December 5, 2019

ADDENDUM NUMBER: **One (1)**

TITLE**: Vendor Services Payment Kiosk Lease or Purchase and Maintenance Program**

JEA ITN NUMBER: **98130**

RESPONSE DUE DATE: **December 18, 2019**

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

TIME OF OPENING**: 12:00 PM**

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

Question:

1. How do we notate construction cost, such as preparing the area for the indoor kiosk?

Answer:

1. Awarded vendor should provide detailed specifications of need and a decision will be made by JEA. The intended areas for placement within the office lobby have existing standard electric wall receptacles.

Question:

2. Can the vendor add rows to the Response Workbook?

Answer:

2. Due to the concern regarding preparing the area for the make-ready site, a line has been added to the Response Workbook Addendum 1.

Question:

3. Does Section 1.2.3 of the Solicitation detail the only forms required? And is the Travel Policy for reference only?

Answer:

3. The forms required to be submitted with your bid are detailed in Section 1.2.3. The JEA Travel Policy is for reference purposes only.

Question:

4. Do all JEA bills have bar codes?

Answer:

4. Currently, No JEA bills feature bar codes. JEA would like a bar code reader to be installed on each of the two machines should we decide to add bar codes to future customer bills.

Question:

5. Please confirm that you want to block "cash-only" customers from making any check payments.

Answer:

5. The check payment option should not be available to "cash-only" customers.

Question:

6. Do you expect people to have 24/7 access to the kiosks?

Answer:

6. Employees will have 24/7 access; however, customers will only have access while the Customer Center is open. The current hours of operation for the customer center are 7:30AM -5:30pm ET, Monday through Friday.

Question:

7. Have you spoken to Kubra about working with another vendor?

Answer:

7. Yes, Kubra is aware that kiosk transactional requests will flow through Kubra to JEA's CRM platform, and pass information from JEA's CRM platform through Kubra back to the kiosk. As JEA's e-payments processor, Kubra has existing connectivity to JEA's CRM, and will process all kiosk payments.

Question:

8. Do you want the connection to be cradle-plate?

Answer:

8. The connection won't be through JEA's firewall. A line item has been added to Response Workbook Addendum 1 for the additional connectivity.JEA is looking for a solution that will allow use of a cellular network to transmit data to and from Kubra. Data Security, reliability, and cost to JEA are the primary factors. We need to the respondents to tell us what they can offer as a connectivity solution to Kubra with these factors in mind.

Acknowledge receipt of this addendum on the Response Form