

Request for Information (RFI) # 1412124447
Cisco Phone System Support Models
for



Responses are due on March 18, 2026 at 12:00noon, EST.

The JEA Buyer for this RFI is Brooke Garland, who can be contacted at: garljb@jea.com

1 Introduction and purpose of the RFI

This RFI is being issued solely for due diligence review and for information and planning purposes. Responses to this RFI will be treated as informational only and will not be considered binding offers. No contract award will result from this RFI.

JEA encourages responses from a broad range of respondents. Respondents are invited to provide detailed specifications, detailed requirements and requests, levels of certainty on specific data, and suggestions for implementation strategies.

1.2) General Instructions

This RFI is being issued solely for the purpose of obtaining information. Nothing in this RFI shall be interpreted as a commitment on the part of JEA to pursue any a specific procurement process or enter into a contract with any respondent thereof.

RESPONSE INSTRUCTIONS

- I. Response Submission: Respondents should submit an electronic copy of their response via Zycus by March 18, 2026 by 12:00 Noon Eastern Time. All Responses must include the official name of the firm or entity submitting the Response on the RFI.
- II. Response Content: Respondent should include responses in the highlighted portions of each tab of the RFI.
- III. Questions: Respondents who have questions regarding this RFI may e-mail them to Buyer stated in this RFI.

1.3) Availability Of Response After Opening

In accordance with the Florida Public Records Law, Florida Statutes, Chapter 119, copies of all Responses are available for public inspection thirty (30) days after the opening of Responses or on the date of Award announcement, whichever is earlier. Respondents may review opened Responses once they are available for public inspection by contacting the designated JEA Buyer or JEA's Public Records custodian whose contact information can be found at jea.com. JEA will post a summary of the Response results immediately after the Response opening.

1.4) Additional Information

- 1. Requests for Additional Information - JEA retains the right to request additional information from respondents.
- 2. Cost Incurred - By submitting a response, respondents agree that any cost incurred in responding to this RFI, or in support of activities associated with this RFI, shall be the sole responsibility of respondent. JEA shall not be held responsible for any costs incurred by respondents in preparing their respective responses to this RFI.
- 3. Review Rights - Responses to this RFI may be reviewed and assessed by any person(s) at the discretion of JEA, including independent consultants retained now or in the future.

Sunshine Law

Charter Article I, Section 24, Florida Constitution, guarantees every person access to all public records and Chapter 119, Florida Statutes, provide a broad definition of public records. JEA is a body politic, corporate, and subject to these laws and related statutes ("Florida's Public Records Laws"). All responses to this RFI are public records and available for public inspection unless specifically exempt by law.

IF A PROPOSER HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTORS DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT:

JEA
Attn: Public Records
225 N Pearl Street
Jacksonville, Florida 32202
Ph: 904-665-8606
publicrecords@jea.com

Redacted Submissions

If a Proposer believes that any portion of the documents, data or records submitted in response to this RFI are exempt from Florida's Public Records Law, Proposer must (1) clearly segregate and mark the specific sections of the document, data or records as "Confidential," (2) cite the specific Florida Statute or other legal authority for the asserted exemption, and (3) provide JEA with a separate redacted copy of its response (the "Redacted Copy"). The cover of the Redacted Copy shall contain JEA's title and number for this RFI and Respondent's name, and shall be clearly titled "Redacted Copy." Respondent should only redact those portions of records that Proposer claims are specifically exempt from disclosure under Florida's Public Records Laws. If Respondent fails to submit a redacted copy of information it claims is confidential, JEA is authorized to produce all documents, data and other records submitted to JEA in answer to a public records request for such information.

In the event of a request for public records to which documents that are marked as confidential are responsive, JEA will provide the Redacted Copy to the requestor. If a requestor asserts a right to any redacted information, JEA will notify Respondent that such an assertion has been made. It is Respondent's responsibility to respond to the requestor to assert that the information in question is exempt from disclosure under applicable law. If JEA becomes subject to a demand for discovery or disclosure of Respondent's redacted information under legal process, JEA shall give Respondent prompt notice of the demand prior to releasing the information (unless otherwise prohibited by applicable law.) Respondent shall be responsible for defending its determination that the redacted portions of its response are not subject to disclosure.

By submitting a response to this RFI, Respondent agrees to protect, defend and indemnify JEA from and against all claims, demands, actions, suits, damages, liabilities, losses, settlements, costs and expenses (including but not limited to reasonable attorney fees and costs) arising from or relating to Respondent's determination that the redacted portions of its response to this Solicitation are not subject to disclosure.

2 BACKGROUND, SCOPE, AND SOLUTION OPTIONS

2.1 Background

JEA owns, operates and manages the electric system established by the City of Jacksonville, Florida since 1895. In June 1997, JEA also assumed operation of the water and sewer system previously managed by the City. JEA is located in Jacksonville, Florida, where we proudly serve an estimated 541,076 electric, 407,161, water and 30,460 reuse water customers. JEA is Florida's largest community owned utility and the eighth largest municipal in the United States.

RFI #1412124447: Cisco Phone System Support Models

JEA operates an enterprise Cisco-based communications and contact center environment supporting critical customer operations. The environment supports voice, IVR, chat, email, and collaboration services used across multiple facilities.

The current environment includes:

- Cisco PCCE (Packaged Contact Center Enterprise)
- Cisco CVP (Customer Voice Portal)
- Cisco ECE (Enterprise Chat and Email)
- Cisco CUCM (Cisco Unified Communications Manager)
- Cisco WebEx Calling

JEA maintains internal technical staff responsible for day-to-day operational support of these systems.

JEA is evaluating alternative service delivery models that can provide escalation engineering support, on-site operational coverage, vulnerability remediation support, and outage response capabilities.

This RFI is intended to gather information from vendors capable of supporting these environments and to understand available service delivery models, staffing options, and pricing structures.

2.2 Scope

The scope of this RFI includes support services for the following technologies and operational functions:

The current environment includes the following major platforms:

- Cisco PCCE (Packaged Contact Center Enterprise)
- Cisco CVP (Customer Voice Portal)
- Cisco ECE (Enterprise Chat and Email)
- Cisco CUCM (Cisco Unified Communications Manager)
- Cisco WebEx Calling
- Interactive Voice Response (IVR) applications
- Contact center routing and call flows
- Integrated call recording and reporting systems

Operational responsibilities may include:

- Tier 3 engineering escalation support
- Vulnerability remediation and patching support
- Operational troubleshooting and break-fix support
- On-site operational support integrated with JEA staff
- Support during major operational events such as hurricanes or severe weather
- Support for remote facility outages during nights or weekends
- Coordination with JEA's ServiceNow ticketing system for incident management

Vendors should assume that all operational work will be performed within JEA's existing ServiceNow ticketing platform.

External ticketing or support platforms are outside the scope of services.

2.3 Solution Option

JEA is evaluating two potential service delivery models.

Hybrid Support Model

Under the Hybrid Support Model, JEA internal staff maintain responsibility for day-to-day operational activities.

The vendor provides:

- Tier 3 escalation engineering support
- Vulnerability remediation and patching support
- Specialized troubleshooting support for complex incidents
- Support during major operational incidents or outages

This model allows JEA to retain operational ownership while maintaining access to specialized engineering expertise.

Staff Augmentation Model

Under the Staff Augmentation Model, the vendor provides dedicated technical resources that operate as part of the JEA operational team.

These resources may include:

- Cisco CVP Engineers
- Cisco Contact Center Engineers (PCCE)
- Cisco Unified Communications / Call Manager Engineers
- Telecommunications Technicians capable of responding to remote facility outages

Staff may be provided through one of the following models:

Dedicated full-time engineers based on a 2,080 hour annual staffing model

On-call engineers located within the Jacksonville area available for dispatch

Hybrid staffing models combining on-site presence with remote escalation teams

Vendors should describe their ability to support these staffing models and provide estimated bill rates.

3 GENERAL INSTRUCTIONS

Please note that this RFI is issued solely for the purpose of obtaining information. Nothing in this RFI shall be interpreted as a commitment on the part of JEA to enter into a contract with any respondent thereof to make any procurement. JEA reserves the right to invite any of the RFI respondents to do a follow up presentation as part of the RFI process.

3.1 Response Instructions

3.1.1 Response Submission

All responses to this RFI are due no later than March 18, 2026 at 12:00noon, eastern time. Respondents should submit an electronic copy via the Zycus system. All responses must include on the first page the official name of the firm or entity submitting the response. Please consecutively number all pages of the response.

3.1.2 Response Content

Vendors shall include a response to each of the questions set forth under Question and Vendor Responses (Section 5) of this RFI. Vendors should elaborate how or why they meet the functionalities in which measurement or quantifiable in the comment section next to each requirement.

3.1.3 Response Format

JEA requests that all responses be submitted with a point-by-point response to each question in every section. If a respondent opts not to respond to any item(s) please include an explanation for the lack of response.

3.2 Contacts

3.2.1 Questions

Potential respondents who have questions regarding this RFI may email them to: garlib@jea.com by March 16, 2026. Respondents may only make inquiries and request clarification concerning this RFI by written questions via e-mail. Responses to inquiries and clarification questions will be provided electronically to all interested parties.

3.2.2 Contact Information

Please direct all communications, questions, and responses to the following contact:

Brooke Garland, Purchasing Agent
JEA
225 N Pearl Street,
Jacksonville, FL 32202
E-mail: garlib@jea.com

3.3 Timeframe

CALENDAR EVENT	DATE	TIME
RFI Posting and Release	March 9, 2026	12:00noon
Questions Due	March 16, 2026	12:00noon
RFI Responses Due	March 18, 2026	12:00noon

4 ADDITIONAL INFORMATION

4.1 Requests for Additional Information

JEA retains the right to request additional information from respondents.

4.2 Cost Incurred

By submitting a response, respondents agree that any cost incurred in responding to this RFI, or in support of activities associated with this RFI, shall be the sole responsibility of respondent. JEA shall not be held responsible for any costs incurred by respondents in preparing their respective responses to this RFI.

4.3 Review Rights

Responses to this RFI may be reviewed and evaluated by any person(s) at the discretion of the JEA, including independent consultants retained now or in the future. JEA reserves the right to request a demonstration from one or more companies.

4.4 Public Record

All responses to this RFI will be public record under the State of Florida's Sunshine Law regardless of confidentiality notices set forth on such writings to the contrary.

5 QUESTIONS AND VENDOR RESPONSES

See General Instructions in Section 3 for information on response format and submission. **Note:** Please describe any assumptions you make in answering these questions as part of each response.

5.1 Questions / Vendor Responses

5.1.1 Company Information

1. Company name, mailing address, phone number, fax number, and phone/e-mail of designated point of contact for RFI.
2. Corporate web site address.
3. Number years on the market.
4. Company location(s).

5.1.2 Overview of Customer Base

1. Identify two (2) client reference based on similar solution(s). Include the client name, point of contact information, and government contract number (if applicable).

5.1.3 Business Model Overview

Please describe the service delivery models your organization offers for enterprise Cisco contact center and collaboration environments.

Specifically address the following:

Hybrid support models
Staff augmentation models

Describe how your organization typically structures service delivery for customers that maintain internal operational teams.

5.1.4 Business Process, Integration, and Functionality

Describe how your organization integrates support operations within a customer's existing IT service management platform such as **ServiceNow**.

Explain how your engineers operate within customer ticketing workflows, change management processes, and incident response procedures.

Describe how escalation support is coordinated with internal customer teams during major incidents.

5.1.5 Implementation

Describe the process your organization uses to transition support responsibilities into an existing Cisco communications environment.

Include the following:

- Knowledge transfer process
- Operational onboarding approach
- Estimated onboarding timeline
- Documentation and operational readiness steps

5.1.6 Maintenance Support & Consulting

Describe how your organization supports the following operational activities:

- Vulnerability remediation and patching for Cisco platforms
- Break-fix support for Cisco contact center systems
- Troubleshooting of IVR call flows and routing
- Support for WebEx Calling and CUCM environments
- Operational troubleshooting support during critical incidents
- Describe typical response times and escalation procedures.

Operational Coverage

JEA operates multiple facilities throughout the Jacksonville service area. Vendors should describe available service models for responding to outages at remote locations during nights or weekends.

1. Can your organization provide **dedicated full-time engineers based on a 2,080 hour annual staffing model**?
2. Can your organization provide **on-call engineers located within the Jacksonville area** capable of responding to outages at remote facilities?
3. What are the **typical response times for on-site dispatch during nights, weekends, or holidays**?
4. Describe the **staffing structure used during major operational events such as hurricanes or severe weather restoration activities**.

Describe how your organization coordinates with **Cisco TAC for escalation and vendor case management**.

5.1.7 Training Documentation, and Support

Describe the documentation provided to customers during operational support engagements.

Include examples such as:

- Operational procedures
- Incident documentation
- Configuration documentation
- Knowledge transfer materials

5.1.8 Solution Security

1. The proposed solution must support an on-premise deployment model.
2. Vendors must confirm that all system components, data processing, and data storage will remain within JEA's on-premise environment and will not require storage, processing, or replication of JEA data in external cloud services.

5.2 Budgetary Cost Estimates

Provide typical bill rates for the following roles:

- Cisco CVP Engineer
- Cisco Contact Center Engineer (PCCE)
- Cisco Unified Communications / Call Manager Engineer
- On-site Telecommunications Technician

Describe billing structures for:

- Dedicated engineer assignments (2,080 hour model)
- On-call engineering support
- Emergency dispatch support
- After-hours work

Describe how travel time and site dispatch activities are billed.

Does your organization participate in any public sector cooperative purchasing contracts, including:

- OMNIA Partners
- GSA Schedule
- State of Florida Contract Vehicles
- NASPO or other cooperative contracts

If applicable, provide contract numbers and contract names.

Indicate whether your services may be procured through these contract vehicles.

Respondents should provide a **rate card** including standard hourly bill rates for all engineering and technical roles that may be assigned to the engagement.

