1. SCOPE OF WORK (ITN)

The purpose of this Invitation to Negotiate (the "ITN") for the data integration project is to evaluate and select a vendor that can provide a software tool to develop, manage, and maintain a modern data integration pipeline and facilitate accessibility to the data in a more secure and efficient manner.

The software solution should at a minimum:
- Operate and be maintained as a hosted cloud
- Integrate data in a hybrid environment (Cloud, Multi-Cloud, Cloud-Ground scenarios)
- Include an intuitive, graphical user interface for ETL, CDC, Streaming and Services development
- Handle complex transformations from a variety of data source types, platforms and velocities
- Support and/or integrate easily with 3rd party monitoring, governance and security tools.
- Support ingestion of external metadata for agile development
- Support Single Sign-on and integration with Active Directory

NOTE: Implementation is not included in this solicitation. Implementation will be solicited separately following the determination of the software solution.

After launch should include:
- Three (3) Years of technical support for system administrator and developers

2. JEA CURRENT STATE

JEA currently utilizes two different ETL tools for data movement in the support and maintenance of its Enterprise Data Warehouse. The intent is to consolidate on a Data Integration platform for continued support as well as the build-out of a newly proposed modern data pipeline and Enterprise Information Management program. This pipeline will be inclusive of a variety of different integration patterns (ETL/ELT, CDC, Streaming, Services) depending on the use case(s) needed and the newly selected toolset must support each.

Moving forward, JEA is looking to leverage Change Data Capture and services as the primary replication protocol when extracting data from its transactional systems and loading that data into a centralized staging repository which will serve as the foundation for provisioning data to downstream data repositories, applications and analytics.

JEA is open to leveraging a cloud or hybrid implementation approach depending on the necessary security requirements and economical needs being met. As part of the response, the vendor must include the recommended proposed implementation as well as alternative deployment options and comparable pricing.

JEA shall require documentation that demonstrates SOC Type 2, ISO 27001, or other relevant security related assessment compliance. (An auditor's report or independent third party assessment report will be required annually). Additionally, a declaration that Company data shall only be stored within the Continental United States will be required.

Pricing components should be itemized and address the following:

    I.   **RECURRING ANNUAL MAINTENANCE AND SUPPORT –**
- Maintenance and Support, must include technical support and free software upgrades. Maintenance and Support shall begin upon JEA acceptance of successful implementation.

    II.   **REQUIREMENTS RESPONSE INSTRUCTIONS**

In Appendix B - Business Requirements are the functional, technical and security requirements for this Contract. Use this workbook to indicate if your solution will meet each item as denoted below. **ALL REQUIREMENTS MUST BE ADDRESSED INDIVIDUALLY AND NO BLANKET RESPONSE TO ALL REQUIREMENTS WILL BE ACCEPTED.**

- **Rank 1 – Functionality is included as a core functionality of your software solution -** This functionality already exists without additional pricing or changes to the base product.

- **Rank 2 - Additional component to core functionality, but purchased separately -** Once the current product release is installed, if configuration (a mechanism to make changes) is required, describe the configuration method (i.e. parameter table value, scripts) in the "Supplier Comments" field in Appendix A Business Requirements. **Applications that fully meet the requirements with a base configuration without product enhancement or customization will receive higher points.**

- **Rank 3 - Customized code development and implementation required Product Enhancement –** Application changes to the product that will be unique for JEA and not part of the Respondent's future base product are needed to meet the requirement. Customization will require coding changes to the product or creation of a new interface to a third party vendor. The Respondent must also specify estimated lead time from NTP for customization.

- **Rank 4 - Functionality not currently offered; will be available as part of future releases–** A planned enhancement to the base product included in the Respondent's future product roadmap is necessary to meet the requirement. If this functionality is a product roadmap, the Respondent must provide details of estimated lead time from NTP of availability and any dependencies with other roadmap items that may delay its availability.

- **Rank 5 - Functionality not currently offered; no plans to offer functionality in the future -** This functionality does not exist without any foreseeable ability to provide.

3. SERVICE LEVEL AGREEMENT

Service Level Agreement - Customer Service

Maintenance and Support shall be subject to a service level agreement. The service level agreement shall contain the quality criteria and the at risk percentages contained in this Section.

Service Level Agreement - Software

Overall uptime of Respondent hosted administrative site shall not be less than 99% including agreed upon maintenance windows. Outages in excess of this service level shall pay a $100 / outage.

Submit an **original, three (3) copies and one (1) CD or thumb drive** along with other required forms in a sealed envelope to: JEA Procurement Dept., 21 W. Church St., Bid Office, Customer Center, 1st Floor, Room 002, Jacksonville, FL 32202-3139.

Company Name: _____

Company's Address_____

Phone Number:_____ FAX No: _____ Email Address: _____

BID SECURITY REQUIREMENTS	**TERM OF CONTRACT**
☒ None required	☐ One Time Purchase
☐ Certified Check or Bond Five Percent (5%)	☒ Annual Requirements Three (3) Years w/One (1) – 1 Yr. Renewal
	☐ Other, Specify- Project Completion

SAMPLE REQUIREMENTS	**SECTION 255.05, FLORIDA STATUTES CONTRACT BOND**
☒ None required	☒ None required
☐ Samples required prior to Response Opening	☐ Bond required 100% of Bid Award
☐ Samples may be required subsequent to Bid Opening	

QUANTITIES	**INSURANCE REQUIREMENTS**
☐ Quantities indicated are exacting	
☒ Quantities indicated reflect the approximate quantities to be purchased Throughout the Contract period and are subject to fluctuation in accordance with actual requirements.	**Insurance required**

PAYMENT DISCOUNTS
☐ 1% 20, net 30
☐ 2% 10, net 30
☐ Other _____
☐ None Offered

Item Number	ENTER YOUR BID FOR THE FOLLOWING DESCRIBED ARTICLES OR SERVICES JEA Quotation of Rates	TOTAL BID PRICE
1.4	**Data Integration Software - Total Bid Price**	$

☐ **I have read and understood the Sunshine Law/Public Records clauses contained within this solicitation. I understand that in the absence of a redacted copy my proposal will be disclosed to the public "as-is".**

RESPONDENT CERTIFICATION

By submitting this Response, the Respondent certifies that it has read and reviewed all of the documents pertaining to this Solicitation, that the person signing below is an authorized representative of the Responding Company, that the Company is legally authorized to do business in the State of Florida, and that the Company maintains in active status an appropriate contractor's license for the work (if applicable). The Respondent also certifies that it complies with all sections (including but not limited to Conflict Of Interest and Ethics) of this Solicitation.

We have received addenda

_

_____ through _____

_____   _____

Handwritten Signature of Authorized Officer of Company or Agent   Date

_____

Printed Name and Title

GENERAL

THE MINIMUM QUALIFICATIONS SHALL BE SUBMITTED ON THIS FORM. IN ORDER TO BE CONSIDERED A QUALIFIED BIDDER BY JEA YOU MUST MEET THE MINIMUM QUALIFICATIONS LISTED BELOW, AND BE ABLE TO PROVIDE ALL THE SERVICES LISTED IN THIS SOLICITATION.

THE BIDDER MUST COMPLETE THE BIDDER INFORMATION SECTION BELOW AND PROVIDE ANY OTHER INFORMATION OR REFERENCE REQUESTED. THE BIDDER MUST ALSO PROVIDE ANY ATTACHMENTS REQUESTED WITH THIS MINIMUM QUALIFICATIONS FORM.

PLEASE SUBMIT THE ORIGINAL AND THREE COPIES OF THIS FORM AND ANY REQUESTED ADDITIONAL DOCUMENTATION WITH THE BID SUBMISSION.

BIDDER INFORMATION

COMPANY NAME:

BUSINESS ADDRESS:

CITY, STATE, ZIP CODE:

TELEPHONE:

FAX:

E-MAIL:

PRINT NAME OF AUTHORIZED REPRESENTATIVE:

SIGNATURE OF AUTHORIZED REPRESENTATIVE:

NAME AND TITLE OF AUTHORIZED REPRESENTATIVE:

MINIMUM QUALIFICATIONS:

> The Respondent shall provide evidence of successful completion of two (2) similar Data Integration contracts within five (5) years of the Response Due Date.
>
> o For each of the similar Data Integration contracts, the Respondent shall have self-performed the contract as the SaaS or PaaS software provider and shall have at least ten (10) end users of their Data Integration Tool(s).

A similar contract is defined as containing similar complexity as specified in Appendix A – Technical Specifications.

JEA will contact each contract reference to verify

Appendix B - Minimum Qualification Form
#131-19 DATA INTEGRATION
SOFTWARE AS A SERVICE (SaaS) OR PLATFORM AS A SERVICE (PaaS)

SIMILAR DATA INTEGRATION CONTRACT 1

Reference Name _____

Reference Phone Number _____

Reference E-Mail Address _____

Contract Year/Amount _____

Did the Respondent self-perform this contract as the SaaS or PaaS software provider?
　　　　　　　Yes ☐　　　　　　　　No ☐

Does this Contract contain no less than 10 end users of the Data Integration Tool?
Yes ☐　　　　No ☐

Project Title _____

Address of Work _____

Description of Project _____

_____

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SIMILAR DATA INTEGRATION CONTRACT 2

Reference Name _____

Reference Phone Number _____

Reference E-Mail Address _____

Contract Year/Amount _____

Did the Respondent self-perform this contract as the SaaS or PaaS software provider?
　　　　　　　Yes ☐　　　　　　　　No ☐

Appendix B - Minimum Qualification Form
#131-19 DATA INTEGRATION
SOFTWARE AS A SERVICE (SaaS) OR PLATFORM AS A SERVICE (PaaS)

Does this Contract contain no less than 10 end users of the Data Integration Tool?
Yes ☐   No ☐

Project Title _____

Address of Work _____

Description of Project _____

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_____

APPENDIX B - LIST OF SUBCONTRACTORS FORM
131-19 DATA INTEGRATION SOFTWARE

JEA Solicitation Number 131-19 requires certain major Subcontractors be listed on this form, unless the work will be self-performed by the Company.

The undersigned understands that failure to submit the required Subcontractor information on this form will result in bid rejection, and the Company agrees to employ the Subcontractors specified below: (Use additional sheets as necessary)

Note: This list of Subcontractors shall not be modified subsequent to bid opening, without a showing of good cause and the written consent of JEA.

Type of Work	Corporate Name of Subcontractor	Subcontractor Primary Contact Person & Telephone Number	Subcontractor's License Number (if applicable)	Percentage of Work or Dollar Amount

Signed:_____

Company:_____

Address:_____

Date:_____