

APPENDIX A – TECHNICAL SPECIFICATIONS
ITN 95650 MAIL CENTER OPERATIONS & COURIER SERVICES

A. GENERAL REQUIREMENTS

1. SCOPE OF WORK

The purpose of this Invitation to Negotiate (the "ITN") is to evaluate and select a Respondent that can provide daily mail center operations and courier services at the best value to JEA. This Work includes providing personnel for JEA's mailroom 40 hours/week to handle daily mailroom functions. Mailroom functions include, but are not limited to, sorting and prioritizing mail; metering mail, preparing certified letters, receiving and sending express mail; and tracking of pick-ups and deliveries.

The Work also 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). Courier services include regular and timely delivery of USPS and interoffice mail, packages, and boxes within JEA's service territory as specified in Table A of the 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 mailroom operations. 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. The Company shall maintain and show evidence of an adequate management level supervisory personnel who shall make periodic scheduled and unscheduled visits no less than monthly.
- 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. MAIL CENTER OPERATIONS SUPPORT SERVICES

1. MAIL CENTER RESPONSIBILITIES

Company is responsible for the daily operations of JEA's Mail Center. Company will schedule one (1) Mailroom Clerk five (5) days per week (Monday through Friday, except for JEA Holidays), Eight (8) hours per day, between the hours of 7:30 AM and 12 NOON and 1 PM and 4:30 PM. Daily Mail Center operations include, but are not limited to:

- Knowledge of USPS procedures and processes, including but not limited to, USPS training on how to identify and handle suspicious packages.
- Adherence to JEA rules and standards, including but not limited to dress code and mail center operations
- Timely processing of JEA mail
- Receive, sort, prioritize incoming & outgoing mail & packages (USPS and interoffice mail)
- Prepare and process certified mail
- Track and process mail/package receipt, delivery, and shipment of mail to include interoffice mail
- Notify JEA employees of mail/package for pick-up, clear tracking queue of received mail/packages
- Meter mail, track metering by department
- Assist & answer general mail related questions
- Research returned or misrouted mail
- Ensure mail/packages are prepared for delivery and/or pickup
- Process UPS & FEDEX pickup/delivery
- Maintain clean and safe work environment
- Maintain an adequate supply of shipping materials, such as boxes, tape, and labels
- Occasionally prepare bulk mailings (several hundred to several thousand pieces)
- Routine operational and clerical tasks, including answering phone and typing
- Operate central mail center equipment and related office equipment, including but not limited to a Pitney Bowes Postage Meter (JEA has a current contract with NeoPost for its mail machine) and a mail scanning machine.
- Utilize a computer, Microsoft Outlook and SharePoint for mail/package tracking and to send email mail/package notifications
- Regular contact with JEA employees or individuals outside the organization is required to obtain, clarify or provide information
- Clear written and verbal communication skills
- Required to carry a JEA-provided phone and will be responsible for answering calls and questions
- Ability to lift up to 50 lbs
- Stand/Sit for extended periods
- Reaching, pulling, pushing, bending

2. WORK LOCATION

Work shall be performed at the JEA Downtown Headquarters buildings located at:

21 West Church Street
Jacksonville FL 32202

Note: The JEA Downtown Headquarters location is subject to change.

At the JEA Downtown Headquarters buildings there are two buildings: 1) JEA Customer Care Center (“CC Building”) which has 6 floors and houses 200+ employees and 2) JEA Tower building (the “Tower”) with 19 floors and houses 500+ employee. Work would be primarily performed on the 1st floor of the CC building and the 3rd floor of the Tower.

3. CURRENT OPERATIONS

JEA meters approximately 100,000 pieces of outgoing mail a year. JEA receives approximately 5,500 UPS/FedEx packages a year. JEA’s Mail Center is the centralized location for pick-up, drop-off and distribution of plans, printed material and other documents for JEA employees.

The JEA Mail Center currently operates from 07:30 am until 4:30 pm, Monday through Friday, with a one-hour break for lunch.

JEA’s policy and procedures regarding JEA’s Mail Center are attached to this Technical Specification as Appendix A.

4. COMPANY-PROVIDED SOLUTIONS

JEA is agreeable to a Company-provided solution for tracking and distributing mail. JEA will only consider using a Company-provided solution if JEA considers it in its best interest and at no additional cost to JEA. This solution shall not require any JEA technology resources. JEA may terminate the use of a Company-provided solution at any time. If no Company-provide solution is available or JEA desires to use its own solutioning, Company shall then utilize JEA resources to log and track JEA mail and packages.

Company shall create written processes for its personnel to follow that include best practices, efficient work plans, and JEA-specific requirements included in this Technical Specification and as JEA may require from time to time. Such processes are subject to JEA approval. This will become the property of JEA and shall be provided to JEA in electronic (Microsoft Word) form. This shall be drafted and completed within the first month of contract execution and shall be kept up-to-date. Once approved, no changes will be made without written approval of JEA.

C. 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

- 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.
- 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.
- 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.
- 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.
- 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	1,300 pieces per day

Special Mail (requiring return receipts, certified, registered)	10 pieces per day
Other items (packages, office suppliers, etc.)	100 packages per month
Bulk Mailings	200-3,000 pieces / mailing 2x/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, 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 Report. 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. Times designated as Not Earlier Than ("NET") indicate the earliest time at which outgoing mail should be collected from that location. Times designated as Not Later Than ("NLT") indicate the latest time at which a stop may be made. Frequencies are indicated for each stop.

8. FUEL COST SURCHARGE

- a. Unless the Company and JEA make other agreements, a fuel surcharge will be applied on a monthly basis when the cost of the fuel retail price used for the purposes of this bid fluctuates by 15%. The fuel surcharge will be expressed as a percentage and applied only against the portion of the bid price identified as Monthly Fuel Cost. This surcharge may result in an increase or decrease of the fuel cost for each month.
- b. The Contractor's Monthly Fuel Cost identified in the bid must include all monthly billable fuel cost and should be based on the per gallon Current retail price of regular gasoline on August 16, 2018 is \$2.761 as shown in the Lower Atlantic (PADDIC) Report price per gallon for All Grades - in the Jacksonville area. This report is available on the internet at the following URL: [www.eia.gov/petroleum/gasdiesel/LowerAtlantic\(PADDIC\)](http://www.eia.gov/petroleum/gasdiesel/LowerAtlantic(PADDIC))
- c. The surcharge will be expressed as a percentage of net change between the current retail price of regular gasoline on the 15th of the billing month and the retail price established on August 16, 2018. The Monthly Fuel Cost will then be multiplied by this percentage to determine the dollar value of the fuel surcharge. For example: The cost per gallon of regular gasoline on August 16, 2018 is \$2.761. If the cost per gallon of regular gasoline on October 16, 2018 is \$X (+) 18%, then the billable fuel surcharge will be 18% of the monthly fuel cost. In addition, if the cost per gallon of regular gasoline on October 16, 2018 is \$X (-) 18%, then the fuel surcharge credit would be 18% of the monthly fuel cost.
- d. This adjustment may result in an increase in the total amount of the invoice or a decrease which will be the case if the cost per gallon falls below the established price per gallon established on August 16, 2018.
- e. For calculation of the fuel surcharge, the Lower Atlantic (PADDIC) Report for the Jacksonville area derived from [www.eia.gov/petroleum/gasdiesel/LowerAtlantic\(PADDIC\)](http://www.eia.gov/petroleum/gasdiesel/LowerAtlantic(PADDIC)) will be used. In the event this report ceases to exist, 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 90 days following the end of the then current fiscal year.

9. DELIVERY TABLES

Table A: Regular Stops To & From JEA Mail Center (Customer Center, 1st Floor, 21 W. Church St.)					
<ul style="list-style-type: none"> The JEA Mail Center is located on the 1st floor of the JEA Customer Center at 21 W. Church 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 established, any changes must be agreed to in writing by JEA. JEA may occasionally add or remove delivery locations in its service territory. 					
Stop #	Locations	Not Earlier Than	Not Later Than	Frequency	Description of Items
A1.	City Hall Mail Center 117 West Duval Street	Once Daily (open)		Once daily; Monday, Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A2.	JEA Wastewater Division Office 2221 Buckman Street	Once Daily (open)		Once daily; Monday, Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A3.	JEA Water Division Office (Ridenour) 102 North Kernan Blvd	Once Daily (open)		Once daily; Monday, Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A4.	JEA Southside Service Center 2325 Emerson Street	Once Daily (open)		Once daily; Monday, Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A5.	JEA Systems Operations Department 7720 Ramona Blvd.	Once Daily (open) AM		Once daily; Monday, Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A6.	JEA Commonwealth Service Center 6674 Commonwealth Avenue	Once Daily (open) AM		Once daily; Monday, Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A7.	JEA Westside Service Center 6727 Broadway Avenue	Once Daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A8.	JEA Wastewater Collection & JEA Meter Reading 2434 North Pearl Street	Once Daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.

Table A: Regular Stops To & From JEA Mail Center (Customer Center, 1st Floor, 21 W. Church St.)					
<ul style="list-style-type: none"> The JEA Mail Center is located on the 1st floor of the JEA Customer Center at 21 W. Church 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 established, any changes must be agreed to in writing by JEA. JEA may occasionally add or remove delivery locations in its service territory. 					
Stop #	Locations	Not Earlier Than	Not Later Than	Frequency	Description of Items
A9.	JEA Northside Generating Station Glasshouse 4377 Heckscher Drive	Once Daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A10.	JEA Northside Generating Station Fuels Lab 4377 Heckscher Drive	Once Daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A11.	JEA Northside Generating Station Maintenance Office 4377 Heckscher Drive	Once Daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A12.	JEA Northside Generating Station Engineering Services Office 4377 Heckscher Drive	Once Daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A13.	JEA Northside Generating Station NSRPC Office 4377 Heckscher Drive	Once Daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A14.	JEA Northside Generating Station Material Handling 4377 Heckscher Drive	Once Daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A15.	JEA Kennedy Generating Station CT Shop 4215 Talleyrand Ave	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A16.	Water/Wastewater Tech Svcs Pump Shop JEA Kennedy Generating Station 4215 Talleyrand Ave.	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.

Table A: Regular Stops To & From JEA Mail Center (Customer Center, 1st Floor, 21 W. Church St.)					
<ul style="list-style-type: none"> The JEA Mail Center is located on the 1st floor of the JEA Customer Center at 21 W. Church 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 established, any changes must be agreed to in writing by JEA. JEA may occasionally add or remove delivery locations in its service territory. 					
Stop #	Locations	Not Earlier Than	Not Later Than	Frequency	Description of Items
A17.	JEA Southwest Water Plant 7754 Wheat Road	Once per day - Anytime but preferably late afternoon		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A18.	Greenland Energy Center 12121 Phillips Highway	Once daily (open)		Once on Tuesday and Thursday	General mail, interoffice correspondence, and packages.
A19.	JEA Laboratory Services 1002 North Main Street	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A20.	JEA Medical Clinic 2525 N. Pearl Street	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A21.	JEA Baldwin 15701 Beaver Street	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A22.	JEA Julington Creek WWF 220 Davis Pond Blvd	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A23.	JEA Mandarin Road WWF 10828 Hampton Road	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A24.	JEA District II WWF 1840 Cedar Bay Road	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A25.	JEA Southwest WWF 5420 118th Street	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A26.	JEA Arlington East WWF 1555 Millcoke Road	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A27.	JEA Nassau Regional WWF SR 200 (AIA) at Chester O'Neil	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.

Table A: Regular Stops To & From JEA Mail Center (Customer Center, 1st Floor, 21 W. Church St.)					
<ul style="list-style-type: none"> The JEA Mail Center is located on the 1st floor of the JEA Customer Center at 21 W. Church 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 established, any changes must be agreed to in writing by JEA. JEA may occasionally add or remove delivery locations in its service territory. 					
Stop #	Locations	Not Earlier Than	Not Later Than	Frequency	Description of Items
A28.	JEA Monterey WRF 5802 Harris Street	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A29.	Ponte Vedra WWF 200 State Road A1A Ponte Vedra Beach	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.
A30.	Blacks Ford WRF 1310-100 Roberts Road Saint Johns, FL	Once daily (open)		Once daily; Monday Wed, Friday (JEA business days)	General mail, interoffice correspondence, and packages.

Table B: Special Scheduled Pickup/Delivery Routes					
<ul style="list-style-type: none"> Stops identified in this table are from Point A to Point B routes. These stops may be combined to accomplish the most efficient route(s); however, the times are critical and must be met. 					
From (Point A)	Time of Stop	To (Point B)	Time of Stop	Frequency	Special Instructions
USPS General Mail Center 1100 Kings Rd	6:30 AM	JEA Accounts Payable 6th Floor Customer Center 21 W. Church St.	6:45 AM	Once daily; Monday through Friday (JEA business days)	Pick up mail from PO Box 4910 and deliver to JEA Accounts Payable – CC-6. 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.
USPS Norwood, 5258 Norwood Ave. #1	5:45 AM	JEA Mail Room 1st Floor, Customer Center 21 W. Church St.	7:00 AM	Once daily; Monday through Friday (JEA business days)	Pickup incoming JEA 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.

Table B: Special Scheduled Pickup/Delivery Routes					
<ul style="list-style-type: none"> Stops identified in this table are from Point A to Point B routes. These stops may be combined to accomplish the most efficient route(s); however, the times are critical and must be met. 					
From (Point A)	Time of Stop	To (Point B)	Time of Stop	Frequency	Special Instructions
JEA Mail Center	3:00 PM No later than 3:30 PM	USPS Business Entry Mail Unit 3650 Southside Blvd	4:00 PM No later than 4:30 PM	Irregular. 1x/mo.	On occasion JEA may have bulk mailings requiring delivery to the USPS Business Mail Unit. Typically these are time-sensitive and may be sent by Human Resources, JEA's Project Outreach, Environmental or other departments through the JEA Mail Center. Company personnel are expected to be familiar with the USPS postal requirements for bulk mailings and verify tray count and record on USPS Qualification Report before departing JEA. Mail must be transported as prepared by the Mail Center - no mixing or rearranging is permitted. Mail is transported in USPS mail trays. Trays are approximately 11" W x 6" H x 30" L.
		USPS Business Entry Mail Unit 10700 Beach Blvd	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.

**APPENDIX B - MINIMUM QUALIFICATION FORM
ITN 95650 MAIL CENTER OPERATIONS & COURIER SERVICES**

GENERAL

THE MINIMUM QUALIFICATIONS SHALL BE SUBMITTED ON THIS FORM. IN ORDER TO BE CONSIDERED A QUALIFIED BIDDER BY JEA YOU MUST MEET THE MINIMUM QUALIFICATIONS LISTED BELOW, AND BE ABLE TO PROVIDE ALL THE SERVICES LISTED IN THIS SOLICITATION.

THE BIDDER MUST COMPLETE THE BIDDER INFORMATION SECTION BELOW AND PROVIDE ANY OTHER INFORMATION OR REFERENCE REQUESTED. THE BIDDER MUST ALSO PROVIDE ANY ATTACHMENTS REQUESTED WITH THIS MINIMUM QUALIFICATIONS FORM.

BIDDER INFORMATION

COMPANY NAME:_____

BUSINESS ADDRESS:_____

CITY, STATE, ZIP CODE:_____

TELEPHONE:_____

FAX:_____

E-MAIL:_____

PRINT NAME OF AUTHORIZED REPRESENTATIVE:_____

SIGNATURE OF AUTHORIZED REPRESENTATIVE:_____

TITLE OF AUTHORIZED REPRESENTATIVE:_____

MINIMUM QUALIFICATIONS:

The Bidder shall meet the following Minimum Qualifications to be considered eligible to submit a Bid in response to this SOLICITATION. **JEA reserves the right to ask for additional back up documentation or additional reference projects to confirm the Respondent meets the requirements stated below.** A Bidder not meeting all of the following criteria will have their Response rejected:

- Bidder shall have completed or be in the process of performing two (2) similar contracts. The bidder will provide references demonstrating that they have provided both mail center and mailroom operations and courier services pursuant to two (2) similar contracts within the last five (5) years. A similar contract is defined as one that has a value of at least \$25,000 a year.
- The account references must include the referenced company name, contact person, phone number, email address and a summary of the scope of work provided. JEA will contact and verify the account references.

**APPENDIX B - MINIMUM QUALIFICATION FORM
ITN 95650 MAIL CENTER OPERATIONS & COURIER SERVICES**

Please provide the reference verification information requested below pertaining to this contract.

1. REFERENCE

Reference Name _____

Reference Phone Number _____

Reference Company Name _____

Address of Work _____

Reference E-Mail Address _____

Dates of Work/\$ Amount _____

Description of Work _____

2. REFERENCE

Reference Name _____

Reference Phone Number _____

Reference Company Name _____

Address of Work _____

Reference E-Mail Address _____

Dates of Work/\$ Amount _____

Description of Work _____

APPENDIX B – BID FORM
ITN 95650 MAIL CENTER OPERATIONS & COURIER SERVICES

Submit **Bid Form** along with other required documents in an email to:
Sherea Harper (harpsb@jea.com)

Company Name: _____

Company's Address _____

Phone Number _____ FAX No: _____ EMAIL Address: _____

BID SECURITY REQUIREMENTS

☒ **None required**
☐ Certified Check or Bond
_____ % \$ _____

TERM OF CONTRACT

☐ One-Time Purchase
☒ **Annual Requirements – 3 yrs**
☐ Other, Specify _____

SAMPLE REQUIREMENTS

☒ **None required**
☐ Samples required prior to Bid Opening
☐ Samples may be required subsequent to Bid Opening

SECTION 255.05, FLORIDA STATUTES CONTRACT BOND

☒ **None required**
☐ Bond required \$ _____ % of Bid Award

QUANTITIES

☐ Quantities indicated are exacting
☒ **Quantities indicated reflect the approximate quantities to be purchased throughout Contract period and are subject to fluctuation in accordance with actual requirements**

INSURANCE REQUIREMENTS

☐ None required
☒ **Insurance required**

Quote the following materials **F.O.B.: Jacksonville, FL**

Item No.	ENTER YOUR BID FOR THE FOLLOWING DESCRIBED ARTICLES OR SERVICES	TOTAL BID PRICE
1	Total Cost for Mail Center Operations & Courier Services (as described in Appendix A – Technical Specifications)	\$ _____ Total transferred from Appendix B - Workbook

____ **I have read and understood the Sunshine Law/Public Records clauses contained within this solicitation. I understand that in the absence of a redacted copy my proposal will be disclosed to the public “as-is”.**

Bidder's Certification

By submitting this bid, the bidder certifies that the bidder has read and reviewed all of the documents pertaining to this Request For Quote, that the person signing below is an authorized representative of the Company, that the Company is legally authorized to do business in the State of Florida, and that the Company maintains in active status an appropriate contractor's license for the work. The Bidder also certifies that the Bidder complies with all sections (including but not limited to Conflict Of Interest and Ethics) of this Request For Quote.

We have received addenda

_____ through _____

Handwritten Signature of Authorized Officer of Firm or Agent

Date

Printed Name and Title

APPENDIX B – BID WORKBOOK
ITN 95650 MAIL CENTER OPERATIONS & COURIER SERVICES


Bidders are responsible to determine the most efficient and economical routes that meet the constraints of time and schedule as specified within the technical specifications. Detail route maps that identify stops and times will be required of the successful bidder prior to commencement of work.

Table A: Regular Stops To & From JEA Mail Center (Customer Center, 1st Floor, 21 W. Church St.)			
All stops identified in Table A of the Technical Specifications with required frequencies.	Monthly Base Price (X)	Monthly Fuel Cost (Y)	Monthly Price (X + Y)
Stop#			
A1.	\$	\$	\$
A2.	\$	\$	\$
A3.	\$	\$	\$
A4.	\$	\$	\$
A5.	\$	\$	\$
A6.	\$	\$	\$
A7.	\$	\$	\$
A8.	\$	\$	\$
A9.	\$	\$	\$
A10.	\$	\$	\$
A11.	\$	\$	\$
A12.	\$	\$	\$
A13.	\$	\$	\$
A14.	\$	\$	\$
A15.	\$	\$	\$
A16.	\$	\$	\$
A17.	\$	\$	\$
A18.	\$	\$	\$
A19.	\$	\$	\$
A20.	\$	\$	\$
A21.	\$	\$	\$
A22.	\$	\$	\$
A23.	\$	\$	\$
A24.	\$	\$	\$
A25.	\$	\$	\$
A26.	\$	\$	\$
A27.	\$	\$	\$
A28.	\$	\$	\$
A29.	\$	\$	\$
A30.	\$	\$	\$
Subtotals for Base Price and Fuel Cost:	\$	\$	
Total Estimated Monthly Charges for Table A:			\$

APPENDIX B – BID WORKBOOK
ITN 95650 MAIL CENTER OPERATIONS & COURIER SERVICES

Table B: Special Scheduled Pickup/Delivery Routes			
	Monthly Base Price (X)	Monthly Fuel Cost (Y)	Monthly Price (X + Y)
All stops identified in Table B of the Technical Specifications with required frequencies.	\$	\$	
Total Estimated Monthly Charges for Table B:			\$

Bid Summary			
Summarize all the tables above for a grand monthly total for all services.			
	Monthly Base Price (X)	Monthly Fuel Cost (Y)	Monthly Price (X + Y)
Table A	\$	\$	\$
Table B	\$	\$	\$
Subtotals for Base Price and Fuel Cost:	\$	\$	
1. Total Estimated Monthly Courier Charges			\$
2. Total Firm Monthly Cost for Mail Center Operations Support Services			\$
3. TOTAL (1+2) (This total will entered on the Page 1 Bid form)			\$

	ORGANIZATIONAL POLICY & PROCEDURE:	JEA Mail Center Operations
	Corporate Policy Ref:	Mail Center Operations

POLICY STATEMENT:

The JEA Mail Center is intended solely for conducting JEA business. JEA prohibits any officer or employee from the personal use of the JEA Mail Center, any mailroom facilities or distribution warehouses owned by JEA. JEA further prohibits any officer or employee from the personal use of JEA mail supplies, accounts and services.

GENERAL DESCRIPTION of PROCEDURE:

To ensure the proper and efficient operations of JEA's Mail Center. The JEA Mail Center receives, sorts, distributes and processes JEA mail and packages in a timely and cost-effective manner. The Mail Center also serves as a central location for the drop-off and pick-up of plans, records and other items in the course of business at JEA. The Mail Center has accounts for postage, courier, and express pick-up/delivery services which are intended solely for JEA business.

The Mail Center is located in the Customer Care Building on the first floor with an exterior door in the breezeway located near the Ashley Street side of the building. Cameras are located inside and outside of the Mail Center for security.

Anticipated scheduled deliveries, such as office supplies through JEA's office supplies contract, freight shipments or food should be received directly by the person requesting those items and not in the Mail Center. Unanticipated deliveries, such as subpoenas and floral arrangements, are to be delivered to the Security Desk for handling.

ASSIGNMENT of RESPONSIBILITY:

Manager, Corporate Records Compliance

PROCEDURE:

A. Access to the Mail Center

When in the Mail Center, employees should only pick-up items for which they have authorization to receive and should not without authorization remove or peruse mail.

A.1. Entering Mail Center without Badge Access

The Mail Center is a secure area and thus, badge access is required. Anyone without badge access must use the call button to obtain access during Mail Center business hours. Mail Center personnel will visually and verbally identify the caller and provide access to those who are picking up items. Mail Center personnel will physically meet persons dropping off packages who are unknown to them and for all incoming mail requiring a signature.

A.2. Obtaining Badge Access

Badge access is available to Downtown Employees and Contractors who need regular access to the Mail Center. Badge access rights are provided through JEA Identity Manager.

- **PHYSICAL ACCESS – DOWNTOWN - PLAZA II – CC 1 MAIL CENTER** provides access to the main doors of the Mail Center for mail pick-up and drop-off.

B. Business Hours

Mail Center personnel are available from 7:30 AM to 12 PM and 1 – 4:30 PM Monday through Friday, excluding JEA Holidays. For those with badge access, the Mail Center is accessible the same hours as a person's badge access to the downtown buildings.

C. Contact Information

The main phone number for the Mail Center is 665-MAIL (6245).
All e-mail for Mail Center personnel should be sent to mail@jea.com.

D. Personal/Non-Business Use of JEA Mail Centers and JEA Warehouses Prohibited

JEA prohibits any officer or employee from the use of JEA's Mail Center, mailrooms and warehouses for receiving and sending personal mail and packages. Employees are required to use their home address for personal mail and deposit personal outgoing mail in U.S. Postal owned receptacles or facilities. A mailbox serviced by the United States Postal Services (USPS) is located in the Tower lobby for personal outgoing mail.

JEA prohibits personal use of JEA Mail Center resources, including, but not limited to courier services, postage accounts, and express parcel pick-up and delivery services. These resources are to be used solely for conducting JEA business.

The JEA Mail Center and Distribution Warehouses will not distribute or deliver mail or packages from any JEA mailroom or any JEA warehouse location deemed personal in nature. Any mail or packages deemed personal in nature will be reported to appropriate business area management. Personal means those items not needed in or related to the normal course of business at JEA.

An exception to this procedure is mail or packages appearing personal in nature and sent outside of the control or knowledge of the recipient. Frequent receipt of mail or packages of this nature by a JEA officer or employee may be considered a violation of this policy.

All mail addressed to a JEA address and received in the Mail Center or Distribution Warehouses is considered property of JEA and subject to be opened for inspection. Items received contrary to laws or ordinances are strictly prohibited and will be returned to sender or turned over to the appropriate authorities. JEA's Mail Center will not distribute any packages containing alcoholic beverages. All packages containing alcohol will be returned to the sender.

E. Duties and Responsibilities of Mail Center Management and Personnel

The Mail Center has several accounts for the efficiency and functionality of mail operations at JEA. A current list of contracts and accounts is attached as Appendix B to these procedures and is updated as needed. These accounts include services for:

- Postage and mail metering
- Express package pick-up and delivery
- Courier

Mail Center personnel will:

- Log any incoming express or certified mail and notify recipients of delivery.
- Sort incoming interoffice mail and mail from the post office.
- Assist with sending JEA business-related mail via JEA's express services contract for those packages using JEA's express services account.
- Calculate postage, as well as meter and seal outgoing mail.
- Assist with scheduling same day express services pick-up if received in the Mail Center by 2 PM.
- Stock a limited supply of shipping boxes and letter envelopes provided for free by USPS and JEA's current express services company.
- Provide assistance with tracking packages and finding the most cost-effective method of shipment.

Mail Center personnel will NOT:

- Sell postage (stamped or metered).
- Provide packaging materials or act as a supply center.
- Package or prepare outgoing mail (all outgoing mail received in the Mail Center must be properly packaged and labeled).
- Accept or handle personal mail or packages, even with postage already attached, for outgoing shipment.
- Package or label express services (such as UPS or FedEx) items being sent using another shipper's account number.
- Accept freight shipments (individuals expecting freight shipments shall arrange delivery with the shipper and JEA Facilities).
- Schedule same day express services pick-ups received in the Mail Center after 2 PM.

F. Mail Distribution

F.1. Incoming USPS/Interoffice Mail

All incoming mail is housed in the Mail Center Operations Room until processed by Mail Center personnel. Mail sent through the USPS is received in the Mail Center daily by JEA's designated Courier Services by 7:30 AM. A list of Interoffice Courier Services locations is attached to this procedure as Appendix A.

The Mail Center personnel will prioritize processing incoming mail in the following order:

- Checks and customer correspondence
- Certified and express mail
- Non-bulk rate mail
- Bulk rate mail, including magazines, junk-mail, advertisements, etc...

Bulk rate mail may be discarded or returned to sender if an employee is no longer at JEA or the recipient is unknown.

When the location of the person is unknown, Mail Center personnel will attempt to look up the person using OrgWalker. It is up to each employee to have a current physical location updated on OrgWalker and known incoming mail for proper mail distribution.

When the recipient is unknown, the mail item may be opened to ascertain routing. The Mail Center will stamp the mail as having been opened by Mail Center personnel. If future correspondence with the sender is expected, then the recipient should contact the sender to provide a full routing address. If mail is not received as expected, please contact Mail Center personnel at 665-MAIL or at mail@jea.com. Mail Center personnel will contact the Courier Services or Post Office and ascertain the reason for delays or missed mail stops.

Freight deliveries are not accepted in the Mail Center. Please coordinate freight deliveries with the shipper and the JEA Facilities Department directly to ensure freight delivery can be accepted. The recipient of a freight delivery must be present for delivery and acceptance.

F.2. Incoming Express Mail

Express mail is delivered from UPS and FedEx to JEA several times a day. Mail Center personnel will notify recipients of express packages throughout the day. Mail Center personnel make every effort to quickly process express mail. JEA Employees should check with Mail Center personnel if time sensitive packages are likely to arrive or are expected.

For certified and express packages, Mail Center personnel will send an e-mail indicating receipt and will assign a box number to the item. The recipient should acknowledge having picked up the item by responding accordingly to the e-mail. All items shall be picked up as soon as practicable and no later than three business days after notification of receipt from the Mail Center. If there is no response within three business days, the Mail Center personnel will notify the Manager of the recipient. If there is no response from the recipient or Manager after a total of five business days, the package will be returned to sender.

F.3. Outgoing Mail

All Outgoing mail must be received in the Mail Center by 2 PM to go out same day. Outgoing mail shall be properly packaged, labeled (including a return name and address), and be placed in the designated outgoing mail bins serviced by JEA's Courier Services or Mail Center personnel. Mail Center personnel will make every effort to meter outgoing mail up until the time the mail is picked up for transport to the Post Office (3 PM). However, due to large project mailings or other rush needs, same day processing is only guaranteed if mail reaches the Mail Center by 2 PM.

F.4. Outgoing Express Services

Priority Mail, Next Day Air, 2nd Day Air, 3-Day Select or ground package delivery services are available through the Mail Center. Mail Center personnel will assist in sending express mail relating to JEA business for non-regular users of this service.

Employees with a regular need to send items through express services, should contact the Mail Center to set up an individual username under JEA's account.

Anyone sending mail using JEA's account must have their name on the item to be sent. All express services should be sent using the most cost-effective method. Mail Center personnel can assist with finding the most efficient, effective and cost-friendly method of shipment.

For outgoing shipments not received in the Mail Center by 2 PM, the sender should either contact the express service company directly or utilize one of the company's express locations downtown.

F.5. Certified Mail

The Mail Center will assist with sending certified mail by providing USPS green cards or using certified mail labels provided by JEA's postal account.

F.6. Bulk Mailings

The Mail Center will assist with bulk or mass mailings upon request. Business Units shall contact the Mail Center as soon as practicable to alert personnel as to the volume of mail to be sent, timelines for sending the mail, and to give any other mailing instructions. Business Units with a budget for postage or a project budget necessitating a bulk mailing shall transfer funds to the Mail Center cost center to cover the cost of any single mailing utilizing over \$200 of postage.

F.7. USPS Accounts

The Mail Center funds a Business Reply Mail account which is available for facilitating JEA business. Other departments fund and control imprint, bulk permit and post office mailbox accounts.

F.8 Interoffice Mail

Interoffice mail is sorted by Mail Center personnel and distributed by JEA's courier services. Interoffice mail must clearly identify the recipient name and location. Interoffice mail should be placed in Mail Center mailboxes labeled for interoffice mail. These interoffice mailboxes are located in the Mail Center, at the mail stop location on the 3rd floor of the Tower building, and at other JEA addresses with designated areas for JEA's Courier Services to pick-up and drop-off mail.

G. Postage Machine & Metered Mail

Only Mail Center personnel are authorized to utilize the postage machine. The Postage Machine shall be in a location such that only authorized users are able to run postage. Before the postage amount on the meter goes below \$2,000, the Mail Center personnel will prepare a check request in the amount of \$10,000 to add funds to the machine.

Mail Center personnel shall keep a daily log of postage usage. This daily log shall at a minimum include:

- Each person utilizing the postage meter;
- Start and end postage balances;
- Total amount of postage metered;
- Number, type, and postage dollar amount of outgoing mail; and
- The business units or person(s) sending multiple mail items.

For mail that is improperly metered, spoiled or unused, Mail Center personnel shall use USPS Form 3533 to obtain a refund.

H. Suspicious Mail and Packages

The Mail Center is equipped with a letter and parcel scanner. All incoming letter mail will be placed through the scanner for detection of any suspicious letters and parcels.

The Mail Center personnel shall be knowledgeable about detecting suspicious packages including reading and reviewing the United States Post Office's "Guide to Mail Center Security" and the Department of Homeland Security's "Best Practices for Mail Screening and Handling Processes: A Guide for the Public and Private Sectors."

All JEA employees handling JEA mail are encouraged to review the suspicious mail or packages training materials in the training section of the Corporate Records Compliance website. If an employee believes mail or a package to be suspicious, that employee shall immediately contact Security with the location

OPP:	JEA Mail Center Operations
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of the package as well as to the reason for the suspicion. Security will follow their procedures (post orders) for handling mail deemed suspicious.

I. Responsibility

All appointed managers, personnel and employees have the responsibility for upholding this procedure. The Manager Corporate Records Compliance is responsible for the maintenance of this procedure.

SIGNED: /s/ Patrick Maginnis
Title: Director of Security, Fire & Corporate Records Compliance
Effective Date: 2/12/2016

Revised Dates: 1/25/2016

Origination Date: 6/30/2013

KEYWORDS: Mail, mailroom, courier, package, UPS, certified

Rev. #	Date	Description	Approved by
0	6/30/2013	Procedure titled "Use of JEA Mail Centers and JEA Warehouses for Personal/Non-Business Use" created	Rashida George, Mgr Accounts Payable
1	1/25/2016	Procedure rewritten, renamed, reviewed and approved	Jasen Hutchinson, Mgr Corporate Records Compliance