



Building Community®

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

September 10, 2019

ADDENDUM NUMBER: **TWO (2)**

TITLE: **Work Force Optimization Solution**

JEA ITN NUMBER: **98001**

RESPONSE DUE DATE: ~~September 13th 2019~~ **September 27th 2019**

TIME OF RECEIPT: **12:00 PM**

TIME OF OPENING: **2:00 PM**

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

Change (1): JEA extends the Response Due Date of this RFI from Friday, September 13th 2019 to Friday, September 27th 2019.

Change (2): JEA amends Section 2.2 of the Request for Information document as follows. Deletions are in Red, Bold, Strikethrough Font. Additions are in Red, Bold, Underlined Font.

2.2 Scope

JEA is researching costs and functionality for a Cloud Based Workforce Optimization Suite that will perform the following functionality; call recording, quality management, workforce management, performance management and reporting. **JEA is exploring options to replace its current on-premise workforce optimization solution.** As part of the solution, JEA desires for the proposed vendor to provide cost and plans for professional services to implement said solution into JEA's UCCE platform while reducing maintenance and end-user training costs. The solution shall also include system testing, administrative end user training onsite at JEA, and five (5) years of annual maintenance and support starting following implementation and JEA Acceptance.

~~**The solution shall be a Cisco Solutions+ cloud solution product.**~~ A Service Level Agreement component of 99.99% to ensure minimal downtime is required. In addition, JEA does not intend to migrate the existing data and will require consultative services to design and implement the solution.

****** Bidder shall acknowledge this Addendum on the Bid Form******