

065-20 Appendix A - Technical Specifications
Commercial Backflow Preventer Testing Services

1. SCOPE OF WORK

1.1. JEA is seeking several local certified backflow testing Companies to systematically complete compliance testing of backflow preventers for 3 years with two subsequent JEA option years. Each year up to 22,000 connections are due to be tested.

1.1.1. Each JEA commercial customer is required to have a backflow preventer installed on their JEA service line, and to have it tested annually. Under the program, worklists of approximately 1,000 customer sites will be generated each calendar month by JEA. Companies selected to participate in the program will receive an electronic list of customer sites to be tested based on the opt-in program (Do it for Me, DIFM) and the enforcement program of the Cross Connection Control Program. Customer sites will be concentrated geographically within each worklist when possible.

The intent of this program is to protect the quality and reliability of the community water resource by providing an opt-in program to comply with state and local cross connection control standards.

Customer sites may or may not have existing backflow preventers and backflow preventers may or may not be found in working order. This program includes testing of existing backflow preventers only; however, it presents companies a business opportunity to enter into separate agreements with property owners to correct deficiencies. Any repair, replacement or installation work done by the Company is under a separate agreement between the property owner and the Company. JEA will not pay for any repair, replacement or installation work, but will rank companies and award work for backflow testing, in part, based on testing, repair and replacement rates.

NOTE – After any repair, replacement or installation, the Company is responsible to provide the final test report to JEA that shows a “Passed” status within the 10-day period outlined in the JEA Qualified Vendor Program.

Work areas and scope may include, but not be limited to, the following:

- Entering JEA Customers’ private property; and
- Working on equipment that belongs to JEA commercial service customers; and
- Backflow testing by qualified backflow testers; and
- Providing technical, administrative, supervisory personnel as required to submit timely, complete test reports; and
- Reporting as defined by the technical specifications
- Timely and appropriate responsiveness to JEA and customer inquiries; and
- Immediate customer notification of any backflow preventer deficiencies noted while on-site.

2. GENERAL REQUIREMENTS

2.1 Company shall hold current a current business license, certification in backflow assembly testing, and be properly insured. All tests shall be conducted by contracted JEA Qualified Vendors using properly trained and a Florida Section of the American Water Works Association (FSAWWA) certified backflow assembly testers.

2.2 Company shall maintain proper licensing to perform the work and be made available for audits.

- 2.3 Company shall tag each backflow assembly that has been tested per JEA Qualified Vendor Program Guidelines:
- Tag must be water and sun resistant, and
 - Tag must have, at a minimum, the following information:
 - ✓ Company name,
 - ✓ Address,
 - ✓ Test date,
 - ✓ Name of certified tester, and
 - ✓ Test status (Green for Pass or Red for Fail).
- 2.4 Company shall receive the monthly or frequency determined by JEA worklist from JEA in the form of an electronic (Microsoft Excel) worklist spreadsheet or some other form of electronic notification (The Task Authorization to perform work)
- 2.5 Contracted Qualified Vendor shall submit complete and accurate test results to JEA by email or electronic upload when it comes available.
- 2.6 Contracted Qualified Vendor will have thirty (30) days from the distribution date of the electronic worklist from JEA to complete testing of customer sites on their worklist and return the completed results to JEA. The emails and uploads will be used to determine the number of tests performed by the Contracted Qualified Vendor. Contracted Qualified Vendor shall submit the completed form containing all site visit test results to JEA Backflow Team via email once, within the thirty (30) day window. Incomplete and improper test results will not be counted as completed tests for the purpose of compensating Contracted Qualified Vendor. Nor will test results received after the thirty (30) day deadline.
- 2.7 The following Milestone Definitions and timelines apply during each work cycle;**
- 2.7.1 Distribution Date is defined as the date JEA sends the electronic worklist, by email, to Company.
 - 2.7.2 Test Report Due Date is defined as the day that is thirty (30) calendar days after the Distribution Date for Commercial Sites.
- 2.8 Contracted Qualified Vendor shall be compensated by JEA for each initial backflow test performed at customer sites that is listed on their worklists provided the test results are complete and accurate, and have been received by JEA by the Test Report Due Date for the current commercial work cycle.
- 2.9 Contracted Qualified Vendor shall complete site visits to each customer site on their worklist and report the completed test results (Worklist) to JEA electronically once and prior to 11:59 PM on the corresponding Test Report Due Date for the current work cycle.
- 2.10 Contracted Qualified Vendor site reporting shall occur on the same electronic worklist form that is submitted to JEA by the Test Report Due Date. Customer sites with no backflow preventer installed or with inoperable backflow preventer shall be noted by Company on the electronic worklist spreadsheet that is submitted to JEA.
- 2.11 Contracted Qualified Vendor shall provide and use only properly calibrated test equipment to perform backflow tests.
- 2.12 Contracted Qualified Vendor must notify customer of any backflow deficiencies while on-site.
- 2.13 If Contracted Qualified Vendor finds a customer site does not have a backflow preventer to test or that the backflow preventer is inaccessible, the Qualified Vendor will report the status on the report form and move on to the next test. Contracted Qualified Vendor will be compensated per test – NOT per site visit, however, JEA requires the Company to make a notation on the JEA electronic worklist report form to indicate ‘No backflow’ or ‘Inaccessible’. Contracted Qualified Vendor shall notify the customer of the deficiency via door hanger and/or email and following up with a personal phone call or conversation

and/or email with the customer within 48 hours of the observation. Door hangers, email and conversations shall include a description of the deficiency, necessary actions required by customer to achieve compliance, and a price quotation for the Qualified Vendor to correct the deficiencies and bring the service into compliance.

- 2.14 Contracted Qualified Vendor shall utilize email or door hangers for customer notification. The email shall indicate the compliance status of the customer service connection, any deficiencies observed by the Qualified Vendor, and any necessary actions the customer must take to correct the deficiencies. A link to the jea.com webpage listing of approved vendors will also be included on the door hanger and/or email.
- 2.15 Supplementary information in the email will include information for a price quote for any required repair, replacement, or installation work is being supplied as a courtesy, and that customers are free to determine who does the required work. The Qualified Vendor may use an alternate supplementary information page of their own design, but the page must first be approved by JEA Backflow Prevention Team.
- 2.16 **This agreement only covers the initial test performed by the tester.** Re-testing, repairs and installations are not funded by JEA, and may only occur with prior agreement with the property owner. Contracted Qualified Vendor compensation for re-testing, repairs or installation shall be from the property owner, however, the Contracted Qualified Vendor is responsible to submit passing test report to JEA to comply with state regulations. If the customer declines to have the Company perform the repair work, the Qualified Vendor should immediately contact JEA, as enforcement proceedings should begin.
- 2.17 Contracted Qualified Vendor shall provide immediate feedback to commercial customers while on-site regarding the compliance status of their commercial service. The immediate feedback shall include an email that will facilitate communication of status and any required actions. Contracted Qualified Vendor shall endeavor to speak in-person with homeowner about any additional actions that homeowner may be required to perform to bring the service into compliance such as repairs, replacement or installation of a backflow preventer, while on-site.
- 2.18 Contracted Qualified Vendor shall provide an estimate of cost to bring any non-compliant service connections into compliance. Contracted Qualified Vendor is also required to communicate these requirements verbally, while on-site, or otherwise, within 48 hours of the observation.
- 2.19 The Contracted Qualified Vendor shall be responsible for all labor and material costs associated with the replacement of any existing property that may be damaged by the Company during the course of the Work.

3. SPECIFIC REQUIREMENTS

- 3.1 Contracted Qualified Vendor shall provide a “Primary Contact” to be assigned to the contract that will be accessible during normal work hours, eight (8) hours per day, five (5) days per week, exclusive of holidays. This person shall act as the primary interface between JEA and the Qualified Vendor. Should there be a change in employment for the Primary Contact (i.e., promotion, resignation, termination, etc.) the Contracted Qualified Vendor shall notify JEA Cross Connection Control within twenty-four (24) hours of the event. This contact shall include a valid email address for the Qualified Vendor, which will receive the monthly worklist distribution.
- 3.2 Contracted Qualified Vendor shall provide a Secondary Contact in the event the Primary Contact is not available for any reason.
- 3.3 Contracted Qualified Vendor shall abide by JEA’s Best Practice for Commercial Backflow Testing.
- 3.4 JEA shall issue Contracted Qualified Vendor testers an identification badge identifying them as JEA Contractors. Contracted Qualified Vendor employees shall each possess the JEA Contractor identification card containing the Qualified Vendor name, and the employee name. Field employees conducting backflow tests on customers’ facilities shall have the JEA Contractor identification card on their person and clearly visible at all times. JEA Contractor badges shall be issued at no cost at the beginning of the contract period and will be returned to JEA at the end of the contract period, or when testers leave the employ of the Contracted Qualified Vendor. JEA Contractor badges will remain the

property of JEA, and must be surrendered to JEA upon request. Replacement of lost badges will be done through JEA Security at an additional cost.

- 3.5 Contracted Qualified Vendor shall have uniformed personnel with a company identified vehicle at all worksites. Unmarked vehicles and personal vehicles are prohibited.
- 3.6 Good communications foster good relationships and benefit all parties. The Contracted Qualified Vendor will be required to attend and actively participate in periodic planning meetings. The Contracted Qualified Vendor shall provide a knowledgeable person that will attend actual or teleconference meetings.
- 3.7 **Contracted Qualified Vendor shall not damage customer property. Testing may require pushing back shrubs and other vegetation for the purpose of testing the backflow preventer but shall not involve cutting or removing vegetation without prior permission from the property owner.**
- 3.8 Commercial backflow preventers may be located within 10' of the meter on customer property or may be located in another accessible location closer to the customer home. Customers choosing to install backflow preventers greater than 10' from the JEA meter must sign and submit an affidavit to JEA indicating that JEA has unhindered access and that there will be no connections made between the JEA meter and the backflow preventer. Contracted Qualified Vendor shall submit completed affidavits with the test results of newly installed backflow preventers. This is a modification of the JEA Cross Connection Control (CCC) Policy.
- 3.9 Qualified Vendor Testers that are testing these devices must communicate with customers prior to testing. Qualified Vendor Testers shall not leave customer sites with the potable water service inoperable.
- 3.10 Per JEA CCC Policy, where backpressure may develop downstream or where chemicals are fed through the commercial system a Reduced Pressure Principle Backflow Prevention Assembly (RP) is required. This is consistent with the state rule and represents a modification in the JEA CCC Policy.
- 3.11 Current Repair, Replacement, and Installation pricing shall be supplied to JEA by Contracted Qualified Vendor periodically during the contract period. Initially, this data will be used as part of the vendor evaluation. Vendor pricing may be published by JEA for customer use. The following pricing information shall be provided upon request to JEA, and shall reflect current pricing being extended to commercial customers. Contracted Qualified Vendor shall supply the installed price for each of the repair, installation, and installations requested below. These prices shall also be populated in Appendix B - Response Workbook. Add any additional RP pricing to the workbook.

Type of Backflow Preventer	Size of Backflow Preventer	Replace 2 CVs	Initial Installation	Replacement
	3/4"			
	1"			
	1 ¼ in			
	1 ½ in			
	2 In			
	2 ½ in			
	3 in			
	4 In			
	6 in			
	8 in			
	10 in			
	12 in			

4. COMPANY SAFETY

4.1 **IT IS EXTREMELY IMPORTANT THAT THE CONTRACTED QUALIFIED VENDOR AND JEA WORK TOGETHER TO ADDRESS ANY SAFETY CONCERNS SUCH THAT POTENTIAL ACCIDENTS ARE AVOIDED.**

4.2 Contracted Qualified Vendor shall communicate any safety concerns to JEA.

5. SECURITY

5.1. Contracted Qualified Vendor shall supply a list of names of the field testing personnel, after contract award. JEA may provide contractor badges with I.D. numbers, to facilitate identification of the worker to the customer.

6. MOBILIZATION/DEMOBILIZATION

6.1 Mobilization and demobilization shall be included in the extended price per backflow preventer test. JEA will try to make worklists as concentrated geographically as possible to reduce mobilization and logistical costs. There is no additional compensation under this contract for mobilization or demobilization.

7. CODES AND REGULATIONS

Contracted Qualified Vendor shall perform all work in accordance with established federal standards and regulations, local codes and regulations, and the current issues of the following codes, and regulations.

- JEA Cross-Connection Program Control Policy
- Florida Administrative Code 62-555.360 (FAC)
- JEA Rules and Regulations for Water, Sewer, & Reclaimed Services
- Florida Plumbing Code – Plumbing 5th Edition

In case of a conflict between the above codes and regulations, Contracted Qualified Vendor will perform all work in accordance with the more stringent code or regulation.

8. JEA PROPOSED TESTING SCHEDULE

8.1 Commercial Customer Sites

- 8.1.1 During the term of this three year contract, commercial backflow devices for the opt-in program (DIFM) and enforcement backflow testing will be distributed to the Contracted Qualified Vendors.
- 8.1.2 JEA will, at its sole discretion, distribute worklists of commercial service connections to be tested by Contracted Qualified Vendor under the program guidelines established during the bid process.

9. QUALITY CONTROL AND SERVICE LEVELS

9.1 Time Frames and Corrective Actions

- 9.1.1 JEA reserves the right to inspect the work completed via a quality control inspection. JEA will maintain a QAQC plan to inspect a certain percentage of the inspections to ensure they were completed and reported accurately, and to determine the customer level of satisfaction with the contractor and the process. The QAQC process will include a process of grading the contractors based on any customer escalation situations, survey of customer satisfaction, as well as the inspection process as implemented by JEA. Audit activities by JEA shall include on-site observations by JEA staff before, during, and after some quantity of Contracted Qualified Vendor backflow site visits. JEA shall use observations to determine accuracy of Contracted Qualified Vendor reporting by comparing observations of staff with Contracted Qualified Vendor reported results. Performance metrics will be developed to compare across Contracted Qualified Vendor for the purpose of quality control. Significant deviations of results reported by Contracted Qualified Vendor from JEA-observed results shall result in follow-up action by JEA. Follow-up action by JEA may include suspension or disqualification of Contracted Qualified Vendor. Inaccurate testing, miss-representation of test results, and miss-representation of compliance status are unacceptable and shall render Contracted Qualified Vendor performance unsatisfactory.
- 9.1.2 Contracted Qualified Vendors shall endeavor to resolve any conflicts with JEA commercial customers resulting from attempted performance of this contracted service. JEA shall determine when conflicts exist and if they have been resolved. Any unresolved disputes with customers over 60 days may result in modification of, or termination of the contract with JEA. Conflicts are expected, but Contracted Qualified Vendor shall resolve conflicts in a timely manner, and to the satisfaction of JEA. JEA will not intervene in conflict resolution.