

**SOLICITATION
FOR PARTICIPATION IN
PHONE LANGUAGE TRANSLATION SERVICES
FOR
JEA
JACKSONVILLE, FL**

**BIDS ARE DUE ON TUESDAY, FEBRUARY 24, 2015 BY 2:00 PM
BY EMAIL TO RENEE' MCQUAIG AT MCQULR@JEA.COM**

Table of Contents

1. REQUEST FOR PROPOSALS	4
1.1. SCOPE, BACKGROUND AND INVITATION	4
1.1.1. SCOPE OF WORK	4
1.1.2. BACKGROUND	5
1.1.3. INVITATION - REQUEST FOR PROPOSAL	6
1.1.4. QUESTIONS	6
1.2. SPECIAL INSTRUCTIONS	7
1.2.1. EVALUATION METHODOLOGY	7
1.2.2. SELECTION CRITERIA	7
1.2.3. NUMBER OF CONTRACTS TO BE AWARDED	9
1.2.4. JACKSONVILLE SMALL AND EMERGING BUSINESS (JSEB) PROGRAM REQUIREMENTS	10
1.3. GENERAL INSTRUCTIONS	10
1.3.1. ADDENDA	10
1.3.2. CONFLICT OF INTEREST	10
1.3.3. CONTRACT EXECUTION AND START OF WORK	10
1.3.4. EX PARTE COMMUNICATION	11
1.3.5. PROHIBITION AGAINST CONTINGENT FEES	11
1.3.6. RESERVATIONS OF RIGHTS TO JEA	11
1.3.7. AVAILABILITY OF PROPOSALS AFTER OPENING	12
1.3.8. ETHICS (RFP)	12
1.3.9. CERTIFICATION AND REPRESENTATIONS OF THE COMPANY	12
1.4. INSURANCE, INDEMNITY AND RISK OF LOSS	13
1.4.1. INSURANCE	13
1.4.2. INDEMNIFICATION	14
1.5. TERM AND TERMINATION	15
1.5.1. TERM	15
1.5.2. TERMINATION FOR CONVENIENCE	15
1.5.3. TERMINATION FOR DEFAULT	15
1.6. CONFIDENTIALITY AND OWNERSHIP OF DOCUMENTATION	16
1.6.1. CONFIDENTIALITY AND PUBLIC RECORD LAWS	16
1.6.2. INTELLECTUAL PROPERTY	17
1.6.3. PROPRIETARY INFORMATION	18
1.6.4. PUBLICITY AND ADVERTISING	18
1.6.5. OWNERSHIP OF DOCUMENTS AND EQUIPMENT	18
1.6.6. PATENTS AND COPYRIGHTS	18
1.7. LABOR	19
1.7.1. NONDISCRIMINATION	19
1.7.2. LEGAL WORKFORCE	19
1.7.3. PERSONNEL AND CHANGES IN COMPANY'S PROFESSIONAL PERSONNEL	19
1.7.4. COMPANY'S LABOR RELATIONS	20
1.7.5. COMPLETION OF WORK (PO)	20
1.8. JEA RESPONSIBILITIES	20
1.8.1. COORDINATION OF SERVICES PROVIDED BY JEA	20
1.9. CHANGES IN THE WORK, CONTRACT TIME OR PRICE	20
1.9.1. SUSPENSION OF SERVICES	20
1.10. MISCELLANEOUS PROVISIONS	21

1.10.1.	APPLICABLE STATE LAW; VENUE; SEVERABILITY	21
1.10.2.	CHANGE IN OWNERSHIP OF COMPANY	21
1.10.3.	CHOICE OF LAW	21
1.10.4.	PUBLIC RECORDS AND SUNSHINE LAW	21
1.10.5.	REFERENCES	21
1.10.6.	RELATIONSHIP OF THE PARTIES	21
1.10.7.	SEVERABILITY	22
1.10.8.	SUBCONTRACTING OR ASSIGNING OF CONTRACT	22
1.10.9.	SURVIVAL	22
1.10.10.	TIME AND DATE	22
1.10.11.	WAIVER OF CLAIMS	22
1.10.12.	FORCE MAJEURE	23
1.10.13.	CHANGE IN SCOPE OF SERVICES	23

Solicitation

1. REQUEST FOR PROPOSALS

1.1. SCOPE, BACKGROUND AND INVITATION

1.1.1. SCOPE OF WORK

JEA is seeking a phone based language translation service provider for the JEA Customer Call Center. The service provider must provide 24 hour, 7 days per week, 365 days per year, translation services for all languages listed in Section 2. The vast majority (over 95% is expected to occur between the hours of 8 a.m. and 7 p.m. Monday through Friday and Saturdays 8 a.m. to noon, EST, except federal holidays. Spanish is the primary language that requires translation and in the recent past comprises over 90% of requested translation calls. Call subjects expected to be discussed are related to starting, stopping and transferring service. Exploring and analyzing the reasons behind a large utility bill. Billing structure questions and payment arrangements extended for payment over multiple months. Explaining program offerings such as appliance and energy services rebates. Explaining the differences in services offered such as traditional services vs prepaid and other utility questions.

The following data refers to the billing period August 2013 through July 2014.
Total calls and minutes for each language received over a one year period.

Language	Sum of Calls	Sum of Total Minutes	Avg. Length of Call (Mins)	Percent of Calls	Percent of Minutes
Spanish	5,863	72,439	12.4	93.4%	92.2%
Portuguese	80	957	12.9	1.3%	1.2%
Haitian/Creole	39	527	12.5	0.6%	0.7%
Bosnian	38	595	15.8	0.6%	0.8%
Mandarin	36	727	21.6	0.6%	0.9%
Albanian	36	564	14.9	0.6%	0.7%
Arabic	33	414	13.1	0.5%	0.5%
Vietnamese	24	439	20.4	0.4%	0.6%
Burmese	19	270	14.0	0.3%	0.3%
Russian	19	349	18.6	0.3%	0.4%
French	9	167	18.4	0.1%	0.2%
Tagalog	7	183	23.4	0.1%	0.2%
Korean	7	62	10.0	0.1%	0.1%
Farsi	6	69	12.0	0.1%	0.1%
Swahili	5	94	19.5	0.1%	0.1%
Kurdish	5	87	17.8	0.1%	0.1%
Nepal	5	65	13.0	0.1%	0.1%
Cambodian	4	62	18.7	0.1%	0.1%
Greek	4	70	17.8	0.1%	0.1%
Thai	4	54	13.5	0.1%	0.1%
Hindi	4	42	10.5	0.1%	0.1%
Amharic	4	68	17.0	0.1%	0.1%
Dari	3	40	13.3	0.0%	0.1%
Tigrinya	3	23	9.3	0.0%	0.0%
Polish	3	34	12.3	0.0%	0.0%
Karen	3	49	16.3	0.0%	0.1%
Serbian	2	34	17.0	0.0%	0.0%
Turkish	2	28	14.0	0.0%	0.0%
Romanian	1	4	4.0	0.0%	0.0%
Kirundi	1	26	26.0	0.0%	0.0%
Bulgarian	1	3	3.0	0.0%	0.0%
Italian	1	8	8.0	0.0%	0.0%
Ukrainian	1	19	19.0	0.0%	0.0%
Bengali	1	5	5.0	0.0%	0.0%
Chin	1	7	7.0	0.0%	0.0%
Gujarati	1	9	9.0	0.0%	0.0%
Dutch	1	2	2.0	0.0%	0.0%
Grand Total	6,276	78,595	12.5	100.0%	100.0%

1.1.2. BACKGROUND

JEA owns, operates and manages the electric system established by the City of Jacksonville, Florida in 1895. In June 1997, JEA also assumed operation of the water and sewer system previously managed by the city. JEA is Florida's largest municipally owned utility and the seventh largest municipal in the United

States. JEA's electric system currently serves more than 420,000 customers in Jacksonville and parts of three adjacent counties. JEA's water system serves more than 300,000 water customers and 230,000 sewer customers, which is more than 80 percent of all water and sewer utility customers in our service area.

1.1.3. INVITATION - REQUEST FOR PROPOSAL

You are invited to submit a Proposal in response to the Request for Proposals noted below:

Request for Proposals ("RFP") Title: PHONE LANGUAGE TRANSLATION SERVICES

Proposal Due Time: 2:00 P.M. - ALL LATE PROPOSALS WILL BE RETURNED UNOPENED.

Proposal Due Date: February 24, 2015

All Proposals must reference the RFP Title noted above. All Proposals must be made on the appropriate forms as specified with the Solicitation and **e-mailed to Renee' McQuaig at MCQULR@jea.com**. The Proposer shall be solely responsible for delivery of its Proposal. Proposals are due by the time and on the date listed above. **ALL LATE PROPOSALS WILL BE RETURNED UNOPENED.**

1.1.4. QUESTIONS

All questions must be submitted in writing to the JEA Buyer listed below at least (3) three business days prior to the opening date. Questions received within (3) three business days prior to the opening date will not be answered.

For Questions:

Buyer: RENEE MCQUAIG
E-mail: MCQULR@JEA.COM

1.1.5. MINIMUM QUALIFICATIONS FOR SUBMISSION

Company shall have the following minimum qualifications to be considered eligible for submission. **A Minimum Qualification Form which is required to be submitted with the Bid Form/Proposal Form is provided in Appendix B of this Solicitation.** It is the responsibility of the Company to ensure and certify that it meets the minimum qualifications stated below. A Company not meeting all of the following criteria will not have their submissions considered for Award:

1. Bidder must have successfully completed three similar contracts in the last five years. A similar project is defined as providing over the phone language translation services to a company with at least 2,000 of calls per month.

Please note, any Bidder/Proposer whose contract with JEA was terminated for default within the last two (2) years shall not be determined to be a responsible Bidder and their Bid/Proposal will be rejected.

1.2. SPECIAL INSTRUCTIONS

1.2.1. EVALUATION METHODOLOGY

1.2.1.1. COMPETITIVE SEALED PROPOSALS

JEA will not Award this Contract on a price only basis, but will Award based on an evaluation of how well each Bidder meets the evaluation criteria listed herein. Price will never be weighted less than the highest non-price factor.

JEA will use the evaluation criteria listed in the section entitled "Selection Criteria" to evaluate the information contained in the Bid Documents submitted by each Bidder. Therefore, it is in the best interest of Bidders to provide informative, concise, well-organized technical and business information relative to the Work.

1.2.2. SELECTION CRITERIA

1.2.2.1. EVALUATED PROPOSAL

JEA will evaluate the proposals received using the selection criteria defined below to establish a ranking of all proposers. JEA may then choose up to three of the top ranked Proposers to give oral presentations. JEA will finalize the evaluation scoring to incorporate the results of the oral presentations and make a final selection. Proposers that receive a request for an oral presentation, but choose to not provide one, will no longer be considered for final selection.

JEA will not Award this Contract on a price only basis, but will Award based on an evaluation of how well each Proposer meets the evaluation criteria listed herein. In the event JEA requests oral presentations from one or more bidders, the information obtained by JEA during the oral presentations will be used in determining final selection. Scores from the presentation will be added to the total scores to determine the highest ranking average proposer.

Please note, JEA may reject Proposals that request material changes or take exceptions to JEA commercial terms and conditions. Material changes to the commercial terms and conditions can only be made by JEA prior to public opening of the Proposals.

1.2.2.2. FINANCIAL RESPONSIBILITY

At minimum, Company shall provide the following information:

- o Form of business (i.e., proprietorship, partnership, corporation);
- o Years in business;
- o Changes in ownership;
- o Bank reference; and
- o Revenues of the Company in the last two years.

1.2.2.3. QUOTATION OF RATES

Company shall provide the rates for the Contract by completing Appendix A - Proposal Form. These rates shall include all profit, taxes, benefits, travel, and all other overhead items. **ANY MODIFICATIONS, EXCEPTIONS, OR OBJECTIONS CONTAINED WITHIN THE BID FORM SHALL SUBJECT THE BID TO DISQUALIFICATION.**

Contract will be based on a cost per minute for actual minutes connected with a translator and any monthly costs, if any, for telephony and other non-minute based costs. If costs per minute vary by language, please include cost by language in other Monthly Cost.

Cost per Minute \$ _____

Other Monthly Cost \$ _____

1.2.2.4. EXPERIENCE AND LOCATION OF PROFESSIONAL PERSONNEL

Company shall provide a maximum of ONE (1) resume of the account manager to be assigned to the JEA engagement. At a minimum, the resume shall present the employee's name, title, years of service with the Company, applicable professional registrations, education, and work experience. The resume must identify the experience managing over the phone language translation services and the key duties provided by the account manager.

1.2.2.5. PAST PERFORMANCE/COMPANY EXPERIENCE

The Company shall provide three references from companies or individuals for projects similar to the services sought under this RFP. Projects should be active and have been active for a minimum of 12 months. JEA will contact the references listed. Include at a minimum:

- o Name and contact information of the client
- o Description of project scope
- o Beginning and ending dates of the contract
- o Number of calls translated over the previous 12 months by language

1.2.2.6. ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS

Describe your firm's approach in providing the services described in this RFP. Describe in detail the following:

Business Summary

Provide the company profile and summary of business.

Do you serve any utility (electric or water utilities) customers? If so, list utility type and # of calls last 12 months for each utility serviced (if more than ten, include the ten largest only)

Provide your interpreter code of ethics or confidentiality and non-disclosure agreements.

What percent of your language services are subcontracted?

What percent of employees are contracted vs full time (Spanish / Non-Spanish)?

What percent of your Spanish language interpreters are based in the United States?
How do you comply with applicable HIPPA, FACTA and other applicable rules?
What percent of the calls are you able to provide an interpreter and how do you measure this?
Total calls translated each of the last 2 years.
Total minutes translated each of the last 2 years.
Total number of translators under contract.

Telephony

Provide the performance over the last 12 months of the minutes the telephony system was unavailable.
What infrastructure do you have in place in case of phone system issues at your major site?
What is the outage frequency for routine maintenance?
Is there a business continuity contingency and a disaster recovery plan?

Billing

How do you ensure calls are correctly billed to the right client?
Describe the dispute process for calls that are questionable.
Please describe any web based real time monitoring tools available for billing and monitoring performance
Please provide a sample bill that is sent to clients

Employees

What percent of Spanish interpreters are certified by a translation certifying agency (list certifying agency and % certified):
What is the average interpretation experience of Spanish language interpreters in years?
How do you certify that your interpreters are fluent?
Describe your quality monitoring program.
How many calls per month per agent are measured and monitored for quality?

Connection Times

For each language listed in Section 2. Scope of Services, provide the following for the past twelve months, by month:

- Average connection time
- Number of Interpreters
- Number of calls handled

1.2.2.7. TIE

In addition to the above, JEA has a database evidencing the amount of work previously given to each Company. Said criteria will be considered in the event of a tie. In order for new companies to be given opportunity to work with JEA, extra points shall be given to those companies who have not done business with JEA in the past.

1.2.3. NUMBER OF CONTRACTS TO BE AWARDED

JEA intends to Award ONE (1) Contract(s) for this Work. JEA reserves the right to Award more than one Contract, based on certain groupings of items, which JEA may revise or reorganize, or JEA may exclude line items if in its best interest.

1.2.4. JACKSONVILLE SMALL AND EMERGING BUSINESS (JSEB) PROGRAM REQUIREMENTS

1.2.4.1. OPTIONAL USE OF JACKSONVILLE SMALL AND EMERGING BUSINESS (JSEB) PROGRAM

For the performance of the Work herein, the Company is not required, but is encouraged, to utilize the services of JSEB qualified firms, as addressed by the City of Jacksonville's JSEB program. If the Company uses a JSEB qualified firm for the performance of any part of this Work, the Company shall submit to JEA, with its Invoice, a listing of JSEB qualified firms that have participated in the Work. Such listing shall be made using the form "Monthly Report for COJ/JEA JSEB Participation" available at www.jea.com. All questions and correspondence concerning the JSEB program should be addressed to: JSEB Coordinator, JEA, 21 W. Church Street CC-6, Jacksonville, FL 32202.

1.3. GENERAL INSTRUCTIONS

1.3.1. ADDENDA

JEA may issue Addenda prior to the opening date to change or clarify the intent of the Solicitation. The Company shall be responsible for ensuring it has received all Addenda prior to submitting its Bid or Proposal and shall acknowledge receipt of all Addenda by indicating where requested on the Bid Form. JEA will post all Addenda when issued online at www.jea.com. Companies must obtain Addenda from the JEA website. All Addenda will become part of the Solicitation and any resulting Contract Documents. It is the responsibility of each Company to ensure it has received and incorporated all Addenda into its Bid or Proposal. Failure to acknowledge receipt of Addenda may be grounds for rejection of a Bid or Proposal.

1.3.2. CONFLICT OF INTEREST

Pursuant to Florida Statute Sec. 287.057, a person or company who receives a contract which was not procured pursuant to public bidding procedures to perform a feasibility study, or who participated in the drafting of an invitation to bid or request for proposals, or who developed a program for future implementation shall not be eligible to contract with JEA for any other contracts dealing with that specific subject matter.

Should JEA erroneously Award a Contract in violation of this policy, JEA may terminate the Contract at any time with no liability to Company, and Company shall be liable to JEA for all damages, including but not limited to the costs to rebid the Work. The purpose of this policy is to encourage bidding and eliminate any actual or perceived advantage that one Company may have over another.

1.3.3. CONTRACT EXECUTION AND START OF WORK

Within thirty (30) days from the date of Award, JEA will present the successful Company with the Contract Documents. Unless expressly waived by JEA, the successful Company shall execute a Contract for the Work or Services within ten (10) days after receiving the Contract from JEA. If the Bidder fails to execute the Contract or associated documents as required, or if it fails to act on a JEA-issued Purchase Order (PO), JEA may cancel the Award with no further liability to the Company, retain the bid security or bond (if applicable), and Award to the next-ranked Company.

Upon JEA's receipt of the executed Contract, certificate of insurance, and recorded Payment and Performance bonds (if applicable), JEA will issue a PO, in writing and signed by an authorized JEA representative as acceptance of the Proposal or Bid and authorization for the Company to proceed with

the Work, unless otherwise stated in the Contract or PO.

1.3.4. EX PARTE COMMUNICATION

Ex Parte Communication is strictly prohibited. Ex Parte Communication is defined as any inappropriate communication concerning a Solicitation between a firm submitting a Bid or Proposal and a JEA representative during the time in which the Solicitation is being advertised through the time of Award. Examples of inappropriate communications include: private communications concerning the details of Solicitation in which a Bidder becomes privy to information not available to the other Bidders. Social contact between Bidders and JEA Representatives should be kept to an absolute minimum during the solicitation process.

Failure to adhere to this policy will disqualify the noncompliant Company's Bid or Proposal. Any questions or clarifications concerning a Solicitation must be sent in writing via email to the JEA Buyer at least five (5) business days prior to the opening date. If determined by JEA, that a question should be answered or an issue clarified, JEA will issue an addendum to all Bidders.

For more information on Ex Parte communications, see JEA Procurement Code, Section 2-103, which is available at www.jea.com.

1.3.5. PROHIBITION AGAINST CONTINGENT FEES

The Company warrants that it has not employed or retained any company or person, other than a bona fide employee working for the Company, to solicit or secure a contract with JEA, and that it has not paid or agreed to pay any person, company, corporation, individual or firm, other than a bona fide employee working solely for the Company, any fee, commission, percentage, gift, or any other consideration, contingent upon or resulting from the Award or making of the Contract. If a breach or violation of these provisions occurs, JEA shall have the right to terminate the Contract without liability, and at its discretion deduct from the Contract Price the costs associated with the termination, or otherwise recover, the full amount of such fee, commission, percentage, gift or consideration.

1.3.6. RESERVATIONS OF RIGHTS TO JEA

The Solicitation provides potential Companies with information to enable the submission of written offers. The Solicitation is not a contractual offer or commitment by JEA to purchase products or services. Bids or Proposals shall be good for a period of ninety (90) days following the opening of the Bids or Proposals.

JEA reserves the right to reject any or all Bid or Proposals, or any part thereof, and/or to waive Informalities if such action is in its best interest. JEA may reject any Bids or Proposals that it deems incomplete, obscure or irregular including, but not limited to, Bid or Proposals that omit a price on any one or more items for which prices are required, Bids or Proposals that omit Unit Prices if Unit Prices are required, Bids or Proposals for which JEA determines that the Bid or Proposal is unbalanced, Bids or Proposals that offer Equal Items when the option to do so has not been stated, Bids or Proposals that fail to include a Bid or Proposal Bond, where one is required, and Bids or Proposals from Companies who have previously failed to satisfactorily complete Contracts of any nature or who have been scored "Unacceptable" and as a result, are temporarily barred from bidding additional work.

JEA reserves the right to cancel, postpone, modify, reissue and amend this Solicitation at its discretion. JEA reserves the right to cancel or change the date and time announced for opening of Bids or Proposals at any time prior to the time announced for the opening of Bids or Proposals. JEA may Award the

Contract in whole or in part. In such cases whenever JEA exercises any of these reservations, JEA will make a commercially reasonable effort to notify, in writing, all parties to whom Solicitations were issued. JEA may award multiple or split Contracts if it is deemed to be in JEA's best interest.

1.3.7. AVAILABILITY OF PROPOSALS AFTER OPENING

In accordance with the Florida Public Records Law, Florida Statute Section 119, copies of all proposals are available for public inspection thirty (30) days after the opening of proposals or on the date of Award announcement, whichever is earlier. Proposers may review opened proposals once they are available for public inspection by contacting the designated Buyer to arrange a mutually convenient time for such review at the JEA offices. JEA will post a summary of proposal opening results at www.jea.com.

1.3.8. ETHICS (RFP)

By signing the Company's Proposal, the Company certifies this Proposal is made without any previous understanding, agreement or connection with any other person, firm, or corporation submitting a Proposal for the same Work other than as a Subcontractor or supplier, and that this Proposal is made without outside control, collusion, fraud, or other illegal or unethical actions. The Company shall comply with all JEA and City of Jacksonville ordinances, policies and procedures regarding business ethics.

The Company shall submit only one Proposal in response to this RFP. If JEA has reasonable cause to believe the Company has submitted more than one Proposal for the same Work, other than as a Subcontractor or subsupplier, JEA may disqualify the Proposal and may pursue debarment actions. The Company shall disclose the name(s) of any public officials who have any financial position, directly or indirectly, with this Proposal by completing and submitting the Conflict of Interest Certificate. Failure to fully complete and submit the Conflict of Interest Certificate will disqualify the Proposal. If JEA has reason to believe that collusion exists among the Companies, JEA will reject any and all Proposals from the suspected Company and will proceed to debar Company from future JEA Awards in accordance with the JEA Purchasing Code.

JEA is prohibited by its Charter from awarding contracts to JEA officers or employees or companies in which a JEA officer or employee has a financial interest. JEA will reject any and all Proposals from JEA officers or employees as well as any and all Proposals in which a JEA officer or employee has a financial interest.

In accordance with Florida Statutes Sec. 287.133, JEA will reject Proposals from any persons or affiliates convicted of a public entity crime as listed on the Convicted Vendor list maintained by the Florida Department of Management Services. JEA shall not make an Award to any officer, director, executive, partner, shareholder, employee, member, or agent active in management of the Company listed on the Convicted Vendor list for any transaction exceeding \$10,000 for a period of 36 months from the date of being placed on the Convicted Vendor list.

If the Company violates any requirement of this clause, the Proposal may be rejected and JEA may debar offending companies and persons.

1.3.9. CERTIFICATION AND REPRESENTATIONS OF THE COMPANY

By signing and submitting a proposal, the Company certifies and represents as follows:

A. That it has carefully examined all available records and conditions, including sites if applicable, and the requirements and specifications of these Contract Documents prior to submitting its Proposal. Where the Company visits sites, no Work or other disturbance is to be performed while at the site without written

permission by JEA in advance of the site visit. The Company shall comply with all safety requirements described in the Proposal and shall be prepared to show proof of a minimum of \$1 million of general liability insurance or the amount specified in this solicitation (whichever is greater).

B. That every aspect of its submitted Proposal, including the Contract Price and the detailed schedule for the execution of the Work, are based on its own knowledge and judgment of the conditions and hazards involved, and not upon any representation of JEA. JEA assumes no responsibility for any understanding or representation made by any of its representatives during or prior to execution of the Contract unless such understandings or representations are expressly stated in the Contract and the Contract expressly provides that JEA assumes the responsibility.

C. That the individual signing the Proposal is a duly authorized agent or officer of the firm. Proposals submitted by a corporation must be executed in the corporate name by the President or Vice President. If an individual other than the President or Vice President signs the Proposal, satisfactory evidence of authority to sign must be submitted upon request by JEA. If the Proposal is submitted by a partnership, the Proposal must be signed by a partner whose title must under the signature. If an individual other than a partner signs the Proposal, satisfactory evidence of authority to sign must be submitted upon request by JEA.

D. The corporation or partnership must be in active status at the Florida Division of Corporations (www.sunbiz.org) prior to Award.

E. That the firm maintains in active status any and all licenses, permits, certifications, insurance, bonds and other credentials including not limited to contractor's license and occupational licenses necessary to perform the Work. The Company also certifies that, upon the prospect of any change in the status of applicable licenses, permits, certifications, insurances, bonds or other credentials, the Company shall immediately notify JEA of status change.

F. That it has read, understands and will comply with the Section entitled Ethics of these instructions to proposers.

1.4. INSURANCE, INDEMNITY AND RISK OF LOSS

1.4.1. INSURANCE

INSURANCE REQUIREMENTS

Before starting and until acceptance of the Work by JEA, and without further limiting its liability under the Contract, Company shall procure and maintain at its sole expense, insurance of the types and in the minimum amounts stated below:

Workers' Compensation

Florida Statutory coverage and Employer's Liability (including appropriate Federal Acts); Insurance Limits: Statutory Limits (Workers' Compensation) \$500,000 each accident (Employer's Liability).

Commercial General Liability

Premises-Operations, Products-Completed Operations, Contractual Liability, Independent Contractors, Broad Form Property Damage, Explosion, Collapse and Underground, Hazards (XCU Coverage) as appropriate; Insurance Limits: \$1,000,000 each occurrence, \$2,000,000 annual aggregate for bodily injury and property damage, combined single limit.

Automobile Liability

All autos-owned, hired, or non-owned; Insurance Limits: \$1,000,000 each occurrence, combined single limit.

Excess or Umbrella Liability

(This is additional coverage and limits above the following primary insurance: Employer's Liability, Commercial General Liability, and Automobile Liability); Insurance Limits: \$2,000,000 each occurrence and annual aggregate.

Company's Commercial General Liability and Excess or Umbrella Liability policies shall be effective for two years after Work is complete. The Indemnification provision provided herein is separate and is not limited by the type of insurance or insurance amounts stated above.

Company shall specify JEA as an additional insured for all coverage except Workers' Compensation and Employer's Liability. Such insurance shall be primary to any and all other insurance or self-insurance maintained by JEA. Company shall include a Waiver of Subrogation on all required insurance in favor of JEA, its board members, officers, employees, agents, successors and assigns.

Such insurance shall be written by a company or companies licensed to do business in the State of Florida and satisfactory to JEA. Prior to commencing any Work under this Contract, certificates evidencing the maintenance of the insurance shall be furnished to JEA for approval. Company's and its subcontractors' Certificates of Insurance shall be mailed to JEA (Attn. Procurement Services), Customer Care Center, 6th Floor, 21 West Church Street, Jacksonville, FL 32202-3139.

The insurance certificates shall provide that no material alteration or cancellation, including expiration and non-renewal, shall be effective until 30 days after receipt of written notice by JEA.

Any subcontractors of Company shall procure and maintain the insurance required of Company hereunder during the life of the subcontracts. Subcontractors' insurance may be either by separate coverage or by endorsement under insurance provided by Company. Company shall submit subcontractors' Certificates of Insurance to JEA prior to allowing subcontractors to perform Work on JEA's job sites.

1.4.2. INDEMNIFICATION

1.4.2.1. INDEMNIFICATION (JEA STANDARD)

For ten dollars (\$10.00) acknowledged to be included and paid for in the contract price and other good and valuable considerations, the Company shall hold harmless and indemnify JEA against any claim, action, loss, damage, injury, liability, cost and expense of whatsoever kind or nature (including, but not by way of limitation, reasonable attorney's fees and court costs) arising out of injury (whether mental or corporeal) to persons, including death, or damage to property, arising out of or incidental to the negligence, recklessness or intentional wrongful misconduct of the Company and any person or entity used by Company in the performance of this Contract or Work performed thereunder. For purposes of this Indemnification, the term "JEA" shall mean JEA as a body politic and corporate and shall include its governing board, officers, employees, agents, successors and assigns. This indemnification shall survive the term of a Contract entered into pursuant to this solicitation, for events that occurred during the Contract term. This indemnification shall be separate and apart from, and in addition to, any other

indemnification provisions set forth elsewhere in this Contract. It is the intent of the parties that this indemnification shall be in accord with Section 725.06(2), Florida Statutes.

1.5. TERM AND TERMINATION

1.5.1. TERM

1.5.1.1. TERM OF CONTRACT

The Contract shall be in force for a three year period with a one year renewal period or the informal bid limit, whichever occurs first. Certain provisions of this Contract may extend past termination including, but not limited to, Warranty and Indemnification provisions. This Contract, after the initial year shall be contingent upon the existence of lawfully appropriated funds for each subsequent year of the Contract.

1.5.2. TERMINATION FOR CONVENIENCE

JEA shall have the absolute right to terminate in whole or part the Contract, with or without cause, at any time after Award upon written notification of such termination.

In the event of termination for convenience, JEA will pay the Company for all disbursements and expenses that the Company has incurred, or those for which it becomes obligated prior to receiving JEA's notice of termination.

Upon receipt of such notice of termination, the Company shall stop the performance of the Work hereunder except as may be necessary to carry out such termination and take any other action toward termination of the Work that JEA may reasonably request, including all reasonable efforts to provide for a prompt and efficient transition as directed by JEA.

JEA will have no liability to the Company for any cause whatsoever arising out of, or in connection with, termination including, but not limited to, lost profits, lost opportunities, resulting change in business condition, except as expressly stated within these Contract Documents.

1.5.3. TERMINATION FOR DEFAULT

JEA may give the Company written notice to discontinue all Work under the Contract in the event that:

- o The Company assigns or subcontracts the Work without prior written permission;
- o Any petition is filed or any proceeding is commenced by or against the Company for relief under any bankruptcy or insolvency laws;
- o A receiver is appointed for the Company's properties or the Company commits any act of insolvency (however evidenced);
- o The Company makes an assignment for the benefit of creditors;
- o The Company suspends the operation of a substantial portion of its business;
- o The Company suspends the whole or any part of the Work to the extent that it impacts the Company's ability to meet the Work schedule, or the Company abandons the whole or any part of the Work;
- o The Company, at any time, violates any of the conditions or provisions of the Contract Documents, or the Company fails to perform as specified in the Contract Documents, or the Company is not complying with the Contract Documents.

- o The Company attempts to willfully impose upon JEA items or workmanship that are, in JEA's sole opinion, defective or of unacceptable quality.
- o The Company breaches any of the representations or warranties;
- o The Company is determined, in JEA's sole opinion, to have misrepresented the utilization of funds or misappropriate property belonging to JEA;
- o Any material change in the financial or business condition of the Company.

If, within five (5) days after service of such notice upon the Company, an arrangement satisfactory to JEA has not been made by the Company for continuance of the Work, then JEA may declare Company to be in default of the Contract.

Once Company is declared to be in default, JEA will charge the expense of completing the Work to the Company and will deduct such expenses from monies due, or which at any time thereafter may become due, to the Company. If such expenses are more than the sum that would otherwise have been payable under the Contract, then the Company shall pay the amount of such excess to JEA upon notice of the expenses from JEA. JEA shall not be required to obtain the lowest price for completing the Work under the Contract, but may make such expenditures that, in its sole judgment, shall best accomplish such completion. JEA will, however, make reasonable efforts to mitigate the excess costs of completing the Work.

The Contract Documents shall in no way limit JEA's right to all remedies for nonperformance provided under law or in equity, except as specifically set forth herein. In the event of termination for nonperformance, the Company shall immediately surrender all Work records to JEA. In such a case, JEA may set off any money owed to the Company against any liabilities resulting from the Company's nonperformance.

JEA has no responsibility whatsoever to issue notices of any kind, including but not limited to deficient performance letters and scorecards, to the Company regarding its performance prior to default by Company for performance related issues.

JEA shall have no liability to the Company for termination costs arising out of the Contract, or any of the Company's subcontracts, as a result of termination for default.

1.6. CONFIDENTIALITY AND OWNERSHIP OF DOCUMENTATION

1.6.1. CONFIDENTIALITY AND PUBLIC RECORD LAWS

Any information disclosed by one party ("Disclosing Party") to the other party ("Recipient") in connection with this Contract that is marked confidential or that due to its character and nature, a reasonable person under like circumstances would treat as confidential (the "Confidential Information") will be protected and held in confidence by the Recipient. Confidential Information will be used only for the purposes of this Contract and related internal administrative purposes. Disclosure of the Confidential Information will be restricted to the Recipient's employees, contractors, or alliance companies on a "need to know" basis in connection with the Work, who are bound by confidentiality obligations no less stringent than these prior to any disclosure. Each party may disclose Confidential Information relating to the Work to providers of goods and services for the engagement to the extent such disclosure is necessary and reasonably anticipated. Confidential Information does not include information which: (i) is already known to Recipient at the time of disclosure; (ii) is or becomes publicly known through no wrongful act or failure of the Recipient; (iii) is independently developed by Recipient without benefit of Disclosing Party's Confidential

Information; or (iv) is received from a third party which is not under and does not thereby breach an obligation of confidentiality. Each party agrees to protect the other's Confidential Information at all times and in the same manner as each protects the confidentiality of its own proprietary and confidential materials, but in no event with less than a reasonable standard of care. A Recipient may disclose Confidential Information to the extent required by law, but that disclosure does not relieve Recipient of its confidentiality obligations with respect to any other party. Except as to the confidentiality of trade secrets, these confidentiality restrictions and obligations will terminate five (5) years after the expiration or termination of the Contract under which the Confidential Information was disclosed, unless the law requires a longer period.

The parties acknowledge that JEA is a body politic and corporate that is subject to Chapter 119, Florida Statutes, and related statutes known as the "Public Records Laws". If a request is made to view such Confidential Information, JEA will notify Company of such request and the date that such records will be released to the requester unless Company obtains a court order enjoining such disclosure. If the Company fails to obtain that court order enjoining disclosure, JEA will release the requested information on the date specified. Such release shall be deemed to be made with the Company's consent and will not be deemed to be a violation of law, including but not limited to laws concerning trade secrets, copyright or other intellectual property. In the event the Company breaches this Contract, then the Company hereby grants JEA a limited license to use the Confidential Information in any reasonable way in order to mitigate JEA's damages.

1.6.2. INTELLECTUAL PROPERTY

The Company grants to JEA an irrevocable, perpetual, royalty free and fully paid-up right to use (and such right includes, without limitation, a right to copy, modify and create derivative works from the subject matter of the grant of the right to sublicense all, or any portion of, the foregoing rights to an affiliate or a third party service provider) the Company's intellectual property (including, without limitation, all trade secrets, patents, copyright and know-how) that is contained or embedded in, required for the use of, that was used in the production of or is required for the reproduction, modification, maintenance, servicing, improvement or continued operation of any applicable unit of Work.

If the Work contains, has embedded in, requires for the use of any third party intellectual property, or if the third party intellectual property is required for the reproduction, modification, maintenance, servicing, improvement or continued operation of the Work, the Company shall secure for JEA an irrevocable, perpetual, royalty free and fully paid-up right to use all third party intellectual property. The Company shall secure such right at its expense and prior to incorporating any third party intellectual property (including, without limitation, all trade secrets, patents, copyright and know-how) into any Work, including, without limitation, all drawings or data provided under the Contract, and such right must include, without limitation, a right to copy, modify and create derivative works from the subject matter of the grant of the right and a right to sublicense all or any portion of the foregoing rights to an affiliate or a third party service provider.

Should JEA, or any third party obtaining such work product through JEA, use the Work or any part thereof for any purpose other than that which is specified herein, it shall be at JEA's sole risk.

The Company will, at its expense, defend all claims, actions or proceedings against JEA based on any allegation that the Work, or any part of the Work, constitutes an infringement of any patent or any other intellectual property right, and will pay to JEA all costs, damages, charges, and expenses occasioned to JEA by reason thereof. JEA will give the Company written notice of any such claim, action or proceeding

and, at the request and expense of the Company, JEA will provide the Company with available information, assistance and authority for the defense.

If, in any action or proceeding, the Work, or any part thereof, is held to constitute an infringement, the Company will forthwith either secure for JEA the right to continue using the Work or will, at the Company's expense, replace the infringing items with noninfringing Work or make modifications as necessary so that the Work no longer infringes.

The Company will obtain and pay for all patent and other intellectual property royalties and license fees required in respect of the Work.

1.6.3. PROPRIETARY INFORMATION

The Company shall not copy, reproduce, or disclose to third parties, except in connection with the Work, any information that JEA furnishes to the Company. The Company shall insert in any subcontract a restriction on the use of all information furnished by JEA. The Company shall not use this information on another project. All information furnished by JEA will be returned to JEA upon completion of the Work.

1.6.4. PUBLICITY AND ADVERTISING

The Company shall not take any photographs, make any announcements or release any information concerning the Contract or the Work to any member of the public, press or official body unless prior written consent is obtained from JEA. JEA is governed by the Florida Public Records Laws so all Contract Documents are available for public inspection. In addition, JEA is governed by Florida Sunshine Laws and as such, certain meetings are required to be open to the public.

1.6.5. OWNERSHIP OF DOCUMENTS AND EQUIPMENT

The Company agrees that upon completion of the Services, all drawings, designs, specifications, renderings, notebooks, tracings, photographs, reference books, equipment, expendable equipment and materials, negatives, reports, findings, recommendations, data and memoranda of every description (hereinafter referred to as "Works"), arising out of or relating to the Services rendered by the Company under this Agreement, are to become the property of JEA. Company and JEA agree that said Works shall be considered as works made for hire under the United States Copyright laws. JEA shall have the absolute and exclusive right to own and use all said Works together with any and all copyrights, patents, trademark and service marks associated with said Works. The use of these Works in any manner by JEA shall not support any claim by the Company for additional compensation.

1.6.6. PATENTS AND COPYRIGHTS

In consideration of ten dollars (\$10.00), receipt and sufficiency is hereby acknowledged, Company shall hold harmless and indemnify JEA from and against liability or loss, including but not limited to any claims, judgments, court costs and attorneys' fees incurred in any claims, or any pretrial, trial or appellate proceedings on account of infringements of patents, copyrighted or uncopyrighted works, secret processes, trade secrets, patented or unpatented inventions, articles or appliances, or allegations thereof, pertaining to the Services, or any part thereof, combinations thereof, processes therein or the use of any tools or implements used by Company.

Company will, at its own expense, procure for JEA the right to continue use of the Services, parts or combinations thereof, or processes used therein resulting from a suit or judgment on account of patent or copyright infringement.

If, in any such suit or proceeding, a temporary restraining order or preliminary injunction is granted, Company will make every reasonable effort, by giving a satisfactory bond or otherwise, to secure the suspension of such restraining order or temporary injunction.

If, in any such suit or proceeding, any part of the Services is held to constitute an infringement and its use is permanently enjoined, Company will, at once, make every reasonable effort to secure for JEA a license, authorizing the continued use of the Services. If Company fails to secure such license for JEA, Company will replace the Services with non-infringing Services, or modify the Services in a way satisfactory to JEA, so that the Services are non-infringing.

1.7. LABOR

1.7.1. NONDISCRIMINATION

The Company represents that it has adopted and will maintain a policy of nondiscrimination against employees or applicants for employment on account of race, religion, sex, color, national origin, age or handicap, in all areas of employee relations, throughout the Term of this Contract. The Company agrees that on written request, it will allow JEA reasonable access to the Company's records of employment, employment advertisement, application forms and other pertinent data and records for the purpose of investigation to ascertain compliance with the nondiscrimination provisions of this Contract; provided however, the Company shall not be required to produce, for inspection, records covering periods of time more than one year from the effective date of this Contract.

The Company shall comply with the following executive orders, acts, and all rules and regulations implementing said orders or acts, which are by this reference incorporated herein as if set out in their entirety:

- o The provisions of Presidential Order 11246, as amended, and the portions of Executive Orders 11701 and 11758 as applicable to Equal Employment Opportunity;
- o The provisions of section 503 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act (ADA); and
- o The provisions of the Employment and Training of Veterans Act, 38 U.S.C. 4212 (formerly 2012).
- o

The Company agrees that if any of the Work of this Contract will be performed by a Subcontractor, then the provisions of this subsection shall be incorporated into and become a part of the subcontract.

1.7.2. LEGAL WORKFORCE

Owner shall consider the employment, by Contractor, of unauthorized aliens a violation of section 274A(e) of the Immigration and Nationalization Act. Such violation shall be cause for unilateral cancellation of the contract upon thirty (30) days' prior written notice of such cancellation, notwithstanding any other provisions to the contrary in the Specifications and other Contract Documents.

1.7.3. PERSONNEL AND CHANGES IN COMPANY'S PROFESSIONAL PERSONNEL

Unless otherwise agreed in writing by the parties, all Services shall be rendered by employees: (a.) who are full time employees of Company or approved subcontractors; (b.) qualified to perform the Services, and (c.) fluent in the English language. Subsequent to the execution of this Contract, Company shall

notify the JEA Contract Administrator in writing prior to making changes in professional personnel assigned, or to be assigned, as provided in Company's proposal to manage or perform Services under this Contract. The JEA Contract Administrator shall have the right to reject any personnel assigned by Company to perform work under this Contract. If the right of rejection is exercised by the JEA Contract Administrator, Company shall submit for approval of the JEA Contract Administrator, the name or names of substitute personnel to fill the positions resulting from said rejection. The JEA Contract Administrator shall have the right to require the removal of Company's previously assigned personnel and Company shall promptly replace the same, subject to the JEA JEA Contract Administrator's approval at no cost to JEA.

1.7.4. COMPANY'S LABOR RELATIONS

The Company shall negotiate and resolve any disputes between the Company and its employees, or anyone representing its employees. The Company shall immediately notify JEA of any actual or potential labor dispute that may affect the Work and shall inform JEA of all actions it is taking to resolve the dispute.

1.7.5. COMPLETION OF WORK (PO)

The Company shall begin Work within 10 days after the date of written Purchase Order from JEA to begin Work, and shall complete the Work by the date set forth in the Contract Documents. The Company further understands and agrees that time is of essence and should the Company fail to complete the Work on or before the date established for Final Completion, the Company shall be solely responsible for additional costs as defined in the Contract.

1.8. JEA RESPONSIBILITIES

1.8.1. COORDINATION OF SERVICES PROVIDED BY JEA

The JEA Representative for the Work will, on behalf of JEA, coordinate with the Company and administer this Contract. It shall be the responsibility of the Company to coordinate all assignment related activities with the designated JEA Representative. The JEA Representative will be assigned to perform day-to-day administration and liaison functions, and to make available to the Company appropriate personnel, to the extent practical, and to furnish records and available data necessary to conduct the Work. The JEA Representative will also authorize the Company to perform work under this Contract.

1.9. CHANGES IN THE WORK, CONTRACT TIME OR PRICE

1.9.1. SUSPENSION OF SERVICES

JEA may suspend the performance of the Services rendered by providing Company with five (5) days written notice of such suspension. Schedules for performance of the Services shall be amended by mutual agreement to reflect such suspension. In the event of suspension of Services, the Company shall resume the full performance of the Services when directed in writing to do so by JEA. Suspension of Services for reasons other than the Company's negligence or failure to perform, shall not affect the Company's compensation as outlined in this Agreement.

1.10. MISCELLANEOUS PROVISIONS

1.10.1. APPLICABLE STATE LAW; VENUE; SEVERABILITY

The rights, obligations and remedies of the Parties as specified under the Agreement will be interpreted and governed in all respects exclusively by the laws of the State of Florida without giving effect to the principles of conflicts of laws thereof. Should any provision of the Agreement be determined by the courts to be illegal or in conflict with any law of the State of Florida, the validity of the remaining provisions will not be impaired. Litigation involving this Agreement or any provision thereof shall take place in the State or Federal Courts located exclusively in Jacksonville, Duval County, Florida.

1.10.2. CHANGE IN OWNERSHIP OF COMPANY

The Company agrees to cause any entity that shall acquire ownership of Company to assume this Contract and all of Company's obligations hereunder.

1.10.3. CHOICE OF LAW

This Contract, and the rights and duties of the parties arising from or relating to this Contract or its subject matter, shall be construed in accordance with the laws of the State of Florida, and the ordinances of the City of Jacksonville without regard to its conflicts of laws provisions. Each of the parties irrevocably submits to the exclusive jurisdiction of the courts of Florida, and further agrees that the venue for any legal action brought by or files against JEA relating to any matter arising under this Contract shall be exclusively in that state or federal court, sitting in Duval County, Florida that has jurisdiction over such legal actions.

1.10.4. PUBLIC RECORDS AND SUNSHINE LAW

The parties acknowledge that JEA is a body politic and corporate that is subject to Chapter 119, Florida Statutes, and related statutes known as the "Public Records Laws". Bidders and Proposers should be aware that all submittals provided to JEA are subject to public disclosure and will not be afforded confidentiality unless clearly exempt by law.

A Company claiming in good faith that its response contains information that is exempt from the Public Records Law shall clearly segregate and mark that information as confidential, and provide the specific statutory citation for such exemption. Be aware that the designation of an item as exempt from disclosure may be challenged in court by any person or entity. By the designation of material in a Bid or Proposal as exempt, the Bidder agrees to indemnify, hold harmless, and defend JEA and its employees and agents for any award to a plaintiff for damages, costs and attorneys' fees, and for costs and attorneys' fees incurred by JEA by reason of any claim or action related to the Bidder's designation of material as exempt.

1.10.5. REFERENCES

Unless otherwise specified, each reference to a statute, ordinance, law, policy, procedure, process, document, drawing, or other informational material is deemed to be a reference to that item, as amended or supplemented from time to time. All referenced items shall have the enforcement ability as if they are fully incorporated herein.

1.10.6. RELATIONSHIP OF THE PARTIES

The Company agrees that it shall perform the Work as an independent contractor and that it does not (a) have the power or authority to bind JEA or to assume or create any obligation or responsibility, express or implied, on JEA's part or in JEA's name, except as may be authorized by JEA under a separate written

document, or (b) represent to any person or entity that it has such power or authority except as may be authorized by JEA under a separate written document.

1.10.7. SEVERABILITY

In the event that any provision of this Contract is found to be unenforceable under applicable law, the parties agree to replace such provision with a substitute provision that most nearly reflects the original intentions of the parties and is enforceable under applicable law, and the remainder of this Contract shall continue in full force and effect.

With regard to any provision in this agreement pertaining to damages, equitable or otherwise, it is the intent of the Parties that under no circumstances shall there be recovery for home office overhead. Any damages claimed shall be proven by discreet accounting of direct project costs and no theoretical formula or industry estimating reference manuals shall be permissible.

1.10.8. SUBCONTRACTING OR ASSIGNING OF CONTRACT

Each party agrees that it shall not subcontract, assign, delegate, or otherwise dispose of the Contract, the duties to be performed under the Contract, or the monies to become due under the Contract without the other party's prior written consent.

The assignment of the Contract will not relieve either of the parties of any of its obligations until such obligations have been assumed in writing by the assignee. If the Contract is assigned by either of the parties, it will be binding upon and will inure to the benefit of the permitted assignee. The Company shall be liable for all acts and omissions of its assignee or its Subcontractor.

In the event the Company obtains JEA approval to use Subcontractors, the Company is obligated to provide Subcontractors possessing the skills, certifications, registrations, licenses, training, tools, demeanor, motivation and attitude to successfully perform the work for which they are subcontracted. The Company is obligated to remove Subcontractors from performing Work under this Contract when the Company recognizes that a Subcontractor is failing to work in a manner consistent with the requirements of this Contract, or when JEA notifies the Company that JEA has determined a Subcontractor is failing to work in a manner consistent with the requirements of this Contract.

1.10.9. SURVIVAL

The obligations of JEA and the Company under this Contract that are not, by the express terms of this Contract, to be performed fully during the Term, shall survive the termination of this Contract.

1.10.10. TIME AND DATE

Unless otherwise specified, references to time of day or date mean the local time or date in Jacksonville, FL. If under this Contract any payment or calculation is to be made, or any other action is to be taken, on or as of a day that is not a regular business day for JEA, that payment or calculation is to be made, and that other action is to be taken, as applicable, on or as of the next day that is a regular business day. Where reference is made to day or days, it means calendar days. Where reference is made to workday, workdays, business day, or business days, it means regular working days for JEA Procurement.

1.10.11. WAIVER OF CLAIMS

A delay or omission by JEA hereto to exercise any right or power under this Contract shall not be construed to be a waiver thereof. A waiver by JEA under this Contract shall not be effective unless it is in writing and signed by the party granting the waiver. A waiver by a party of a right under or breach of, this

Contract shall not be construed to operate as a waiver of any other or successive rights under, or breaches of, this Contract.

The Company's obligations to perform and complete the Work in accordance with the Contract shall be absolute. None of the following will constitute a waiver of any of JEA's rights under the Contract: approval of payments, including final payment; Certificate of Contract Completion; any use of the Work by JEA; nor any correction of faulty or defective work by JEA.

1.10.12. FORCE MAJEURE

No party shall be liable for any default or delay in the performance of its obligations under this Contract due to an act of God or other event to the extent that: (a) the non-performing party is without fault in causing such default or delay; (b) such default or delay could not have been prevented by reasonable precautions; and (c) such default or delay could not have been reasonably circumvented by the non-performing party through the use of alternate sources, work-around plans or other means. Such causes include, but are not limited to: act of civil or military authority (including but not limited to courts or administrative agencies); acts of God; war; terrorist attacks; riot; insurrection; inability of JEA to secure approval, validation or sale of bonds; inability of JEA or the Company to obtain any required permits, licenses or zoning; blockades; embargoes; sabotage; epidemics; fires; hurricanes, tornados, floods; or strikes.

In the event of any delay resulting from such causes, the time for performance of each of the parties hereunder (including the payment of monies if such event actually prevents payment) shall be extended for a period of time reasonably necessary to overcome the effect of such delay, except as provided for elsewhere in the Contract Documents.

In the event of any delay or nonperformance resulting from such causes, the party affected shall promptly notify the other in writing of the nature, cause, date of commencement and the anticipated impact of such delay or nonperformance. Such written notice, including Change Orders, shall indicate the extent, if any, to which it is anticipated that any delivery or completion dates will be thereby affected within seven (7) calendar days.

1.10.13. CHANGE IN SCOPE OF SERVICES

From time to time, JEA may direct changes and modifications in the scope of the services, as contained in the Contract Documents, to be performed under this Contract as may be necessary to carry out the purpose of this Contract. The Company is willing and agreeable to accommodate such changes, provided it is compensated for additional services in accordance with its professional fees and expenses under the terms of this Contract. Such changes shall be in the form of a written amendment to this Contract reflecting, as appropriate, an amendment to the Work rendered and adjustment to Company's professional fees, including an extension to the duration of this Contract, as well as the maximum indebtedness of JEA. Maximum indebtedness is the maximum total cost that may be paid to the Company hereunder, including travel related costs, per year during the initial term of the Contract for the Work rendered under the terms of this Contract. The JEA Representative directly responsible for each project will make the final determination as to whether any compensable change exists.

2. SCOPE OF WORK

JEA is seeking a Bi-Lingual service provider. The service provider must provide 24 hour, 7 days per week, 365 days per year, translation services for all languages listed below.

Language:

The following language connection time must be < 20 seconds average to connect to an interpreter:
Spanish

The following language connection time must be < 40 seconds average (Combined across languages acceptable):

Portuguese, Haitian/Creole, Bosnian, Mandarin, Albanian, Arabic, Dari, Tagalog, Burmese, Serbian, Vietnamese, Russian, Tigrinya, Polish, French, Korean, Cambodian, Greek, Swahili, Kurdish, Farsi, Gujarati, Romanian, Amharic, Ukrainian, Thai, Chin, Hindi, Dutch, Bengali, Nepal, Turkish, Karen, Bulgarian, Kirundi, and Italian.

Background Checks:

The service provider must complete a background check of each employee. No employee shall have any felony convictions allowed at a minimum.

Infrastructure:

The service provider must provide a specific toll free number for JEA's use. Connection directly to a Spanish interpreter option is required. Connection to other languages may allow for an intermediary to direct the call to the appropriate language, however billing cannot start until the interpreter is on the line.

Service provide must be in compliance with applicable FACTA requirements.

Billing/Invoice:

The service provider must assign a proprietary billing code for JEA's use that is required at the beginning of each call or some other means to ensure calls are billed appropriately to JEA. The invoice must include the following:

- Each call must have its own line item on the bill
- Each call must list the language
- Each call must list the date and time the call started
- Each call must list the proprietary billing code
- Each call must list the first and last name, employee number or other unique identifying information of the person calling from JEA and include any unique identifying information available such as ANI number of the call and the extension of the person calling from JEA.
- Each call must list an identification number or name for the interpreter
- Each call must list the number of minutes billed
- Each call must list the charge for the call
- Each bill must show summary data by language of the minutes
- Each bill must show summary data by language of the number of calls
- Each bill must show summary data by language of average connection time
- Each bill must show summary data by language of the total charges in dollars
- Billing cannot start until the interpreter is on the line

3. FORMS

FORMS

Forms required to be submitted with this solicitation are attached in Appendix A or can be obtained on the JEA website at www.jea.com.