

A. GENERAL REQUIREMENTS

1. SCOPE OF WORK

JEA is seeking a Respondent that can provide daily courier services at the lowest cost to JEA. This Work includes mail courier services between JEA's downtown offices and JEA's service territory and between JEA's downtown offices and the United States Post Office (USPS). Will also include occasional ad-hoc/on demand pickups and deliveries.

Further information can be found in Appendix A - Technical Specifications.

2. OBLIGATIONS OF THE COMPANY

- a. The Company shall provide everything necessary to successfully complete the Work except the materials and services specifically stated in the Contract to be provided by JEA. No payments, other than those shown in the Bid Documents, will be made to the Company for performance of any requirements of the Contract Documents. The Company shall perform all Work in accordance with the Contract Documents and the applicable JEA standards manuals, safety manuals, policies, accepted commercial work practices, local, state, and federal rules, regulations, and laws which may be amended from time to time. The Company shall provide all permits, certifications, and insurances necessary or required by good practice, except where specifically stated in the Contract to be provided by JEA.
- b. The Company personnel shall perform all Work in a professional, efficient, and competent manner. The Company is obligated to provide personnel possessing the skills, training, tools, demeanor, motivation, and attitude to successfully complete the Work. The Company is obligated to remove individuals from performing Work under this Contract when the Company recognizes an individual to not be working in a manner consistent with the requirements of this Contract, or when JEA notifies the Company that JEA has determined an individual or group of individuals to not be working in a manner consistent with the requirements of this Contract. The Company is obligated to ensure that their officers and executives interact with JEA, JEA customers (whether direct or indirect customers of JEA) with the utmost level of professionalism and integrity.
- c. The Company shall exercise due care and sound judgment to ensure that all items are delivered in the state and number in which they were collected including, but not limited to, taking reasonable measures to ensure the protection of items from weather and loss.
- d. In the event that the Company fails to deliver item(s) as specified within the Contract Documents, JEA will notify the Company immediately upon discovery. JEA will assess a penalty equal to the value of JEA's economic loss for each instance, which shall be deducted from the first invoice received following the discovery of the omission.
- e. The Company shall provide JEA, and update as needed, a personnel list who will handle Courier Services. Security Badge access will be required for Company personnel assigned to the Mail Center. The Company shall regularly provide JEA its personnel Work Schedules. Company personnel must have JEA Security Badge credentials to access JEA facilities. The Company must submit a list of at least two emergency telephone numbers and one emergency pager number of management level supervisory personnel other than a local branch office number or answering service who are authorized

to dispatch back-up personnel. The Company will update those emergency telephone numbers as required throughout the term of the Agreement.

- f. The Company is obligated to ensure that sufficient supervision of the Work is provided.
- g. Company personnel shall have Company uniform and display Company identification at all times.
- h. All equipment furnished to Company shall be kept in first class working order at all times.

B. COURIER SERVICES

The Company shall provide scheduled pickup and delivery of administrative items including, but not limited to, those items specified in the table below, in accordance with the Contract Documents. Scheduled stops include stops made on a routine, daily, or multiple times per day basis, in addition to “special” scheduled stops, which include stops constrained by day, time, and/or sequence. A detailed listing of scheduled stops is included in Tables A and B.

Items Transported via courier services

- USPS mail (including registered, certified & return receipt)
- interoffice mail (e.g. letters, envelopes of various sizes)
- Reports
- Mailing tubes
- Parcels
- Checks
- Office supplies
- Copy Paper
- Computers
- Safety equipment
- Other items required in administrative operations of JEA
- Posters, printed materials, binders, books

Items not within the scope and which shall not be transported with JEA items

- Hazardous materials or chemicals
- Firearms or explosive materials
- Construction materials, machinery or parts
- Illegal items or substances
- Bodily fluids
- All other items prohibited by applicable federal, state and local laws
- Live animals
- Human or animal remains

1. WORK LOCATION

Work shall be performed at the following location(s): At locations detailed in Tables A and B.

2. CURRENT COURIER SERVICES

- a. The majority of JEA’s scheduled courier services occur on regular business days (Monday through Friday) between the hours of 6:30 AM and 4:00 PM. Times may be adjusted to provide efficiency in routes and schedules as long as the delivery frequency is not disrupted. Pick-ups and deliveries to certain locations may require specified timeframes to meet JEA business needs.

- b. Frequency and timing of pickups and deliveries on scheduled routes vary as indicated below in Tables A and B. Regularly scheduled stops occur daily or multiple times per day and have the primary function of routing inter-office mail between JEA facilities.
- c. The Company is responsible to determine the most efficient and economical routes that meet the constraints of time and schedule as specified within Tables A and B herein. The Company shall be required to provide detailed route maps identifying stops and times. JEA may negotiate with The Company to ensure the greatest efficiency possible while meeting the necessary pickup and delivery times and locations.
- d. JEA employees pack and prepare items for shipping including boxing, packing, labeling and addressing items, as well as completing customer forms and placing items in the designated mail areas.
- e. Information provided herein is intended to provide the Company with reasonable estimates to assist in the Scope of Work. The Company understands and agrees that actual volumes and frequencies will vary from the amounts shown.

Volume, Frequency and Special Item Information	
Unit	Amounts (averages)
USPS or Interoffice Mail	250-500 pieces per day (1-3 USPS bins per business days)
Special Mail (requiring return receipts, certified, registered)	1-5 pieces per day
Other items (packages, office suppliers, etc.)	0-10 packages per month
Weight of pick-up/delivery items	Up to 50 lbs. (e.g. printed stock paper to outlying areas)
Peak mail volumes	Mondays and Tuesdays, the beginning of each month and the first workday following a Holiday
JEA Observed Holidays	New Years Day, Martin Luther Kings Birthday, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas, Day before/after Christmas (depends on when Holiday falls)

3. IMPLEMENTATION SCHEDULE FOR WORK

JEA currently requires courier services for those items specified herein. The current courier service stops at the locations listed in Tables A and B herein. Whenever possible, the Company will work with JEA's current courier services provider to obtain information that will assist in a timely and smooth transition period. The Company shall adhere as closely as possible to the implementation plan agreed upon.

4. VERIFICATION OF PICKUPS AND DELIVERIES

The Company will establish a NET (not earlier than) and a NLT (not later than) time for each stop. The Company will develop and implement a plan whereby each driver will document their arrival times at each stop. Such documentation will be provided to JEA Mail Center operations personnel on a weekly basis. Such plan must be mutually agreed upon by JEA and the Company. The Company will be evaluated under JEA's Vendor Performance program on its ability to meet established schedules and routes.

5. SCHEDULES OF STOPS AND ROUTES

The Company will prepare routes and schedules determined to be the most efficient and economical based on time demands prescribed in Tables A and B herein. Such routes and schedules are subject to JEA approval before implementation and are required prior to start of any work. Once approved, no changes in routes or schedules will be made without written approval of JEA.

6. JEA UNITED STATES POSTAL SERVICE (USPS) MAIL

The Company personnel shall use care to transport trays of JEA USPS Mail items. When performing bulk mail pickups and deliveries, the Company shall verify the number of trays with the number recorded on the USPS Qualification adjust. The Company personnel shall, when necessary, deliver special categories of mail such as registered, certified, express mail, etc. to the Customer Call Window (US Post Office) for processing. The Company shall be responsible for all mail reprocessing costs up to the amount of \$1,500.00 incurred in the event the Company personnel fails to perform the daily pick-up of JEA's USPS mail, mishandles USPS mail items or fails to meet the daily USPS Business Mail Entry Unit deadlines.

7. PICKUP AND DELIVERY LOCATIONS

- a. The locations indicated in each of the Tables A and B herein represent current JEA pickup and delivery locations. The Company's routes should, at minimum, ensure that pickups and deliveries are made in accordance with the specifications herein. The Company is encouraged to suggest improvements to increase efficiency of pickups and deliveries.
- b. The Company is expected to know where mail is housed at each location and to put mail in its designated place(s) at each location. At times a JEA Business Unit may require specific documentation of delivery and receipt. In these cases the Business Unit should provide an interoffice shipment manifest or packing list, a roster detailing item(s) to be delivered, the delivery address, and the primary recipient. This would be done when an item has a particular value and/or there is a specific need or requirement to ensure acknowledgement of delivery. Until delivery can be made, the item(s) should be stored in a secured area, restricted from normal floor traffic. The Company will ensure that the primary recipient, or in their absence, a proxy employee in their department, signs for the delivery. The Company should NOT leave the item(s) unattended without first obtaining a signature. The Company will return all signed delivery receipt acknowledgment forms to the Mail Center, who will then maintain a copy, and turn over a copy to the initiating Business Unit to acknowledge delivery and receipt.
- c. JEA reserves the right to add, remove or alter pickup or delivery locations specified in the Contract Documents at any time upon written notice to the Company and in accordance with JEA and the Company's agreed upon procedures for effecting such changes.
- d. The Company shall keep a log of number of pieces of mail picked up and delivered to each location for each day in Table A and submit it via email weekly to mail@jea.com. Based on amounts, JEA may reduce or eliminate stops or change to an as-needed basis.

8. FUEL PRICE ADJUSTMENT - ANNUAL

Contract prices for the Work will remain firm through the first year of the Contract. Thereafter, the monthly and unit prices will be adjusted in accordance with the fuel index provided below.

For the purposes of determining the Fuel Adjustment, the date and index will be based on the index amount published on the same week as the Contract Anniversary date or Purchase Order issuance date. The index will be the monthly Lower Atlantic (PADD1C) price per gallon for All Grades - Conventional Areas as published on the U.S. Energy Information Administration website. A link is provided to the USEIA website.

https://www.eia.gov/dnav/pet/hist/LeafHandler.ashx?n=PET&s=EMM_EPM0U_PTE_R1Z_DPG&f=M

Unless the Company and JEA make other agreements, the annual price adjustment for the Contract shall be in accordance with the above index. In the event the applicable price index publication ceases, the Company and JEA

shall mutually agree on a replacement index. If the Company and JEA fail to agree on a replacement index, the Contract shall terminate effective on the next Anniversary Date.

Table A: regular Stops To & From JEA Mail Center (225 N. Pearl St, 1st Floor)		
<ul style="list-style-type: none"> The JEA Mail Center is located on the 1st floor of JEA headquarters at 225 N. Pearl Street, Jacksonville, FL 32202. The JEA Mail Center handles all JEA interoffice mail in addition to those items specified in the Scope of Work and this Technical Specification. The Company shall return all mail and other items collected at locations to the JEA Mail Center once in the morning and once in the afternoon. Routes servicing stops in this table will begin and end with the JEA Mail Center. Will be scheduled between the hours of 6:30 AM and 4:00 PM unless otherwise specified. These times are approximate. The Company may coordinate with JEA for more specific times when developing routes and schedules. Once establish, any changes must be agreed to in writing by JEA. JEA may occasionally add or remove delivery locations in its service territory or increase or decrease frequency of pick-ups and deliveries. Items to be delivered and picked-up include General mail, interoffice correspondence, and packages (collectively "mail"). Unless specified, pick-up and delivery days are 1x / day, twice a week on Tuesdays and Thursdays. 		
Stop #	Location	Requested delivery time
A1	City Hall Mail Center 117 West Duval Street AND OGC Mailroom @ City Hall 4th Floor 117 West Duval Street	Once Daily on Tuesdays/Thursdays (open)
A2	JEA Wastewater Division Office 2221 Buckman Street	Once Daily on Tuesdays/Thursdays (open)
A3	JEA Water Division Office (Ridenour) 102 North Kernan Blvd	Once Daily on Tuesdays/Thursdays (open)
A4	JEA Southside Service Center 2325 Emerson Street	Once Daily on Tuesdays/Thursdays (open)
A5	JEA Systems Operations Department 7720 Ramona Blvd	Once Daily on Tuesdays/Thursdays (open) AM
A6	JEA Commonwealth Service Center 6674 Commonwealth Ave	Once Daily on Tuesdays/Thursdays (open) AM

A7	JEA Westside Service Center 6727 Broadway Ave.	Once Daily on Tuesdays/Thursdays (open)
A8	JEA Wastewater Collection & JEA Meter Reading 2324 North Pearl Street	Once Daily on Tuesdays/Thursdays (open)
A9	JEA Northside Generating Station Glasshouse 4377 Heckscher Dr	Once Daily on Tuesdays/Thursdays (open)
A10	JEA Northside Generating Station Fuels Lab 4377 Heckscher Drive	Once Daily on Tuesdays/Thursdays (open)
A11	JEA Northside Generating Station Maintenance Office 4377 Heckscher Drive	Once Daily on Tuesdays/Thursdays (open)
A12	JEA Northside Generating Station Engineering Services 4377 Heckscher Drive	Once Daily on Tuesdays/Thursdays (open)
A13	JEA Northside Generating Station NSRPC Office 4377 Heckscher Drive	Once Daily on Tuesdays/Thursdays (open)
A14	JEA Northside Generating Station Material Handling 4377 Heckscher Drive	Once Daily on Tuesdays/Thursdays (open)
A15	JEA Kennedy Generating Station CT Shop 4215 Talleyrand Ave	Once Daily on Tuesdays/Thursdays (open)
A16	JEA Kennedy Generating Station Water/Wastewater Tech Services Pump Shop 4215 Talleyrand Ave.	Once Daily on Tuesdays/Thursdays (open)
A17	JEA Southwest Water Plant 7754 Wheat Rd	Once Daily on Tuesdays/Thursdays (open)
A18	Greenland Energy Center 12121 Philips Highway	Once Daily on Tuesdays/Thursdays (open)
A19	JEA Laboratory Services 1002 North Main Street	Once Daily on Tuesdays/Thursdays (open)
A20	JEA Medical Clinic 2525 N. Pearl St	Once Daily on Tuesdays/Thursdays (open)
A21	JEA Baldwin 15701 Beaver St	Once Daily on Tuesdays/Thursdays (open)
A22	JEA Juligton Creek WWF 220 Davis Pond Blvd	Once Daily on Tuesdays/Thursdays (open)
A23	JEA Mandarin Road WWF 10828 Hampton Rd	Once Daily on Tuesdays/Thursdays (open)
A24	JEA Distric II WWF 1840 Cedar Bay Rd	Once Daily on Tuesdays/Thursdays (open)

A25	JEA Southwest WWF 5420 118th St	Once Daily on Tuesdays/Thursdays (open)
A26	JEA Arlington East WWF 1555 Millcoie Rd	Once Daily on Tuesdays/Thursdays (open)
A27	JEA Nassau Regional WWF SR 200 (A1A) at Chester O'Neil	Upon request or need. Approximately 4 times per month
A28	JEA Monterey WRF 5802 Harris St	Once Daily on Tuesdays/Thursdays (open)
A29	Ponte Vedra WWF 200 State Rd A1A Ponte Vedra Beach	Upon request or need. Approximately 4 times per month
A30	Blacks Ford WRF 1310-100 Roberts Rd Saint Johns, FL	Upon request or need. Approximately 4 times per month
A31	Fleet Services 5717 New Kings Rd	Once Daily on Tuesdays/Thursdays (open)
A32	Project Outreach 1755 Edgewood Ave West	Once Daily on Tuesdays/Thursdays (open)

Table B: Special Scheduled Pickup/Delivery Routes					
<p>* Stops identified in this table are from Point A to Point B routes</p> <p>* These stops may be combined to accomplish the most efficient route(s); however, the times are critical and must be met</p>					
From (point A)	Time of Stop	To (Point B)	Time of Stop (no later than)	Frequency	Special Instructions
USPS General Mail Center 1100 Kings Rd	6:30 AM	JEA Mail Room 225 N. Pearl St	7:00 AM	Once Daily; Monday through Friday (JEA business days)	<p>Pickup mail from PO Box 4910 and deliver to JEA Mail Room (and keep separate from other mail)</p> <p>Generally total weight and volume is such that all can be easily transported by hand in one trip without assistance of cart or other device. There may be occasions where a cart or other device may be useful.</p>

USPS Norwood 5258 Norwood Ave #1	5:45 AM	JEA Mail Room 225 N. Pearl St	7:00 AM	Once Daily; Monday through Friday (JEA business days)	Pickup incoming mail for delivery to JEA Mail Center. Weight and volume is such that driver may be required to make several trips to and from the vehicle or use cart or other device.
JEA Mail Center	3:00 PM No later than 3:30 PM	USPS Business Entry Mail Unit 1100 Kings Rd	4:30 PM no later than 4:50 PM	Once Daily; Monday through Friday (JEA business days)	First class and certified mail; all receipts and documents must be returned to the JEA Mail Center on the next business day