



Building Community®

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

January 14, 2019

ADDENDUM NUMBER: **Three (3)**

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:

1. Question: Does each department handle their own tickets?

Answer: The Utility Locate Services department at JEA locates all JEA facilities (electric/water/sewer/fiber)

2. Question: Does each department have their own member codes/CDC codes?

Answer: We currently have CDC codes for water, sewer and electric.

3. Question: Our platform is web-based, are their connectivity issues in the area?

Answer: The Locators currently use mobile hot spots in their vehicles to connect to the internet and JEA computer systems and experience minimal connectivity issues.

Acknowledge receipt of this addendum with the RFI Response