



Building Community®

Procurement Bid Office  
Customer Center 1<sup>st</sup> Floor, Room 002  
21 W. Church Street  
Jacksonville, Florida 32202

January 9, 2019

ADDENDUM NUMBER: One (1)

TITLE: Utility Locate Services Ticket Management System

JEA RFI NUMBER: 96513

RESPONSE DUE DATE: January 18, 2019

TIME OF RECEIPT: 12:00 PM

**THIS ADDENDUM IS FOR THE PURPOSE OF MAKING THE FOLLOWING CHANGES OR CLARIFICATIONS:**

**Question:**

Ability to access previous ticket history directly from new tickets - We have interpreted this to mean that you would like to see information on tickets that have been closed out at some point in the past to be searchable from new tickets that are located in the same area. Is this correct?

**Answer:**

JEA currently has the ability to review all the associated tickets in the system. For example, an excavator will call in a ticket and then will update the ticket. JEA wants the ability to have those updated tickets linked to the original ticket.

**Acknowledge receipt of this addendum with the RFI Response**