

## Attachment 3 Service Standards

### **1. General Standards**

The following standards shall provide governing criteria for the operation, maintenance, and repair of the wastewater systems.

#### **1.1 Regulatory Agencies**

1.1.1 United States Environmental Protection Agency (USEPA)

1.1.2 Florida Department of Environmental Protection (FDEP)

#### **1.2 Industry Standards Organizations**

1.2.1 Water Environment Federation (WEF)

1.2.2 National Association of Sewer Service Companies (NAASCO)

1.2.3 Florida Building Code

1.2.4 Florida Department of Transportation

1.2.5 International Plumbing Code

1.2.6 National Association of Corrosion Engineers (NACE)

1.2.7 Foundation for Cross-Connection Control and Hydraulic Research (FCCHR)

1.2.8 Recommended Standards for Wastewater Facilities - Great Lakes-Upper Mississippi,

River Board of State Sanitary Engineers, latest edition (Ten States Standards)

#### **1.3 Federal Standards**

United States Environmental Protection Agency (USEPA Regulations) Title 40 Code of Federal Regulations

1.3.1 Subchapter C: Air Programs

1.3.2 Subchapter I: Solid Wastes

1.3.3 Subchapter J: Community Right To Know

1.3.4 Subchapter N: Effluent Guidelines & Standards

1.3.5 Subchapter O: Sewage Sludge

#### **1.4 Military Standards: UFC (Unified Facility Criteria) & MIL-HDBK (Military Handbook)**

1.4.1 UFC 3-240-03N Operation & Maintenance: Wastewater Treatment System Augmenting Handbook

#### **1.5 Government Instructions**

1.5.1 NAVFACINST 11010.45 Regional Planning Instruction, Site Approval Process

1.5.2 NAVFACINST 5090.1b Environmental and Natural Resources Protection Manual

### **2. Service Standards**

2.1 Trouble Calls and Service Calls

Trouble calls and Service Calls shall be classified as Emergency, Urgent or Routine. All work shall be performed in accordance with Contract Standards. An annual report stating all outages, response time to the correct the outage and replacement/repair solution shall be submitted.

Any Routine, Urgent, or Emergency service request by Government personnel shall be reported to the Contractor’s service request line or point of contact. Emergency service requests to the Contractor or emergencies identified by the Contractor shall be identified immediately to the Contracting Officer’s Representative (COR).

The Contractor shall receive Trouble Calls and Service Calls 24-hours per day, 7-days per week, including weekends and holidays. The Contractor shall provide personnel familiar with the work control procedures and the terms and conditions of this contract to answer all telephone calls. Trouble Calls shall be considered received by the Contractor at the time and date the telephone call is received by the work reception center or other authorized representative.

The Contractor shall record all service request calls, documenting the time of the call, time of service response, cause of request, and action taken (including time and date completed). Such records shall be retained for 2 years and may be reviewed by the Contracting Officer upon reasonable request and with reasonable notice. If the request affects building operations, the Contractor shall coordinate all work with the person responsible for the building or facility. The Government will provide the Contractor with a list of Government representatives and the buildings or facilities for which they are responsible. The Installation will maintain a trouble call desk to act as a clearinghouse for service calls to the Contractor.

Response times for all sites are listed in Sections 2.2 below. Work involving a utility outage cannot begin until the outage is approved, and work involving excavation cannot begin until the subsurface utilities are marked. Once begun, the work shall be prosecuted to completion and must be completed or downgraded within 24 hours unless the COR approves an extension.

## 2.2 Response Times

Location	Normal Working Hours			After Normal Working Hours	
City of Key West	Routine	Urgent	Emergency	Urgent	Emergency
	Days	Hours	Minutes	Hours	Hours
	5	24	30	4	1

### 2.3 Completion Times

Location			
City of Key West	Routine	Urgent	Emergency
	Days	Days	Hours
	30	5	24

### 2.4 Supervisory Control and Data Acquisition (SCADA)

#### 1. SCADA Maintenance

The Contractor shall provide the government the ability to fully monitor the utility SCADA system in a manner that the Government shall be able to view and download stored SCADA data.

### 2.5 Wastewater Performance Standards

<b>CRITERIA</b>	<b>PARAMETER</b>	<b>ACCEPTANCE RANGE</b>	<b>VERIFICATION</b>
WWTP Discharge Limitations	100% compliance with FDEP Permit	No more than 1 NOV per year for the city	Permit reporting requirements
Wastestream Monitoring	100% compliance with FDEP permit	No more than 1 Contractor generated NOV and No more than 1 overflow per year for the city	Permit reporting requirements  Contractor reporting requirements
Customer Complaints/Feedback			
Unscheduled Outages	Number of unscheduled outages within contractor responsibility	No more than 3 unscheduled outages per year	Contractor reporting requirements
Inflow and Infiltration Annual Average Increase in Wet Weather Flows		No more than 500 gal per day-inch-mile	Contractor studies and reporting requirements
Government Initiated Studies/Surveys			
Response Time	Percent of urgent and emergency response calls exceeding required timeframe	No more than 5% per year exceeding required response times	Work order reports