will be required to provide a copy of this record and/or database, and any recommendations, at the end of each fiscal year.
- e. All system repair requests during business hours will be considered a "Standard Request" unless specifically identified as an "Emergency Request" by the governing organization's 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, or overhead, service repair charges. The contractor is not authorized to include additional charges such as a trip charge, management hours, minimum labor hours, mileage, etc. to the service request invoice. The hours charged must be the actual hours employed by the technician in support of the service request.

**APPENDIX A**  
**TECHNICAL SPECIFICATIONS (CON'T)**  
**Repair and Installation of Industrial Automatic Gate and Door Systems**  
**1412213678**

**7. System Repair Procedure:**

- a. After the initial request has been 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, the contractor may be required to take digital photographs of the condition of the system, or issue, 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 contact the individual that placed the original service request and provide a verbal estimation of the total repair cost while on-site. 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 report that includes the number of hours, service personnel, and types of equipment utilized in the performance of the request. This report can be provided in hard copy to the authorized individual that requested the service and/or sent via electronic copy to the contract manager within (1) business day. If requested, the contractor may be required to take digital photographs of the condition of the system, or issue, after the completion of the repair. The before and after photographs will then be included in the contractor's service report. All labor and material rates, established in this contract, will be reflected on the service report 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 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. For standard request types where possible the contractor shall provide 24 hour notice prior to showing up to complete service request work.
- f. 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. Any service request, within (15) business days, on an issue that was reported resolved by the contractor to be a "return" request.

**8. Service Notification and Response Time**

| Request Type | Priority | Labor Rate | Contact Organization | Required On Site | Required Completion |
|--------------|----------|------------|----------------------|------------------|---------------------|
| Emergency    | 1        | ER         | 30 Minutes           | 2 Hours          | 4 Hours             |
| Standard     | 2        | SR         | 60 Minutes           | N/A              | 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    |

**9. Preventative Maintenance (PM) Service:**

Repair and Installation of Industrial Automatic Gate and Door Systems

**APPENDIX A**  
**TECHNICAL SPECIFICATIONS (CON'T)**  
**Repair and Installation of Industrial Automatic Gate and Door Systems**  
**1412213678**

- a. PM Service is defined as a request for specific testing, evaluations, and preventative maintenance measures on a specific automatic gate or door system. These requests will be conducted during normal business hours and will be submitted by the contract manager. The contractor is required to coordinate the scheduling of the maintenance service, with the contract manager, to ensure the impact to standard operations is minimized to the greatest extent possible.
- b. The standard service, provided within a PM request, includes cleaning, examination, adjustment and lubrication as required, and an evaluation/testing of the existing automatic gate or door system in comparison to the specifications of the system by the manufacturer. This applies to all components of the automatic gate or door system.
- c. In addition to the manufacturer specification maintenance, the following minimum maintenance procedures will be performed in the course of conducting preventative maintenance for a automatic gate and door system:
  - 1) Visually inspect the gate/door and mechanical hardware for damage and wear that may impact operation. This includes, but is not limited to, any broken or cracked welds, slats, or glass. Adjust and repair as required.
  - 2) Check the software version of the operator, update as required.
  - 3) Check the drive wheels for tightness and wear.
  - 4) Check the wheel clamping spring tension. Adjust as required.
  - 5) Check the fluid level and visually inspect the operator for signs of fluid leaks.
  - 6) Check gate/door alignment and clearance to ensure proper closure of opening.
  - 7) Check the stop limit switches and adjust as required.
  - 8) Check the anchor bolts for tightness and adjust as required.
  - 9) Replace the hydraulic fluid within the operator. This will be performed as required, not to exceed every five years.
  - 10) Replace the clock battery within the operator. This will be performed as required, not to exceed every five years.
  - 11) Check the safety loops for proper activation.
  - 12) Check the inherent entrapment protection system for proper activation. Adjust the activation pressure as required.

**APPENDIX A**  
**TECHNICAL SPECIFICATIONS (CON'T)**  
**Repair and Installation of Industrial Automatic Gate and Door Systems**  
**1412213678**

- 13) Check the safety edge for proper activation.
  - 14) Change the safety edge batteries. This will be performed as required, not to exceed annually.
  - 15) Change the barrier arm batteries. This will be performed as required, not to exceed annually.
  - 16) Clean gate operator enclosure of debris, bugs, and dirt. The level of cleanliness should be sufficient to ensure proper operation of equipment and prevent potential future issues.
  - 17) If applicable, lubricate all friction points of the gate/overhead door to assist in providing a smooth operation.
  - 18) If applicable, inspect and repair all automatic gate rolling ground and track systems. These should be checked for proper connection and operation.
  - 19) Check to make sure all wiring is routed away from moving parts to prevent damage, free of corrosion, abrasions, cuts, and connections are secure.
  - 20) Make sure all components are properly grounded to manufacturer's recommendations or as needed due to installation environment.
  - 21) Make sure all cables are properly labeled in the operator and at junction point for cable pulling/routing.
  - 22) If applicable, inspect ethernet cable and connectors for corrosion, loose connections, UV damage, rodent damage, or moisture intrusion.
  - 23) Verify network link status and communication: confirm the NIC shows a stable link (LEDs) and communicates reliably with the controller/ server.
  - 24) Clean enclosure: remove dust, insects, and moisture that could impair electronics.
- d. The contractor is required to submit, for approval by the contract manager, a listing of any additional recommended testing, cleaning, and maintenance tasks that should be performed on automatic gate and door systems. This listing, in conjunction with the standard PM services, will be designed to be utilized by field technicians for the recording of equipment statistics and information that should be accurately tracked.
- e. When the PM is completed, the contractor will furnish to the contract manager, or a designated representative, a written report detailing the conditions of the automatic gate and door systems with any recommendations or needed corrections. The PM report will include recommendations for

**APPENDIX A**  
**TECHNICAL SPECIFICATIONS (CON'T)**  
**Repair and Installation of Industrial Automatic Gate and Door Systems**  
**1412213678**

additional service work or replacement parts, analysis report, and recommendations to the governing organization personnel for improving operating techniques and maintenance procedures.

**10. On-Hand Parts Inventory**

- a. Due to the criticality of the systems, and to reduce downtime of specific components, each governing organization reserves the right to institute an on-hand parts inventory in support of servicing their automatic gate and door systems. This inventory will consist of system components selected based upon their frequency of replacement, difficulty in obtaining, and criticality to the system. The contractor is authorized to make recommendations for any additional equipment, not selected by the governing organization, based upon their experience with automatic gate and door systems. The governing organization will procure this equipment under the terms of this contract.
- b. The on-hand parts inventory is subject to the following conditions:
  - 1) The contractor is responsible for storing this equipment at their warehouse in a secure location.
  - 2) The contractor is responsible for any theft or damage to this equipment while in their possession.
  - 3) The contractor is responsible for maintaining the identified quantities of material at all times.
  - 4) The on-hand material is only to be used on the respective governing organization's properties and may not be used for any other projects without the expressed written permission from the associated contract manager.
  - 5) All on-hand material used in the performance of a service request will be identified on the resulting service report.
  - 6) If the on-hand material is used in the performance of a warranty service request, the contractor is responsible for all costs associated with replenishing the on-hand inventory. The material must be replenished within (10) business days.
  - 7) If the on-hand material is used in the performance of a billable service request, the contractor will charge the service purchase order for the amount required to replenish the on-hand inventory. The material must be replenished within (10) business days.
  - 8) Each governing organization reserves the right to inspect or recover the on-hand inventory at any time. The contractor is required to relinquish the on-hand inventory at the completion, or in the event of a termination, of their governing contract.

**11. Contract Meetings**

- a. Throughout the contract term, the contractor will be required to attend various meetings and provide periodic status reports. 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 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 contract procedures and processes.

**APPENDIX A**  
**TECHNICAL SPECIFICATIONS (CON'T)**  
**Repair and Installation of Industrial Automatic Gate and Door Systems**  
**1412213678**

- Required Attendees – Contract manager, security manager, officer of contractor's company, contractor project manager, and contractor service manager.
- *Annual Service Meeting* – This meeting will be conducted at the end of each fiscal year. The purpose of this meeting is to discuss contractor performance in the specific area of service over the course of the previous year. This will include a discussion of the previous years' service requests, analysis of repair methods, suggestions for the upcoming year, and potential system improvements.
  - Required Attendees – Contract manager, security technicians and support staff, 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. This meeting may include representatives from product manufacturer to discuss possible program improvements and any product changes.
  - Required Attendees – 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 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 contract manager for approval. The governing organization reserves the right to make use of a shared workspace for contractors to provide updates. In most cases, these reports will be submitted by electronic message

**12. Industrial Automatic Gate and Door System Capital Projects:**

- a. The governing organizations reserve the right to utilize this contract for the procurement and installation of new industrial automatic gate and door systems. The scope and pricing of these systems will not exceed the limitations of the JEA or JAXPORT 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.
- c. All labor rates used in these projects will not exceed the SR rate for each labor category identified on the bid form, unless specifically authorized by the project manager in the project specification.

**13. 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 Safety Data Sheets. The contractor must keep JEA and JAXPORT personnel informed, particularly with regard to regulations. If JEA or JAXPORT is in violation because of contractor's actions, the contractor must pay all costs to correct the violation(s).

**APPENDIX A**  
**TECHNICAL SPECIFICATIONS (CON'T)**  
**Repair and Installation of Industrial Automatic Gate and Door Systems**  
**1412213678**

- 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 JEA Security Dispatch (665-8200) or JAXPORT Security Operations Center (357-3360).
  - c. All work performed under this contract will be accomplished in accordance with the JEA or JAXPORT Security Typical standard drawings. The contractor is responsible for reviewing and/or requesting a copy of the JEA or JAXPORT Security Typical standard drawings from the JEA or JAXPORT project manager. These drawings establish the minimum required guidelines for all JEA and JAXPORT security projects. All variations from these drawings, if not specifically identified in this contract, must be approved by the JEA or JAXPORT project manager.
  - d. All Electronic Security System (ESS) equipment will be designed and installed as an addition to the existing JEA or JAXPORT ESS system. This includes, but is not limited to, ensuring all equipment is compatible with the equipment currently established.
  - e. Any problems arising out of contractor's workmanship will be corrected by contractor with no additional cost charged to JEA or JAXPORT.
  - f. Contractor's employees are required to have attended JEA'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.
  - g. All contractors' employees, including all subcontractors, working on JEA or JAXPORT property will abide by JEA's or JAXPORT Safety Rules and Regulations respective of location or will be asked to leave the property, and not be allowed to work on any other projects or properties.
  - h. The contractor is required to contact the JEA or JAXPORT Project Manager for a "Hot Work Permit" prior to conducting any activities that will result in the generation of a spark or flame on JEA property.
  - i. JAXPORT 33 CFR Part 105.215, Security Awareness Training – This training has been created to address specific requirements within JAXPORT's Facility Security Plans and is provided by JAXPORT Public Safety Department. All contractors must receive the training prior to beginning work. Classes can be scheduled by contacting JAXPORT Access Control at [accesscontrol@jaxport.com](mailto:accesscontrol@jaxport.com) or calling 904-357-3344.
  - j. JAXPORT projects will require contractors and sub-contractors to obtain a valid Transportation Workers Identification Credential (TWIC) via the Transportation Security Administration (TSA) office located at 12400 Yellow Bluff Road Suit 202 Jacksonville, Florida 32226, prior to beginning any work inside JAXPORT's Restricted Access Areas (RAA). Contract personnel will then register their TWIC at the JAXPORT Access Control Center and receive a JAXPORT Business Purpose Credential. If a TWIC cannot be obtained, then JAXPORT can provide escort services. This will be at the expense of the contractor.
- 14. General Construction Requirements:** The following is a listing of the general construction requirements for this project, if applicable:
- a. All equipment cabling must be installed in EMT conduit for interior applications and galvanized rigged conduit for exterior applications. In the case of buried cabling, the conduit should be PVC schedule 40 or better.
  - b. All in-ground pull boxes, installed in support of this contract, shall be set in gravel, a minimum of 6", to provide drainage, and dirt or mud from entering conduits. Conduits also shall be installed high enough

**APPENDIX A**  
**TECHNICAL SPECIFICATIONS (CON'T)**  
**Repair and Installation of Industrial Automatic Gate and Door Systems**  
**1412213678**

above gravel, 6" minimum, to prevent gravel from entering the conduits. There will be no joints or splices allowed in the pull boxes in the ground. In addition, any electrical splices must be completed in a separate junction box below the equipment field enclosure.

- c. Conduits ends will have bells or bushings installed and a pull string in all conduits, if they are installed under this contract. All conduits shall enter the bottom or sides of equipment and j-boxes. All conduits entering the sides of j-box will require a fitting to provide a water tight seal such as a Meyers Hub.
- d. If in-ground pull boxes, installed in support of this contract, are installed in an area where exposed to vehicle traffic, it will be of such construction, or have protection such as bollards, to prevent it from being damaged. Vehicular traffic includes, but is not limited to, passenger trucks, lawn tractors, and industrial service trucks.
- e. All equipment cabling, installed in underground conduits, shall be gel filled or rated for wet locations. In addition, all fiber optical cabling will be rated for the application in which it is employed.
- f. If removal of any existing equipment results in visible damage to drywall and/or the building façade, the contractor will be responsible for conducting minor repair work to the damaged area. This includes, but is not limited to, patching, plugging, and painting the impacted area.
- g. The contractor is responsible for utilizing security screws for the mounting of any vandal resistant equipment and vandal resistant equipment mounts/brackets.
- h. All work done by the contractor will meet or exceed all applicable codes.
- i. Contractor will be required to secure and pay all fees for permits, approvals, and licenses.
- j. Any deviation from the standards listed above has to be approved by or at the request of the authorized project manager for JEA or JAXPORT.
- k. JEA projects located on JAXPORT requires a TWIC credential and is the responsibility of the contractor. JEA does not provide escort services.