

**Appendix A Technical Specifications**  
**98160 Private Well Repair, Audit, Inspection, and Replacement**

## **1 Scope of Work**

The purpose of this Invitation to Negotiate (the "ITN") is to evaluate and select a vendor for Private Well Repair, Audit, Inspection, and Replacement Program to be completed. This SOW is for supervision, labor, equipment, material and tools necessary to inspect, repair, replace or install water pumping systems limited to piping, pressure tanks, electrical service and equipment that is directly associated with the mitigation of an impacted (Artesian) deep well that is identified as part of JEA's Well Mitigation Program. The vendor that can provide the items and services contained within Appendix B – Response Workbook and provide the best value to JEA (the "Work" or "Services"). "Best Value" means the highest overall value to JEA with regard to pricing, quality, design, and workmanship.

The equipment list and details are contained within Appendix B Response Workbook.

## **2 Location of Work**

All work is to be performed within the JEA service territory, primarily in St. Johns, Nassau, and Duval counties. Specific work tasks to take place at individual residents, light commercial and some farm applications.

## **3 Service Level Requirements and Information**

1. Contractor will submit a Customer Service Plan to the JEA Well Mitigation Coordinator immediately upon acceptance of contract. Contractor's Customer Service Plan shall include the name and office phone number, mobile phone number, email addresses and fax number of contractor's Customer Service Representative (CSR), along with a detailed flow chart of how the Contractor will handle each individual well mitigation concern/complaint/call. The plan shall also include the same information for a designated back-up Customer Service Representative.
2. Contractor shall be available 24-7-365 and work with each individual customer's availability.
3. Contractor shall notify (by email or phone call) JEA and receive approval prior to performing any work on a well system that qualifies for well mitigation if the work is requested by a customer (i.e. customer history indicates JEA paid for pump installation and customer did not follow procedure and contact JEA, but instead called the contractor directly).
4. Contractor shall respond in the same manner as received to both emergency and non-emergency well concerns within one (1) hour of receiving a request from the JEA representative. Contractor will contact the resident or business directly by phone (or email if customer preference) to schedule an appointment and follow up with the designated JEA Well Mitigation Coordinator or JEA Systems Operations Center (SOCC) employee during nights and weekends. In the event that contractor fails to respond to JEA representative within 1 hour of initial notification of an emergency call, the contractor may be held responsible under Section 2.7.6 Liquidated Damages of this solicitation. In addition, JEA reserves the right to hire a secondary well company per Section 1.2.3 NUMBER OF CONTRACTS TO BE AWARDED to respond to any call that does not receive a response within the specified time limit.

- i. Quality Criteria 1: Non-emergency concerns shall be on-site within 3 business days or alternate date agreed upon by JEA representative and contractor representative and completed within 90 days from notice to proceed. Liquidated damages shall apply per Section 2.7.6 if this service level is not achieved.
  - ii. Quality Criteria 2: Emergency concerns/complaints (example: no water) shall be on-site within 4 hours of notification and resolved within 24 hours or alternate date agreed upon by JEA representative and contractor representative. JEA reserves the discretion to determine what constitutes an emergency concern. Generally, an emergency will consist of a well mitigation customer that is without water OR is experiencing significantly lower than normal water pressure. Liquidated damages shall apply per Section 2.7.6 if this service level is not achieved.
  - iii. Quality Criteria 3: Awarded contractor shall not reject service calls. Liquidated damages shall apply per Section 2.7.6 if this service level is not achieved.
5. Contractor's CSR or well technician shall contact the designated JEA Well Mitigation Coordinator for authorization on service calls exceeding \$1,000.00 and/or work that exceeds normal pricing or typical scope of the Well Mitigation Program.
6. Contractor's CSR or well technician shall notify customer if well is not eligible for coverage under the mitigation plan and immediately follow up with JEA Well Mitigation Coordinator. In the event that the service call is not eligible for coverage under the mitigation plan, JEA shall pay contractor for a one (1) hour service call.
7. Contractor's CSR shall provide JEA project outreach coordinator with an update via email on the resolution of well concerns within three (3) business days after receiving notification of concern from JEA. Regular updates on key tasks and deliverables shall also be agreed upon in advance.
8. Upon completion of the work, the contractor shall submit invoices to JEA Accounts Payable **within 10** business days. Contractor shall re-check work at no charge to JEA or the customer within 30 days from the date of the repair if the customer files a claim with the same issue.
9. Contractor shall warranty parts and labor for one year from the date of repair (i.e. pump installation) if the customer has properly maintained the system according to JEA and the St. Johns Water Management District's requirements.
10. Contractor's CSR shall immediately notify JEA Project Outreach or Well Mitigation Coordinator (PHONE: 904-665-7500 or On-call Mobile:TBD) of any customer service disruptions.
11. Contractor's CSR shall immediately notify JEA Project Outreach or Well Mitigation Coordinator (PHONE: 904-665-7500 or On-call Mobile:TBD) of any inability to perform a contracted task.
12. Contractor shall restore the landscaping of any properties disrupted by contractor within five (5) business days from the time the area was disrupted at no additional cost to JEA or the resident or business owner. The contractor will be responsible for any landscaping for a period of 30 days following installation.
13. Contractor shall, at its own expense, repair any irrigation systems damaged by contractor's work within two (2) business days from the time the irrigation system sustains damage.
14. Contractor shall repair, at its own expense, any asphalt and concrete damaged by the contractor within five (5) business days from the time the damage occurred.