Request for Information (RFI)
For
Microsoft M365, Power Platform and SharePoint Operational Support Services
for

Jacksonville, FL

RFI#
1412141046

Responses are due on April 10, 2026, by 12:00 PM EST

The JEA Buyer for this RFI is Angel Love who can be contacted at iosuad@jea.com

1.1) INTRODUCTION AND PURPOSE OF THE RFI

The purpose of this RFI is to request information regarding vendor capabilities to support the Microsoft Power Platform within an enterprise environment. The information gathered from respondents will be used to evaluate available service delivery models, staffing options, and operational support structures for JEA's Power Platform ecosystem.

This RFI is for informational and planning purposes and is not to be construed as a solicitation or a commitment to issue a solicitation.

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) 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.

1.3) 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: All responses to this RFI are due by the time specified within JEA's Zycus' e-Sourcing system. Respondents should submit an electronic copy as specified within JEA's Zycus' e-Sourcing system at https://zsn.zycus.com/guest.

       Response Content: Respondents should include a response to each of the areas set forth under Questions and Vendor Responses (Section 1.4) of this RFI.

    II.   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. JEA requests that all responses be submitted as an attachment within Zycus.

    III. Questions: Potential respondents who have questions regarding this RFI may e-mail them to the contact listed below by **April 8, 2026, by 2:00 PM EST**. 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.

IV. Contact Information: Please direct all communications and questions, to the following contact: Angel Love at iosuad@jea.com

1.4)   QUESTIONS AND SUPPLIER RESPONSES
See General Instructions in Section 1.3) for information on response format and submission. **Note:** Please describe any assumptions you make in answering these questions as part of each response.

1.4.1   Questions and Supplier Responses
- Response must include information for each service: Microsoft M365, Power Platform and SharePoint Operational Support Services:
  o Company Information
    Company Name, Mailing address, phone number, fax number, and phone/email of designated point of contact for RFI.
  o Corporate Website address
  o Number of Yeats on the market
  o Company Location(s)

1.4.2   Overview of Customer Base:
  o Identify two (2) client references. Include the client's name. point of contact information, and government contract number (if applicable)

1.4.3   Business Model Overview
  o Please describe the service delivery models your organization offers for enterprise Microsoft Power Platform and SharePoint environment operating within M365.

  o Specifically address the following:

    • Hybrid support models
    • Staff augmentation models

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

1.4.4   Business Process, Integration, and Functionality
  o Describe how your organization integrates support operations within a customer's existing IT service management platform such as **ServiceNow**.

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

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

1.4.5   Implementation
  o Describe the process your organization uses to transition support responsibilities into an existing Microsoft 365 environment.

  o Include the following:
    • Knowledge transfer process
    • Operational onboarding approach
    • Estimated onboarding timeline
    • Documentation and operational readiness steps

1.4.6   Maintenance Support & Consulting
   o   Describe how your organization supports the following operational activities:

   • Vulnerability remediation and platform configuration updates for Microsoft Power Platform components
   • Break-fix support for Power Apps applications, Power Automate workflows, and Power Pages solutions
   • Troubleshooting of workflow automation, data integrations, connectors, and API integrations
   • Operational support for Dataverse environments and SharePoint integrations used by Power Platform solutions
   • Troubleshooting of Microsoft Copilot integrations and automation scenarios within supported Microsoft 365 services
   • Platform administration support including environment management, solution deployment, and configuration management
   • Operational troubleshooting support during critical incidents affecting business applications or automation workflows
   • Describe typical response times, service level expectations, and escalation procedures for operational support requests

1.4.7   Operational Coverage
JEA operates multiple facilities throughout the Jacksonville service area. Vendors should describe available service models for supporting operational incidents affecting business applications or workflows during nights or weekends.

   o   Can your organization provide dedicated full-time engineers based on a 2,080-hour annual staffing model?

   o   Can your organization provide on-call engineers capable of supporting operational incidents affecting critical Power Platform applications and integrations?

   o   What are the typical response times for incident response during nights, weekends, or holidays?

   o   Describe the staffing structure used during major operational events such as hurricanes or severe weather restoration activities when business applications must remain operational.

   o   Describe how your organization coordinates with Microsoft support for escalation, platform incidents, and vendor case management related to Microsoft Power Platform services operating within Microsoft 365 GCC.

1.4.8   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

1.4.9 **Solution Security**

The proposed solution must support an on-premise support model.

Vendors must confirm that all system components, data processing, and data storage will remain within JEA's on-premise or M365 environment and will not require storage, processing, or replication of JEA data in external cloud services.

1.4.10 **Budgetary Cost Estimates**

- Provide typical bill rates for the following roles supporting enterprise Microsoft Power Platform environments:

  - Power Platform Architect
  - Power Apps Developer (Canvas and Model-Driven Applications)
  - Power Automate Developer / Workflow Engineer
  - Power Platform Administrator / Platform Governance Specialist
  - SharePoint Administrator
  - Integration Engineer supporting Dataverse, Copilot, SharePoint, APIs, and enterprise system integrations

- Describe billing structures for:

- Dedicated engineering assignments based on a 2,080-hour annual staffing model
- On-call engineering support for incident response and operational escalation
- Emergency response support for critical application or platform incidents
- After-hours development, support, or operational work

- Describe how travel time and on-site support activities are billed if resources are required to work from JEA facilities or project locations.

- 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 purchasing agreements

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, development, architecture, and administrative roles that may be assigned to the engagement.

1.5) **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.

1.6) 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.

1.7) Sunshine Law

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

If a Respondent believes that any portion of the documents, data or records submitted in response to this Solicitation are exempt from Florida's Public Records Law, Respondent 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 Solicitation and Respondent's name and shall be clearly labeled "Redacted Copy." Respondent should only redact those portions of records that Respondent claims are specifically exempt from the Florida 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 Solicitation, Respondent agrees to protect, defend, and indemnify JEA from and against all claims, demands, actions, suits, damages, losses, settlements, costs and expenses (including but not limited to reasonable attorney fees and costs) arising from it relating to Respondent's determination that the redacted portions of its response to this Solicitation are not subject to disclosure.

IF THE COMPANY HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE COMPANY'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT: JEA

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