Technology Services – Key Sourcing Events by Quarter – Continuing Services

JEA

Box (top left):
- Underground Fiber Optic Cable Repair and maintenance
- Cloud and On-Premise Backup / Restore Licensing
- New Dell and Logitech Equipment Purchase
- Cellular Wireless Services
- Cisco Contact Center Managed Services, Prosys
- Customer My-Way Pre-Paid Account Management Software Support
- Diligent Galvanize Risk software
- HPE Infrastructure Maintenance and Support Bid
- Communication Tower Site Leases
- Telephony, Network, And Internet Services
- Subscription Based Research and Subject Matter Expert (SME) Related
- Carahsoft ServiceNow Software and Support
- Managed Security Service Provider (MSSP)
- Oracle Customer to Meter (C2M) Licenses, Support Renewal
- Oracle EBS Software Support Renewal
- Splunk Cloud SIEM Renewal
- Fiber Optic Emergency Services

Box (top middle):
- Procurement E-Sourcing and Contract Lifecycle Management
- P25 Radio System with COJ
- Learning Management System (LMS)Licensing, Implementation, Support, Maintenance, and Training

Box (top right):
- Cohesity Data protect Licensing and Support – Piggyback
- Contact Center Workforce Optimization Software, Licensing, Support, and Implementation
- Org Chart Software
- PowerClerk - Clean Power Research
- PowerPlan - Master Software License & Services
- Aveva Plant Information (PI) On Premise and Cloud Services and software licensing and support

Timeline table:

Total value being sourced →	$40M 18 Events		$25.7M 9 Events				$8.2M 7 Events				2027
	Q3 24	Q4 24	Q1 25	Q2 25	Q3 25	Q4 25	Q1 26	Q2 26	Q3 26	Q4 26	Q1 27
	$20M	$20M	$11M	$ -	$13M	$2M	$2M	$ -	$6M	1M	$20M

Box (bottom, under Q2 25):
- Data Integration Platform as a Service (PaaS) DLT/Informatica
- Cisco Support Flex Agreements for JEA's Contact Center, Voice Business System, and Webex Meetings
- Microsoft Enterprise Agreement Licensing and Maintenance
- F5 Equipment and Five (5) Years Support/Maintenance IT Infrastructure Replace & Refresh
- Navex Global Inc. for Policy Management Services

Box (bottom, under Q1 26):
- Licensing, Implementation, and Support of a Website Content Experience Management Solution
- Energy Exemplar Software License and Plexos Cloud Subscription / Support Agreement
- Cisco Smartnet Support

Box (bottom right, under Q1 27):
- Cisco SmartNet Support and Maintenance of JEA'S Infrastructure
- Fiber Optic Cable Overhead Repair and Maintenance
- Network Equipment for new JEA Headquarters
- HR Software - Willis Towers Watson
- Technology Product Solutions and Related Services - Insight Public Sector, Inc.
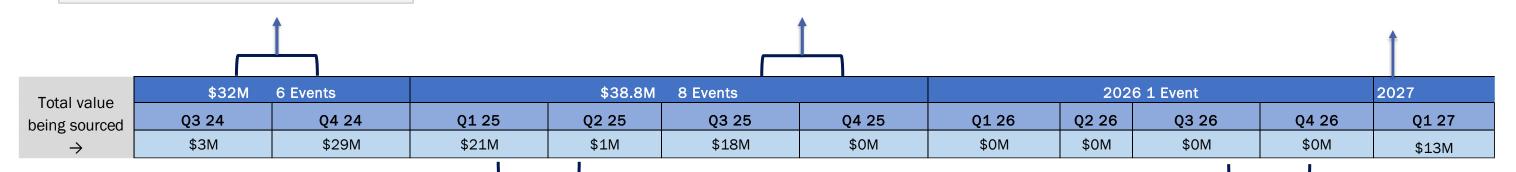
Customer Service– Key Sourcing Events by Quarter (Continuing Services)

JEA

- Design and Implementation of Electric and Water Demand Side Management (DSM) Programs
- Design and Implementation of Electric and Water Demand Side Management (DSM) Programs
- Drive Electric Program, the residential EV program
- Public Relations Consulting Services - Tucker Hall
- On Road Residential Electrification
- Social Media Management Platform Services
- Customer e-Bill Distribution Services
- Customer Messaging and Alerts

- Residential and Small Business Collections
- Non-Road Electrification
- Design, Implementation, and Maintenance of Solar Concierge Program

- Brand Management Printing
- Installation Services For Water AMI Meters and Endoints
- GPS & Telematic Mobile Office Equipment
- Employee Advocacy Solution

Total value being sourced →	$32M 6 Events		$38.8M 8 Events				2026 1 Event				2027
	Q3 24	Q4 24	Q1 25	Q2 25	Q3 25	Q4 25	Q1 26	Q2 26	Q3 26	Q4 26	Q1 27
	$3M	$29M	$21M	$1M	$18M	$0M	$0M	$0M	$0M	$0M	$13M

- Public Education Services
- Network Protectors for JEA Inventory Stock
- Credit Reporting and Monitoring Services
- Employee Engagement Platform
- Vendor Services Payment Kiosk Lease or Purchase and Maintenance Program

- JD Power agreement - Informal - Syndicated License and Services

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Technology and Customer– Capital Projects – Sourcing Events

JEA

Notable Projects:
- TS -ERP Major Enhancements
- TS -Inventory Attachments Repository
- TS -PowerPlan AFUDC
- TS -Reports Wand Implementation
- TS – FMS Open Grid Transformation
- TS – IT Infrastructure (SAN, Database)
- TS – Baystreet Innovation Corridor
- TS – SOCC UPS Replacement
- TS –PMIS
- TS -Supply Chain Inventory Upgrades
- TS – Towers / Generators

Notable Projects:
- TS – FMS Open Grid Transformation
- TS - Oracle EAM Replacement Project
- TS – EMS Simplivity Hot Replacements
- TS – IT Infrastructure (SAN, Database)
- TS – Fiber R&R (W)
- TS – SOCC UPS Replacement
- TS – Baystreet Innovation Corridor
- TS – PC and Laptop Refresh
- TS – Towers / Generators

Notable Projects:
- TS – FMS Open Grid Transformation
- TS – ArcGIS Pro Utility Network
- TS - W/WW OT Virtualization
- TS – IT Infrastructure (SAN, Database)
- TS – Fiber R&R (W)
- TS - Oracle EAM Replacement Project
- TS – SOCC UPS Replacement
- TS – EMS Simplivity Hot Replacements
- TS – PC and Laptop Refresh
- TS – Towers / Generators

	FY 2024	FY 2025	FY 2026
Proposed Expenditure	$16 MM	$20.5 MM	$23 MM
Sourcing Events Count	41	47	50

- CS -Customer Data Platform
- CS -Customer Experience Apps R&R
- CS -MDM Modernization
- CS -2-Way Water Meter Integration
- CS -IVR Upgrade for Contact Center
- CS -JEA iMobile Customer App
- CS –Website Content Management Solution

- CS – Web Content Management
- CS - Contact Center IVR Initiatives
- CS - Customer Experience Apps

- CS – Customer Enterprise Messaging and Marketing
- CS – Customer Revenue and Program Initiative
- CS – Sales Force Key Accounts Integrations with CIS

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