

Appendix A – Technical Specifications RFQ 83993 Laboratory Courier Services

1. Scope of Work

The Company shall provide scheduled and on-demand pickup and delivery of laboratory items and samples 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 twice daily 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. A fuel price adjustment is allowed after the first year of the contract.

Items transported via courier service:	Items not within the Scope and shall not be transported with JEA items:
<ul style="list-style-type: none"> • safety equipment • lab samples from wastewater facilities and NGS Fuels Lab • empty lab sample containers • other items required in administrative operations of JEA 	<ul style="list-style-type: none"> • hazardous materials or chemicals • firearms or explosive materials • construction materials, machinery or parts • illegal items or substances • live animals • human or animal remains • bodily fluids • all other items prohibited by applicable federal, state and local laws

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, shall 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, insurances, and bonds 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.

In the event that the Company fails to deliver item(s) as specified within the Contract Documents, JEA shall notify the company immediately upon discovery. JEA shall 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.

- D. In the event the Company chooses to use Subcontractors, the Company is obligated to provide Subcontractors possessing the skills, licensing, training, tools, demeanor, motivation and attitude to successfully perform the work for which they are subcontracted. If a subcontractor is to be used the company shall provide advance notice and gain approval from the contract

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administrator. 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.

E. The Company is obligated to ensure that sufficient supervision of the Work is provided.

3. Work Location

Work shall be performed at the following location(s): At locations detailed in Tables A and B herein and in the case of on-demand pickups/deliveries, at additional locations within the Jacksonville area.

4. Security and Identification

A. Security Access Badges to JEA/SJRPP Facilities

- 1) The Company shall submit a written request for access to the Contract Administrator for each driver. The request shall contain the following information: Full name of driver/courier; vehicle information (all info required under paragraph below relating to vehicles); and Florida driving license number, class, and expiration date.
- 2) JEA shall issue security badges to each driver/courier in accordance with JEA's security policy that is in force at the time. These badges shall allow necessary access to JEA facilities. Access shall be granted to each driver/courier based on assigned routes and need.
- 3) Charges for security access badges shall be assessed in accordance with JEA's/SJRPP's security policies in force at the time of issue. (Current policy provides that the initial issue shall be at no charge. Replacement badges shall be available at \$10.00 per badge. This policy is subject to change over the life of this contract.)
- 4) Security badges shall be worn at all times while on JEA property and performing under this contract. Badges shall be displayed in a manner and location as to be easily seen and read by others.
- 5) All badges are required to be maintained in a clean and readable condition. Defaced, mutilated, or torn badges must be replaced immediately.
- 6) The driver/courier to whom the badge is issued is responsible for the safe keeping and use of the assigned badge. A full report to the JEA Contract Administrator and JEA Security shall be required for any lost badge.
- 7) All badges are required to be surrendered to JEA Security through the Contract Administrator when no longer required by the holder or when requested by JEA Security or the Contract Administrator.
- 8) The Company shall notify the Contract Administrator when a driver/courier no longer has a valid need for his/her security badge. Notification shall be made in writing within twenty-four (24) hours of the event which resulted in the badge no longer being needed.

5. Drivers/Couriers

- A. The Company shall be responsible for screening of drivers/subcontractors for background checks, drug screenings, driver's license, insurance compliance and criminal records. Initial substance abuse screening shall be required for each driver/courier before commencing work.
- B. The Company shall certify to JEA that required screening has been accomplished for each driver and that no record was found that would prohibit the driver from performing under this contract. The date of the screen must be provided.
- C. The Company shall be responsible for ensuring that driver licenses and insurance are maintained in accordance with applicable laws and any provisions of this contract.

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- D. No driver shall be allowed to perform under this contract who has been convicted of a felony, DUI, or substance abuse (use, possession, dealing, or otherwise). A driver who receives such conviction after performing under this contract shall be immediately dismissed and no further performance under this contract shall be allowed. JEA has a zero tolerance policy for any substance abuse.
- E. The Company shall require periodic drug screening for all drivers in accordance with The Company's policy. Should the Company lack such policy, screening shall be accomplished a minimum of once per year.

6. Uniforms and Appearances

- A. Drivers/couriers are required to wear the uniform prescribed by The Company and in a manner consistent with The Company's dress code. If The Company does not have a dress code, The Company must develop and maintain one prior to commencement of work.
- B. Drivers/couriers must present a professional appearance and conform to generally accepted dress for work in their occupation. As a minimum:
 - 1) Drivers must wear a shirt that identifies The Company.
 - 2) Shoes and socks must be worn. Shoes and socks must present a clean and neat appearance – not ragged, torn, or have obvious excessive wear.
 - 3) Drivers must not present a ragged and unkempt appearance.
- C. The Company shall provide the Contract Administrator a copy of its uniform/dress code and any updates as they occur.
- D. Drivers reporting to JEA facilities in violation of the dress code may forfeit their right to perform under this contract for that day. Continued violations may result in permanent removal from further performance under this contract.

7. Communications

- A. The Company shall provide a means of communications between JEA and all drivers/couriers while performing under this contract.
- B. Communications may be direct between JEA and drivers/couriers or through The Company representative.
- C. Use of cell phones is highly encouraged.
- D. Drivers shall contact JEA Laboratory (904) 665-4517 when a pick up or delivery time shall not be met or when there is a problem accessing a facility.

8. Vehicles

- A. Vehicles must be of sufficient size and type to handle the volume and weight of items to be transported.
- B. Vehicles must provide protection to transported items from all-weather elements that may cause damage.
- C. Vehicles shall be no older than seven (7) model years.
- D. Vehicles must be maintained in sound mechanical condition and be capable of performing under the requirements of the contract.
- E. Vehicles shall comply with all requirements of state law.
- F. Appearances of vehicles shall be maintained in such a manner as not to bring discredit to JEA.
- G. No controversial, obscene, political statements, or objectionable decals, logos, pictures, flags, or other objects/devices shall be displayed on any vehicle while being utilized to perform work under this contract.

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H. The Company shall provide JEA a list of vehicles being utilized to perform under this contract. The list shall provide the following information for each vehicle. An updated list shall be provided to the contract administrator (Manager, Sampling and Support) on a monthly basis.

- 1) Year
- 2) Make
- 3) Model
- 4) License tag number
- 5) Assigned driver
- 6) Owner (company or subcontractor)
- 7) If owner is company, vehicle number
- 8) If owner is independent subcontractor, the name of the individual to whom the vehicle is registered

9. Background Information on JEA's Current Courier Services

- A. The majority of JEA's scheduled courier services occur on regular business days (Monday through Friday) between the hours of 6:00 AM and 6:30 PM. JEA requires some courier services on Saturdays and/or Sundays, as specified in Tables A and B herein.
- B. Frequency and timing of pickups and deliveries on scheduled routes varies as indicated below in Tables A and B.
- C. The Company is responsible to determine the most efficient and economical routes that meet the constraints of time and schedule as specified within Tables A and B herein. Detail route maps that identify stops and times shall be required of the successful bidder prior to commencement of work and provided to the Manager, Sampling and Support. JEA may negotiate with The Company to ensure the greatest efficiency possible while meeting the necessary pickup and delivery times and locations.
- D. JEA requires on-demand pickups and deliveries requiring same-day delivery. On-demand requests may occur at any time. The majority of on-demand pickups and deliveries require a three (3) hour priority rate (delivery at a specified location within three (3) hours from request time). The majority of the on-demand pickups and deliveries are from and to the same locations listed in the scheduled routes (see Tables A and B herein).
- E. JEA employees pack lab samples for transport between wastewater facilities in coolers.
- F. Information provided herein is intended to provide the Bidder with reasonable estimates to assist in the assembly of its Bid. The Bidder understands and agrees that actual volumes and frequencies shall vary from the amounts shown.

Volume, Frequency and Special Item Information	
Unit	Amounts (averages)
On-demand, same-day pick-up and delivery	Fifteen (15) requests per month
Weight of pick-up/delivery items	Up to 50 lbs. (e.g. printed stock paper to outlying areas)
Peak mail volumes	Mondays and Tuesdays, the beginning of each month and the first workday following a Holiday

10. 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 and provides additional on-demand services within the Jacksonville area. Whenever possible, the Company shall work with JEA's current courier services provider to obtain information that shall assist in a timely and smooth transition period. The Company shall adhere as closely as possible to the implementation plan agreed upon at Award.

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11. Verification of Pickups and Deliveries

The Company shall establish a Not Earlier Than (“NET”) and a Not Later Than (“NLT”) time for each stop. The Company shall develop and implement a plan whereby each driver shall document their arrival times at each stop. Such documentation shall be provided to (Manager, Sampling and Support) and /or Support personnel on a weekly basis. Such plan must be mutually agreed upon by JEA and the Company at the time of Award. The Company shall be evaluated under JEA’s Vendor Performance program on its ability to meet established schedules and routes.

12. Schedules of Stops and Routes

The Company shall 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 shall be made without written approval of JEA.

13. Lab Samples and Sample Containers

JEA’s wastewater treatment facilities require regular pickups and deliveries of wastewater samples to JEA’s wastewater lab facility, as well as the daily pickup and return of empty sample containers to the wastewater treatment facilities (indicated in Table A: Springfield Laboratory Samples). The Company’s personnel shall provide a signature for each of the daily pickups and deliveries of water samples and empty water sample containers transported from wastewater treatment facilities to the JEA laboratories. JEA personnel shall pack all wastewater samples in coolers and verify that the number of samples corresponds with the Chain of Custody (COC). COC reports document the receipt date and time and the relinquish date and time for each transfer that occurs between operations, courier and lab facilities. Following COC verification, the Company shall transport coolers containing samples as necessary. JEA personnel shall wash and prepare empty sample containers and sample kits for return to JEA treatment facilities. Drivers shall pick up empty sample containers and/or sample kits upon delivery of samples to laboratory and either deliver them to the various locations from which the samples were obtained the same day or store empty sample bottles in vehicle for delivery the next day.

14. 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. 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, as determined at the time of Award.
- C. Where multiple stops are indicated at a common address, stops may be within walking distance of one another. JEA expects that whenever possible for such stops, and as required timelines permit, the Bidder shall offer a reasonably discounted rate for performing pickups or deliveries at stops sharing the same address and within close proximity of each other. If so requested by the Bidder, JEA may work with the Bidder to supply sufficient information in order for the Bidder to determine a discounted price for such stops.
- D. Times designated as Not Earlier Than (“NET”) indicate the earliest time at which Laboratory Samples, Sample Containers or Kits 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.
- E. Locations not marked as “JEA business days” must be serviced each day of the week with no exceptions for holidays or other events.
- F. Location names abbreviated with “WWF” mean “Wastewater Facility” and those names abbreviated with “WRF” mean “Water Reclamation Facility.”

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15. Fuel Cost Surcharge

Contract prices for the Work shall remain firm through the first year of the Contract. Thereafter, the JEA Project Manager shall adjust the Total Bid Price in accordance with the fuel index provided below.

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

[http://www.eia.gov/petroleum/gasdiesel/ Lower Atlantic \(PADD1C\)](http://www.eia.gov/petroleum/gasdiesel/Lower Atlantic (PADD1C))

Unless the Company and JEA make other agreements, the annual price adjustment for the Contract shall be in accordance with the above listed priced adjustment methodology.

In the event the applicable price index publication ceases, the Company and JEA shall mutually agree on a replacement index. If the Company and JEA fail to agree on a replacement index, the Contract shall terminate effective on the next Anniversary Date.

Examples:

The Fuel Adjustment shall be calculated by the following formula:

$(\text{March 2015 (2.420)} - \text{March 2014 (3.401)}) / \text{March 2014 (3.401)} = \text{-28.8\% Fuel Adjustment}$

Total Bid Price = \$200,000. 10% of the Total Bid Price shall be adjusted using the above Fuel Adjustment percentage:

$10\% \times \text{Total Bid Price } (\$200,000) = \$20,000 \times \text{Fuel Adjustment percentage } (-.288)$ Therefore, the Total Bid Price shall now be \$194,240, and the unit prices shall then be individually adjusted accordingly using this same formula.

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Service Requirements

The company shall complete Appendix B – Bid Workbook to calculate the Bid Total for the service requirements listed below. The Three (3) Year Bid amount shall be transferred to Appendix B - Bid Form.

Table A: Springfield Laboratory Samples						
<ul style="list-style-type: none"> JEA operates a laboratory at 1002 Main Street for the purpose of testing water, wastewater, fuels, and other mediums to ensure safety of the public and quality control throughout JEA. Samples are gathered at various locations throughout JEA and shipped to Springfield for testing. Except where otherwise indicated, all samples must be picked up and delivered to the laboratory seven (7) days per week, no later than 8:00 AM with no exceptions for holidays or weather. Clean sample bottles/containers and sample kits must be returned to the various locations. A driver may get these clean containers on his/her visit to the Springfield laboratory, store them in his/her vehicle, and then return them to the site the next day as part of the scheduled run. 						
Stop #	Location	Not Earlier Than	Not Later Than	Frequency	Description of Items	Special Instructions
A1.	JEA Julington Creek WWF 220 Davis Pond Blvd Jacksonville, FL 32259-4390	6:30 AM	Open but must reach lab by 8:00 AM	7 days per week	Laboratory samples	Leave clean sample containers
A2.	JEA Mandarin Road WWF 10828 Hampton Road Jacksonville, FL 32257	7:00 AM	Open but must reach lab by 8:00 AM	7 days per week	Laboratory samples	Leave clean sample containers
A3.	JEA District II WWF 1840 Cedar Bay Road Jacksonville, FL 32218	7:00 AM	Open but must reach lab by 8:30 AM	7 days per week	Laboratory samples	Leave clean sample containers
A4.	JEA Southwest WWF 5420 118 th Street Jacksonville, FL 32244	6:30 AM	Open but must reach lab by 8:00 AM	7 days per week	Laboratory samples	Leave clean sample containers
A5.	JEA Arlington East WWF 1555 Millcoke Road Jacksonville, FL 32225	7:00 AM	Open but must reach lab by 8:00 AM	7 days per week	Laboratory samples	Leave clean sample containers
A6.	JEA Nassau Regional WWF 96237 AMELIA CONCOURSE FERNANDINA BEACH, FL 32034	7:30 AM	Open but must reach lab by 8:30 AM	7 days per week	Laboratory samples	Leave clean sample containers
A7.	JEA Monterey WRF 5802 Harris Street Jacksonville, FL 32211	7:00 AM	Open but must reach lab by 8:00 AM	Wednesday Only	Laboratory samples	Leave clean sample containers

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Table A: Springfield Laboratory Samples

- JEA operates a laboratory at 1002 Main Street for the purpose of testing water, wastewater, fuels, and other mediums to ensure safety of the public and quality control throughout JEA.
- Samples are gathered at various locations throughout JEA and shipped to Springfield for testing.
- Except where otherwise indicated, all samples must be picked up and delivered to the laboratory seven (7) days per week, no later than 8:00 AM with no exceptions for holidays or weather.
- Clean sample bottles/containers and sample kits must be returned to the various locations. A driver may get these clean containers on his/her visit to the Springfield laboratory, store them in his/her vehicle, and then return them to the site the next day as part of the scheduled run.

Stop #	Location	Not Earlier Than	Not Later Than	Frequency	Description of Items	Special Instructions
A8.	JEA Northside Generating Station Lab 4377 Heckscher Drive Jacksonville, FL 32226	12:30 PM	2:30 PM	Tuesday Only	Laboratory samples	Leave clean sample containers
A9.	Ponte Vedra WWF 200 State Road A1A Ponte Vedra Beach, FL 32082	07:00 AM	Open but must reach lab by 8:00 AM	5 days per week (no weekend compliance sampling scheduled)	Laboratory samples	Leave clean sample containers
A10.	Blacks Ford WRF 1310-100 Roberts Road Saint Johns, FL 32259	6:00 AM	Open but must reach lab by 8:00 AM	7 days per week	Laboratory samples	Leave clean sample containers
A11.	JEA Buckman WWF 2221 Buckman Street Jacksonville, FL 32206	7:30 AM	Open but must reach lab by 8:00 AM	7 days per week	Laboratory samples	Leave clean sample containers
A12.	SJRPP Environmental Lab Bldg #22 AQCS Bldg 11201 New Berlin Road Jacksonville, FL 32226	Upon request	2 hours after pickup	24 hour advance notification shall be provided when service is requested. Estimated 1 per week.	Laboratory samples	

Table B: On-Demand Same-Day Pickups and Deliveries and Priority

<ul style="list-style-type: none"> • JEA occasionally requires on-demand services for delivery from point A to point B on an expedited basis. • These services require pickup and delivery within three (3) hours of notification. • Pickup times and delivery times to specific locations shall be recorded and provided to the JEA personnel as soon as possible but no later than the next business day. The name of the driver shall be clearly identified. 	Estimated Quantity Per Month
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• Pickups/deliveries within a 0 - 10 mile radius (B10)	3
• Pickups/deliveries within a 10 - 20 mile radius (B20)	7
• Pickups/deliveries within a 20 – 30 mile radius (B30)	1
• Pickups/deliveries within a 31 – 40 mile radius (B40)	1
• Pickups/deliveries within a 41 – 50 mile radius (B50)	1
• 1-hour priority additional charge (B60)	2
• Additional charges for weekend or after-hours pickup/delivery (B70)	5