

Request for Information (RFI)

96513 Utility Locate Services Ticket Management System



JEA Utility Locate Services

1 INTRODUCTION AND PURPOSE OF THE RFI

The purpose of this RFI is to request information regarding your company and your products/services in support of a comprehensive ticket management system for JEA Utility Locate Services. This RFI is for informational and planning purposes and is not to be construed as solicitation or a commitment to issue a solicitation.

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 located in Jacksonville, Florida, where we proudly serve an estimated 470,000 electric, 351,000 water and 274,000 sewer customers. JEA is Florida's largest community owned utility and the eighth largest municipal in the United States.

2.2 Scope

JEA Utility Locate Services responds to approximately 5,000 to 8,000 requests a month to locate electric, water, sewer or fiber infrastructure. The current ticket management system works as a liaison between Sunshine 811 and our JEA Locator crew to distribute locate request systematically. JEA is looking to expand upon the current system to establish more efficient work practices and integrate with JEA's current GIS programs.

2.3 Solution Option

JEA is interested in understanding the available options to accomplish at a minimum the requirements as outlined below:

- **Integrate with Sunshine 811:**
 - Receiving and distributing tickets to crew members.
 - The system must be able to automatically transmit updates to Sunshine 811. The information will include but not limited to:
 - Work completion information
 - Date/time of work, site visit, contact notes
 - Asset exposure information (if applicable)
 - Attachments
 - The system shall be able to receive tickets from Sunshine 811 via Web Service
 - The system shall be able to provide positive response information back to Sunshine 811 using the Positive Version 2 Web Service
- **Routing:**
 - The system must be able to route tickets to employees based on one or more of the following:
 - Location (geographical area)
 - Emergency
- **Ticket Management:**

- Tickets must be classified as either electric, water, sewer or other. (minimum of four locate types, prefer it to be user expandable).
- The system must be able to screen tickets automatically based on pre-defined conditions (types of excavation, contractors, proximity, etc.).
- The system must allow different configurable options of buffer zones and polygons (Note: system must provide a map-based front-end that users can utilize to configure buffer zones and polygons).
- The system will allow update of tickets including the ability to add attachments (wireless from mobile device or offline).
- Administer a minimum of 30 unique system accounts and up to 5 administrator accounts. Require a single login with administrator and locator rights.
- Maintain a ticket data archive with search functionality.
- Ability to see tickets on a map interface (i.e. JEA's GIS and/or Google maps)
- Manage all tickets from one application
- Ability to annotate tickets with internal notes and documentation. Explain any character limitations for description fields.
- The system must be able to flag tickets as on-going when the locator cannot perform the work within 2 business days (i.e. large scope of work, or can't get to the ticket, etc.)
- The system must be able to capture auditing and evaluation of employees performance on selective tickets
- Ability to dispatch tickets from map viewer to multiple users
- "Design Tickets" from Sunshine 811 shall be automatically closed and updated with contact information for JEA records request. Information shall be transmitted to Sunshine 811 as part of closed ticket.
- Ability to access previous ticket history directly from new tickets.
- Ability to batch dispatch and/or close to and from multiple users.
- **Reporting:**
 - The system must be able to search historical ticket data.
 - The system must provide reporting capabilities on ticket and work information, including but not limited to auditing, contractor performance, incoming ticket data, etc.
 - The system must provide the users with a map-based front-end to perform a search of locate tickets using spatial reference (i.e. draw a polygon and query for all tickets within a polygon)
 - The system must be able to provide a configurable dashboard of metrics for ticket data, including but not limited to type of work, location, CDC code, user type, etc.
 - The system must be able to monitor On-Time locate performance
 - The system must be able to provide trending and analysis on on-going ticket counts by locators in different regions
 - The system must provide trending and analysis for auditing.
 - All reports shall be exportable to Excel and a PDF format
 - Ability to import data historical data from current system DigTrack.
- **Dispatching:**
 - The system shall have the ability for user to be assignee (functionality of being able to dispatch tickets).
- **Communication to Users:**
 - The system must be able to generate notification to employee on emergency excavation requests (e.g. email, text message, etc.)
 - The system must be able to generate and manage exemption letters
- **Auditing:**
 - The system must provide a way to generate a list of tickets for auditing (randomly generated or risk-based assessment)
- **Damage Assessment:**
 - The system must be able to track damages and assign to pre-determined cause codes. Damage ticket and locate ticket shall be linked.

- The system must allow user to update the damage ticket with contact information, pictures, etc.
 - The system must have damage reporting capabilities, including but not limited to searching by date, type of damage, cause, area, locator etc.
- Shall provide the user a map-based front end to perform a search of damages within a geographical area. **Integration with Systems:**
 - The system must be able to display asset facilities on maps and be able to receive periodic updates (GIS integration)
- **User Interface and Support:**
 - The system must be accessible in multiple platforms of devices (PCs / browsers / tablets / phones)
 - The system shall provide support (on call service) via email, and phone - 24 hour/ 7 day .

3 HISTORICAL TICKET VOLUMES

	FY 16	FY 17	FY 18
Tickets Received from Sunshine 811	77,830	83,238	83,295
Locates Completed	233,491	237,018	237,030
Electric		74,290	74,294
Water		81,365	81,369
Sewer		81,363	81,367

4 HISTORICAL EXCAVATION DAMAGES

	FY 16	FY 17	FY 18
TOTAL	328	341	266
3RD PARTY ERROR	254	254	184
BAD DATA	60	73	67
LOCATOR ERROR	14	14	16

5 GENERAL INSTRUCTIONS

Please note that this RFI is issued solely for the purpose of obtaining information and observing demonstrations of system applications. 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.

5.1 Response Instructions

5.1.1 Response Submission

All responses to this RFI are due no later than 12:00 p.m. on January 18, 2019. Respondents should submit an electronic copy via e-mail to Brooke Garland at: garljb@jea.com 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.

5.1.2 Response Content

Vendors should include a response to each of the questions set forth under Question and Vendor Responses (Section 7) of this RFI as well as acknowledge the capability to meet the minimum requirements stated in Section 2.3 on Appendix A Technical Requirements Form.

5.1.3 Response Format

JEA requests that all responses be submitted with a point-by-point response to each requirement listed in Section 2.3 and how it will be met on Appendix A Technical Requirements Form. If a respondent opts not to respond to any item(s) please include an explanation for the lack of response.

After the written responses are received and reviewed, JEA will make determination regarding the scheduling of vendor presentation in support of the written RFI material to include a demonstration of system capabilities.

5.2 Contacts

5.2.1 Questions

Potential respondents who have questions regarding this RFI may e-mail them to the contact listed below by January 11, 2019. 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.

5.2.2 Contact Information

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

Brooke Garland, Purchasing Agent
JEA
21 West Church Street
Jacksonville, FL 32202
904.665.5819
E-mail: Brooke Garland at: garljb@jea.com

5.3 Timeframe

CALENDAR EVENT	DATE	TIME
RFI Posting and Release	01/02/2019	3:00 PM EST

Questions Due	01/11/2019	3:00 PM EST
RFI Responses Due	01/18/2019	12:00 PM EST
Presentation Scheduling	02/11/19 – 02/15/19	TBD

6 ADDITIONAL INFORMATION

6.1 Requests for Additional Information

JEA retains the right to request additional information from respondents.

6.2 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.

6.3 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.

6.4 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.

7 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.

7.1 Questions / Vendor Responses

7.1.1 Company Information

1. Company name, mailing address, overnight delivery address (if different from 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 in the market.
4. Company location(s).

7.1.2 Overview of Customer Base

1. Identify two client references. Include the client name, point of contact information, and government contract number (if applicable).
2. Provide a list of customers you have integrated with the Sunshine 811 system

7.1.3 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.).

2. Please explain reporting features you provide and other beneficial service offered. Please define your expectations and any deliverables that would be expected from the JEA.
3. Please provide your ability to meet the minimum requirements in Section 2.3 and the method employed in order to meet these requirements.

7.1.4 Experience

How long have you been supplying products or services involving Utility Locates?

7.1.5 Training and Support

1. Please describe the training you provide and any available options – i.e. on-site training, webinars, etc.

7.1.6 **Solution Security**

1. How is the solution deployed? On premise or on cloud?
2. If a cloud based solution is proposed JEA 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). Will the company be able to provide this if request during a bid process?
3. If a cloud based solution is proposed, a declaration that Company data shall only be stored within the Continental United States will be required. Will the company be able to provide this if request during a bid process?

7.2 Budgetary Cost Estimates

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

Please provide a cost estimate for your ticket management solution, to include any cost related to transferring historical data into your system. Estimates should be formatted as a per ticket rate and include all potential charges. If price ranges are used please specify what is provided at each end of the range. Also include any annual maintenance fees.