January 11, 2019

ADDENDUM NUMBER: **Two (2)**

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:
Are single login with administrator and locator rights required?

Answer: The system should be able to have different levels of permissions for a single user. The administrator permission should also allow the ability to perform the functions a locator would have without have to create separate ids for a single user with different permissions.

Clarification:
Ability to annote tickets with internal notes and documentation.

Answer:
A ticket needs to be updated with pictures and text in addition to the appropriate close code.

Clarification:
The system must capture auditing and evaluation of employee performance on selective tickets.

Answer:
The system should provide locator productivity, accuracy, and efficiency metrics. In addition, it should track metrics associated with damage to facilities due to locator error.

Question:
The system must be able to track damages and assign pre-determined cause codes. Damage ticket and locate ticket shall be linked. Do you want the system to generate a damage ticket? Are you looking for a damage assessment module?

Answer:
Yes, the system should be able to create a damage ticket that will be used to investigate the damage to JEA facilities caused by an excavator. The damage ticket should be linked to the locate ticket if it exists.

Acknowledge receipt of this addendum with the RFI Response