



APPENDIX "B"

SCOPE DETAILS

1. CONTRACTOR'S RESPONSIBILITIES

The successful bidder shall deliver and install Mini-Split Ductless Heat Pumps for eligible home owners and businesses outside of the Saint John area.

The successful bidder shall provide the necessary labour (including preliminary site visit), transportation, equipment and materials necessary to install Mini-Split Ductless Heat Pumps.

The successful bidder shall work in an environmentally accepted fashion and shall comply with all federal, provincial and municipal laws regarding material handling.

The installation or replacement of Mini-Split Ductless Heat Pumps shall be in accordance with the New Brunswick Electrical Code and other pertinent municipal by-laws and within the specifications set out by the Manufacturer's Installation instructions.

The successful bidder shall provide proof of license or certification for all personnel being utilized in the installation of Mini-Split Ductless Heat Pumps. Only licensed/certified trades people as permitted by federal, provincial and municipal laws shall be permitted to install a Mini-Split Ductless Heat Pump. The successful bidder shall hold a valid contractor's license.

The successful bidder shall employ sufficient personnel and resources to meet its obligations.

The successful bidder shall be responsible for training their service personnel. When Commission approved training courses are offered, they shall be attended at the Contractor's expense.

All Contractor employees must carry photographic identification on their person at all times. Any employee found to be working at a Saint John Energy customer-site without a picture ID, and without the corresponding Employee Qualification and Training Record, will be asked to leave the customer-site immediately.

The successful bidder and their employees are responsible for conducting themselves in a professional, ethical and legal manner while performing Work for the Company.

The successful bidder shall be in good standing with the Workplace Health, Safety and Compensation Commission (WHSCC) and prior to approval of this RFP shall submit a letter from WHSCC evidencing such status.

Saint John Energy reserves the right to assign work to its own employees and/or to other Contractors so that customer service will be maintained.

The successful bidder shall, at all times, utilize well maintained, fully stocked vehicles for both installation and service that are properly identified with their company's logo(s).

2. MINIMUM PRODUCT SPECIFICATIONS

1. Mini-splits must have a minimum of a 12 year warranty on all parts and labour.
2. Extreme low temperature rating to -26 degree Celsius.
3. Pricing must include pan heater.
4. Pricing must include surge protectors.
5. Pricing must include up to 30'ft of necessary material to connect the internal and external units.

3. MINIMUM SERVICE REQUIREMENTS

Assessments booked within 48 hours of request.

Assessments completed within one week of the request.

Installation completed within two weeks after assessment.

Contractor must have staff available 24/7, 365 days of the year.

Contractor will be responsible for any damage to home owner's property.

4. COMPANY'S RESPONSIBILITIES

Saint John Energy will receive calls from homeowner's and notify the Contractor by telephone when service calls are required.

When additional work is required at the Customer's site to adapt the home owner's existing service to complete the Installation, Saint John Energy will be advised as to the cost and upgrading requirements. The Contractor will then advise the home owner as to their options.

5. DURATION OF CONTRACT

The Contractor shall be required to provide the services as required and upon request by Saint John Energy commencing upon execution of a Contract for a term of one year with an option to extend.

1. HOURS OF WORK

Installations shall be carried out in order to minimize the inconvenience to home owners, or other hours as agreed on by the parties.

2. SUBCONTRACTORS

None are to be used by the successful bidder for this contract without prior approval by Saint John Energy.

3. TRAINING

All Contractors, must ensure that their employees are licensed/certified trades people trained to perform their Work in a manner that will ensure their safety, the safety of Saint John Energy employees and the general public. All Contractors must be qualified and competent to perform their assigned task as per Occupational Health & Safety Regulation 91-191 and in accordance with the requirements of this Contract.

The Company will provide training/instruction (at no cost to the Company or the Contractor) as may be required from time-to-time to accommodate upgrades or changes to the Company's requirements.

4. ABNORMAL CONDITIONS

The Contractor must report any abnormal conditions that may arise to the Company's Authorized Representative in a timely manner.

5. NEWS RELEASES

Information for publicity of any nature with respect to any facet on the Company's business or operations or of the Work being performed on Site by the Contractor or others, shall not be released or disclosed without prior consent of the Company's Authorized Representative.