

APPENDIX A - TECHNICAL SPECIFICATIONS

96038 JEA Fleet Services Off-Road Equipment Maintenance and Repair

1. GENERAL SCOPE OF WORK

The purpose of this Invitation to Negotiate (the "ITN") is to evaluate and select a Respondent that can provide JEA Fleet Services Off Road Equipment Maintenance and Repair and provide the best value to JEA (the "Work" or "Services"). "Best Value" means the highest overall value to JEA with regards to pricing, quality, design, and workmanship.

This Invitation to Negotiate (ITN) is for the maintenance and repair services for JEA Fleet Off-Road Equipment Assets. This includes, but is not limited to, routine preventative maintenance, corrective maintenance, and regulatory inspections. The intent is to award an Off-Road Equipment maintenance and repair service contract for three years.

Appendix A Technical Specifications is a general guide, and is not intended to be an all-inclusive list of all the work necessary for completing the project scope. It shall be the Respondent's responsibility to develop and implement a preventative maintenance (PMI) program to effectively maintain all assets and equipment listed in Attachment A - Off Road Equipment Asset List, and provide minor corrective maintenance to the satisfaction of the JEA and within the required metrics listed herein.

Preventative maintenance shall be defined as scheduled routine inspection, servicing, repair and replacement of equipment components on a regular basis so as to facilitate operations with a minimum of downtime. The PMI program shall be in accordance with industry recognized best fleet management practices, and shall comply with the original equipment manufacturer (OEM) specifications, warranties and recommendations. The successful Respondent's PMI program shall, at a minimum, include the specifications outlined herein, however, are subject to change upon approval by JEA.

Corrective Maintenance shall be defined as minor repairs not requiring specialty work (i.e. collision, upholstery repair, etc.). This work shall be in accordance with industry recognized best fleet management practices, and shall comply with the original equipment manufacturer (OEM) specifications, warranties and recommendations.

2. SERVICES TO BE PERFORMED

2.1 Preventative Maintenance (The pricing for this section shall be included in Appendix B Response Workbook Item 2)

- a. The Respondent shall be required to propose a set price for each Preventative Maintenance Inspection (PMI) interval as listed in Appendix B Response Workbook for each of the assets covered under this contract. The price proposed shall encompass all services required as noted in Appendix B Response Workbook. The program is subject to change as suggested by the Respondent and approved by the JEA Fleet Manager. PMI programs shall be reviewed annually to insure that they reflect changes in fleet composition. In addition to pricing for each PMI service interval, the proposal must include the following information regarding PMIs:
 - Where the PMI Service will take place (i.e. on JEA JOB SITE or Service Center Property, in Respondent shop, or any etc.)?
 - When will the services be scheduled (i.e. after-hours?)
 - Key personnel working on JEA assets and associated training and certifications
- b. The Respondent shall schedule PMI for each asset listed in Attachment A and notify the Asset Coordinator at least three business days in advance of the scheduled time. The goal of preventative maintenance services by the Respondent is to experience as little to no interruption in user operations.

Respondents may propose a plan that most effectively meets this goal. Onsite services shall be allowed, pending required contractor safety qualification training. The list of assets may change as new units are added and old unit decommissioned. A yearly review of the contract terms shall be conducted, and adjustments made may be made for number of vehicles the vendor is responsible for service.

- c. The last date of service shall be provided to the Respondent at the time of award in order for the Respondent to adequately schedule future service events.

2.2 Corrective Maintenance (The pricing for this section shall be included in Appendix B Response Workbook items 1 and 3)

- a. Repairs constitute light repairs not requiring a specialty servicer. Any work requiring the use of a specialty service shop (i.e. collision, machine shop, metal fabrication, upholstery, air conditioning repair, etc.) shall be communicated to the appropriate Vehicle Asset Coordinator in order to make a decision on whether the work shall be sublet through the Respondent or if JEA shall take responsibility for the work outside of the Respondent's responsibility.
- b. A daily status report shall be emailed no later than 7:00 AM each day to the Vehicle Asset Coordinator. The status of assets down for repair should reflect one of the following status options and should be presented in an excel format equal:
 - i. Waiting on Estimate
 - ii. Waiting on Approval
 - iii. Parts Ordered
 - iv. Parts Ordered - Asset Still in Service
 - v. Assigned to Technician
 - vi. Waiting on Quality Inspection
 - vii. Delivery Status
- c. Repairs detected as a result of a routine Preventative Maintenance Service, or and repairs estimated to cost in excess of \$250 or for any asset must be submitted to the appropriate Vehicle Asset Coordinator for approval Any Repairs exceeding \$2,000 must receive approval from the JEA Fleet Manager.
- d. Work orders for repairs should document Complaint, Cause and Correction and contain detailed descriptions of the work performed in order for JEA Fleet Services to observe any trends in repairs. Repair work orders and estimates should contain the name of the technician working on the asset, and identify the asset number, VIN number, Year, Make and Model, and current mileage and/or engine hours.
- e. Diagnostics - When computer diagnostics are performed, the output detail shall be reported on the work order and to the Vehicle Asset Coordinator to include the codes and the descriptions. This includes, but is not limited to, measurements of brake components.

2.3 Deferred Maintenance of Repairs

- a. During the schedule PMI services, if repairs are required that result in unit down time and are not a direct safety concern; they are to be reported to the Vehicle Asset Coordinator to determine the appropriate scheduling of the repair.

2.4 Road Calls and Pick Up/Delivery Service

- a. The Respondent shall provide road service and towing service 24 hours a day, 7 days a week. Road service includes a repair that precludes the operator from bringing the asset in to the shop and generally takes less than an hour to complete. Examples include but are not limited to dead batteries, broken lights, etc. Response time for road calls and towing services shall be no greater than one hour. Time for road call work commences when the technician arrives to the
- b. Pick-up and delivery services shall be included in the event a unit needs to be transported from the JEA property to another location for service work and the operator is unable to deliver the asset. Delivery of completed units should always be to the appropriate servicer yard they are assigned unless otherwise arranged with the operator or Vehicle Asset Coordinator. Transport time shall be included in the overall downtime metric used in evaluations of performance.

2.5 Warranty and Recall Work

- a. The Respondent shall be responsible for all warranty and recall work. Either the Respondent can obtain authorization from the various asset manufacturers or the Respondent shall manage the completion of warranty work by an authorized third party.
 - i. If the Respondent obtains the warranty authorization from the manufacturer, such work shall be reimbursed directly to the Respondent by the manufacturer and JEA shall be held harmless from payment of such work.
 - ii. If the Respondent deems it more cost effective to send the warranty or recall work to another authorized warranty provider, the Respondent shall be responsible for payment of work outside of covered costs. The cost of repairs made if an asset is sent out for warranty work - and the problem is not warrantied - shall be absorbed by the Respondent as part of the annual maintenance cost. If the suspect problem is a warranty issue but additional costs are incurred, this cost may be billed back to JEA through the Respondent with no additional markup applied. A copy of the third party invoice should be attached to any invoice where charges were made, in accordance with Section 2.9.
 - iii. JEA Vehicle Asset Coordinators shall be notified of all warranty related work. At their discretion, they may deem it more cost effective to handle the warranty repairs outside of respondent. This may occur if the Respondent is not capable or not authorized by the manufacturer to perform warranty the work in which case the JEA Vehicle Asset Coordinator may take the repair directly to the manufacturer for ONLY the warranty work for no charge. Examples of this may include if there is transmission or electrical issues that are very specialized and it is unreasonable for the Respondent to handle the work. Note these cases do not occur often. Either the Respondent or JEA may drive transport the Asset to the Manufacturer. If the Respondent transports the asset they would be paid a handling fee.

2.6 Asset Up fit and Down fit Services (The pricing for this section shall be included in Appendix B Response Workbook item 1)

- a. The Respondent may be responsible for preparation of new assets into service. This includes, but is not limited to, inspection, cleaning, key safe boxes, GPS units, fire extinguishers, and first aid kits. This hardware shall be provided by JEA.
- b. The Respondent shall assist in the down fit of assets no longer in service to include the removal of all up fit hardware and minor repairs in order to prepare units for auction.

- c. All up fit and down fit services shall take place on JEA Property whenever possible as the preferred location. If an asset is disabled at the vendor’s location, and has been deemed to be replaced, the down fit services can be accomplished at the vendor’s location. In order to appropriately estimate cost, the number of units to be up fit or down fit can be determined by the units designated as up for replacement. This number of replacements is typically consistent from year to year.

2.7 Quality Test (The pricing for this section shall be included in Appendix B Response Workbook item 1)

- a. The Respondent must conduct a quality test on all assets that have had adjustments (i.e. brakes, steering, etc.) or safety-related repairs. These assets must pass a quality test and be deemed safe to operate by the Respondent prior to being returned to service.

2.8 Subcontracted work (The pricing for this section shall be included in Appendix B Response Workbook item 2)

Work sublet by the Respondent shall be solely managed by Respondent and shall still be factored into all performance goals. No more than ten percent (10%) of the total work shall be sublet. The markup for subcontracted work shall be provided on the Appendix B Response workbook item 2 in order to validate invoices, and all backup documentation from the sublet Respondent shall be attached to the invoice.

3. PRICING

The following definitions shall be used to define the pricing lines in the Appendix B Response Workbook. The total for each year shall be used as the basis for allowance pay as a result of performance ratings and serve as the Not To Exceed (NTE) cost for that year.

<u>Pricing Definitions</u>	
<u>Line #</u>	<u>Description</u>
Labor, Benefits, Overhead, Indirect Shop Supplies	The proposed labor rate should include the following items that are not to appear as separate charges on any invoice: total annual value estimated for wages and salaries for personnel working on this contract including afterhours wages, if applicable; Fringe benefits include the cost of benefits paid to employees, this includes but is not limited to retirement, health care, etc.; Overhead include the cost of back office support, administrative tasks, reporting, etc.; Indirect Shop Supplies and consumable parts.
Sublet	Sublet work is limited to 10% of the total contract value. In the respective "Year" column in the Response Workbook, the Respondent should provide the estimated sublet work for this agreement. The actual costs associated with Subcontracting should be included in the breakout of Line 1.
Parts & Accountable Supplies	This estimate includes total cost of parts needed to complete PMs or Repairs that are not consumable shop supplies. Parts from inventory or ordered for JEA work shall be new OEM,

	<p>new items that meet or exceed OEM quality, or for parts such as alternators, starters, and transmissions that are remanufactured OEM parts that carry a manufacturer's or remanufacturer's warranty.</p> <p>Parts will be priced on a vendor(s) cost plus basis not to exceed 20%. JEA will audit invoices throughout the year. Appropriate freight charges on special order parts may be charged as a pass through with prior approval.</p>
Preventative Maintenance Inspection Annual Breakout	Set pricing shall be provided for each level of PMI service to be used to verify PMI charges on invoices..

4. PERFORMANCE STANDARDS

The Respondent shall perform the following services and such other allied services as may be required to assure continuity of effective and economical operation and management of JEA's Fleet. The Respondent shall furnish all necessary supervision, labor, tools, parts, materials, supplies, and warranty services required to maintain the fleet in a state of operation consistent with the performance standards specified in this RFP.

The Respondent's performance under this contract shall be evaluated by JEA at the expiration of each quarterly period.. The evaluation to be performed by JEA shall be based on JEA's assessment of the Respondent's accomplishment of the various areas of work in accordance with the factors, procedures, and other provisions set forth below. The measurements shall be calculated using work order reports, daily shop logs, and invoices or other verified metric tracking software proposed by the Respondent.

4.1 Evaluation Factors

These factors shall be used as both a measure of contract performance to the minimum standards and as a means of rewarding performance above the minimum. For the purposes of this contract, any output of performance falling in the "Satisfactory" category is deemed meeting the contract minimum requirements.

<u>Evaluation Factors</u>	
<u>Timeliness:</u>	
<p><u>Availability:</u> Asset availability refers to the percentage of assets available to operate on any given day and shall be determined by calculating the percentage of assets operating each day. This is determined by the following formula each day and taking the average percentage over the quarterly review period:</p> $\text{Availability} = [1 - (\# \text{ of assets out of service longer than 24 hours} / \text{total \# of assets covered under the contract})] \times 100$	
<p><u>Downtime:</u> refers to the average time an asset remains out of service for repairs greater than one day. This is calculated as follows:</p> $\% \text{ Downtime} = \text{Total out of service days for assets} / \text{Total Days Available}$ <p>Days available shall be calculated on a 24 hours a day, 7 days a week, 365 days a year basis.</p>	

Quality:

Repeat Repairs: refers to average number of times an asset returns to the Respondent for the same repair issue. This is to encourage proper diagnostic and correction of problems on the first visit. This is calculated quarterly with the following:

Average # of Repairs per Asset for All Assets with > 1 repair

Mean Time Between Repairs: refers to the average time between an asset visiting the Respondent's shop for repairs. The intent of this is to encourage quality diagnostics to correct issues on the first occurrence and to anticipate any problems that may arise in the near future in order to avoid frequent return trips for repairs. This is calculated as follows:

Average days between repairs for assets with > 1 repair

4.2 Evaluation Criteria

This section denotes the criteria to meet each performance level. The points from this range shall be used in the scoring section below.

<u>Evaluation Criteria</u>	
<u>Availability</u>	
Rating Description	Rating Criteria
Excellent	> 96.01%
Very Good	94.01%-96.00%
Good	92.01%-94.00%
Satisfactory	90.00% - 92.00%
Unsatisfactory	< 89.99%
The range of 92% to 90% is considered the contract minimum performance standard. This range was determined based on data from the current JEA Fleet metrics for Off Road Equipment assets. Our goal is to improve on this rate to provide better service to our users. Falling below 90% constitutes a violation of the contract performance standards. Data used to determine the score shall be derived from shop logs and work order input.	
<u>Downtime</u>	
Rating Description	Rating Criteria
Excellent	< 1.99%

Very Good		3.99%-2.00%
Good		4.99%-3.00%
Satisfactory		5.00%-6.00%
Unsatisfactory		> 6.01%

The range of 7% to 8% is considered the contract minimum performance standard. This range was determined based on data from the current JEA Fleet metrics. Our goal is to improve on this rate to provide better service to our users. Falling above 8% constitutes a violation of the contract performance standards and eliminates allowance pay eligibility in that quarter. Data used to determine the score shall be derived from shop logs and work order input.

Repeat Repairs

Rating Description		Rating Criteria
Excellent		< 1.00 Repairs
Very Good		1.49 Repairs -1.00 Repairs
Good		1.00 Repairs -1.50 Repairs
Satisfactory		1.51 Repairs - 2.00 Repairs
Unsatisfactory		> 2.01 Repairs

The range of 2.00 Repairs to 2.40 Repairs is considered the contract minimum performance standard. This range was determined based on data from the current JEA Fleet metrics. Our goal is to improve on this rate to provide better service to our users. Falling above 2.40 Repairs in a quarter constitutes a violation of the contract performance standards and eliminates allowance pay eligibility in that quarter. Data used to determine the score shall be derived from shop logs and work order input.

Mean Time Between Repairs

Rating Description		Rating Criteria
Excellent		> 62 days

Very Good		58 days - 61.99 days
Good		51 days -57.99 days
Satisfactory		45 days - 50 days
Unsatisfactory		< 45 days
<p>The range of 35 Days to 40 Days is considered the contract minimum performance standard. This range was determined based on data from the current JEA Fleet metrics. Our goal is to improve on this rate to provide better service to our users. Falling below 35 Days constitutes a violation of the contract performance standards and eliminates allowance pay eligibility in that quarter. Data used to determine the score shall be derived from shop logs and work order input.</p>		

5. COMPLETING WORK REQUESTS, WORK ORDERS, & INVOICING

Completing Work Orders (The pricing for this section shall be included in Appendix B Response Workbook item 1)

JEA utilizes a fleet asset management system for tracking and approving all vehicle maintenance and repair work. In order to invoice JEA, Contractors are required to do data entry into Oracle eAM to support their payment processing and provide the Fleet Department sufficient information for efficient asset management. There are two required parts to the system, Work Request, and the Work Order. Work requests are required for pre-approval of any non-PM related repair work exceeding \$250. Please note that this limit is subject to change depending on Fleet Department needs, up or down. Work orders are required for each Contractor repair order invoice. Work orders require data entry of a handful of fields with data, contractor invoices be attached, and work orders completed with mileage and engine hour readings. Completing Oracle eAM work orders is a necessary pre-step for submitting Contractor invoices to JEA Accounts Payable for payment. All Contractor invoices receive supporting purchase order information from their completed Oracle eAM work order. This information must be listed on each individual invoice submittal. Invoices may be submitted via mail, or electronically via email in a *.pdf format.

Work requests take approximately 5 minutes to process, work orders require about 3-6 minutes each to process, sometimes a bit longer depending on Contractor office conditions. The estimated annual hours to administratively process work orders and requests for the entire fleet (~1500 assets) is not more than 1200 hours. This does not include the internal time required for the vendor's normal invoicing and bill processing or other time spent, in general, learning and managing the JEA account.

Therefore, the Contractor shall complete eAM Work Order(s) prior to invoicing JEA Accounts Payable for payment, as well as Work requests if required. In order to complete the eAM Work Order, the Contractor shall fill in all required information in the work order as directed by JEA. JEA Fleet Services shall provide the necessary training and web access to train Respondent employees how to access and enter work orders/requests in the Fleet Services Work Management Database. The Contractor shall provide its own adequate internet service, office space, and complete any annual JEA Internet Security Awareness training, as well as comply

with JEA policies on JEA web access. JEA Fleet Services shall provide needed technical assistance, training, and feedback to the Contractor in order to ensure the accurate completion and the effectiveness of the work order information entered. JEA Fleet Services reserves the right to alter this procedure with reasonable time notification and make adjustments and/or enhancements as needed.

6. EMERGENCY / STORM SUPPORT (The pricing for this section shall be included in Appendix B Response Workbook item 1)

In the event of severe storms or natural disasters, the contract Respondent shall be capable of providing twenty-four (24) hours a day, seven (7) days a week, 365 days per year. Service shall remain continuous in any capacity needed until normal operations can resume. All terms of the contract remain the same during these periods expect that labor rates may increase by a ten percent (10%) premium during such JEA declared periods. Any premium charges shall be indicated on the invoice.

7. ENVIRONMENTAL REQUIREMENTS (The pricing for this section shall be included in Appendix B Response Workbook item 1)

The Respondent shall be responsible for proper disposal of wastes and materials used on JEA property. All disposals shall be in compliance with any and all local, state, and/or Federal regulations.

8. FIRE EXTINGUISHER PROGRAM (The pricing for this section shall be included in Appendix B Response Workbook item 1)

JEA's Security department is responsible for initial purchase of fire extinguishers and these are used in a fire extinguisher exchange program with Respondents. The extinguishers shall be housed at the Respondent's location and they shall be required to sign for and assume responsibility for these devices. Any required replacements not accounted for in this program shall be replaced at the Respondent's expense. Fire extinguishers shall be replaced at the Level 3 PMI and the following documentation shall be required:

- a. Date
- b. Asset Number
- c. Serial Number of Removed Extinguisher
- d. Serial Number of Replacement Extinguisher

Further details on the extinguisher program shall be discussed at the pre-work meeting with the Respondent.