Request for Information (RFI) 1410533046

Customer Center Queuing System



TABLE OF CONTENTS

1 INTRODUCTION AND PURPOSE OF THE RFI 3
2 BACKGROUND, SCOPE, AND SOLUTION OPTIONS 4
2.1 BACKGROUND 4
2.2 SCOPE 4
2.3 SOLUTION OPTION 4
3 GENERAL INSTRUCTIONS 4
3.1 RESPONSE INSTRUCTIONS 4
3.1.1 Response Submission 4
3.1.2 Response Content 4
3.1.3 Response Format 4
3.2 CONTACTS 4
3.2.1 Questions 4
3.2.2 Contact Information
3.3 TIMEFRAME 5
4 ADDITIONAL INFORMATION 5
4.1 REQUESTS FOR ADDITIONAL INFORMATION 5
4.2 COST INCURRED 5
4.3 REVIEW RIGHTS 5
4.4 PUBLIC RECORD 5
5 QUESTIONS AND VENDOR RESPONSES 5
5.1 QUESTIONS / VENDOR RESPONSES 5
5.1.1 Company Information 5
5.1.2 Overview of Customer Base 6
5.1.3 Business Model Overview 6
5.1.4 Business Process, Integration, and Functionality 6
5.1.5 Training, Documentation, and Support 6
5.2 BUDGETARY COST ESTIMATES 6

1 INTRODUCTION AND PURPOSE OF THE RFI

With this RFI we request information regarding your company and your products/services. The same information will be gathered from different companies to learn available service delivery options for a Customer Center Queuing System Solution. **This RFI is for informational and planning purposes and is not to be construed as solicitation or a commitment to issue a solicitation.**

General

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
21 West Church 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 in 1895. In June 1997, JEA also assumed operation of the water and sewer system previously managed by the City. JEA is Florida's largest municipally owned utility and the seventh largest municipal in the United States.

2.2 Scope

JEA is researching costs and functionality for a Customer Center Queuing System. JEA is looking for a product suited for utilities with linear assets. This will support JEA's strategic initiative to improve its technology efficiencies and expand its digital capabilities.

As part of the solution, JEA desires for the proposed vendor to provide cost and plans for professional services to implement said solution into JEA's platform while reducing maintenance and end-user training costs. The solution shall also include system testing, administrative end user training onsite at JEA, and five (5) years of annual maintenance and support starting following implementation and JEA Acceptance.

2.3 Solution Option

JEA is interested in understanding the available software solution options to accomplish (at a minimum) the business functionalities contained stated above and further defined in Appendix A attached hereto . Please complete the attached Appendix A to detail the proposed Solution's functionality capabilities.

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 12:00 p.m. EST on January 20, 2022. 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 Appendix A, and 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. Vendors should also complete the Cloud Template in Appendix B and respond to each question.

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 submit them through the Zycus system by January 20, 2022. 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. **Note:** There will be no informational sessions associated with this RFI.

3.2.2 Contact Information

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

Brooke Garland, CPSM, CPSD, Purchasing Agent
JEA
21 West Church Street
Jacksonville, FL 32202
E-mail: garljb@jea.com

3.3 Timeframe

CALENDAR EVENT	DATE	TIME
RFI Posting and Release	January 3, 2022	3:00 PM EST
Questions Due	January 14, 2022	12:00 PM EST
RFI Responses Due	January 20, 2022	12:00 PM EST

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 one (1) 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

1. Please explain the business model(s) you use for your business. In other words, describe the companies you may partner with, what types of customers you support (e.g. small, medium, large, e-businesses, etc.), Include any companies similar to JEA (including both electric and water/sewer service).
2. Please provide the percentage of revenue that is generated from Customer Center Queuing System.
3. Please provide an indication of the size of your company in terms of revenues, number of employees, regions of the country you serve, etc.

5.1.4 Business Process, Integration, and Functionality

1. Complete Appendix A to detail the functional capabilities of the proposed Solution.
2. If your product is a suite of products with additional modules that by default and at no extra cost would be included / activated if all the above functions are provided, please provide a description of these additional modules and their functionality.

5.1.5 Implementation

1. Describe your deployment methodology

5.1.6 Maintenance Support & Consulting

1. Explain the typical tools used to monitor performance of the system within a High Availability deployment
2. Describe the support process post implementation including the Tracking, Workflow Management, and Reporting processes.
3. Describe the maintenance process post implementation that is required for the system
4. Describe any additional creative opportunities and abilities

5.1.7 Training

1. Discuss the methods you will use to provide training
2. Discuss the process of training new users and managers post implementation (CBTs, train the trainer, web courses, etc.)
3. Describe any additional creative opportunities and abilities

5.1.8 Solution Security

1. All cloud based solution 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).
2. For your cloud based solution, a declaration that Company data shall only be stored within the Continental United States will be required.

5.1.9 Training, Documentation, and Support

1. Please describe the training you provide and any available options – i.e. on-site training, webinars, etc.
2. Explain the type of documentation/user guides you provide.

5.2 Budgetary Cost Estimates

Cost estimates have been requested for budgetary purposes only and should be based upon the parameters defined within this document.

1. Please provide an estimated price for the product/application. Less than 20 users are expected to use the proposed solution.

2. Please provide the type of licenses required (End User, Support, etc.), and aggregated cost for each license
3. Please provide the estimated price for the licensing (annual costs as well as estimated renewal costs over a five (5) year period).
4. Please provide a cost estimate for your implementation services – identifying both required and optional services with pricing. Estimates should be categorized (planning, analysis, design, construction, testing, production deployment, post go live support, travel, training, etc.) and include all potential charges. If price ranges are used please specify what is provided at each end of the range.
5. Include the time to implement your services as well as the roles and responsibilities of the human resources who will be a part of the implementation team.
6. Please provide a cost estimate for annual support and maintenance