



Building Community®

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

December 11, 2019

ADDENDUM NUMBER: Two (2)

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. Please provide the address(s) where hardware will be installed with zip code.

Answer:

1. JEA
21 W. Church Street
Jacksonville, FL 32202

Question:

2. What are the room dimensions and proposed hardware location(s)?

Answer:

2. Room is "cavernous". Proposing that the kiosk machines be placed beside two opposing pillars on either side of the room, or on adjoining sides of one pillar on one side of the room. Floor is carpeted.

Question:

3. What are the existing activities in location (example: customer payments, customer support)?

Answer:

3. Customer support, customer account maintenance, cash, and check utility payments.

Question:

4. What is the type of floor (concrete or wood with subflooring)?

Answer:

4. Carpet over tile. Business Office is located on the bottom floor of what used to be a department store.

Question:

5. Do you use a vendor software for existing customer payment platform at your cashier stations?

Answer:

5. No.

Question:

6. Please breakdown existing payment types (example: at the proposed location we have tellers that accept cash - 65% of payments, check 20%, money orders 5%, credit cards 10%. Also, the average number of payments by type per month).

Answer:

6.
FY 2019, ending in September:
85.80% cash – average count 7592
13.37% check – average count 1182
0.83% money order – average count 71
0% credit cards

Question:

7. Do you have any customer service programs that you may want to add to a Kiosk platform?

Answer:

7. None at this time.

Question:

8. Do you have any plans to discontinue clerical collection processing operations?

Answer:

8. After kiosks, there will be VERY minimal payment acceptance at the Business Office desk. "Collections" functions outside of customer payments will not be handled in the Business Office.

Question:

9. Is the number of payment transactions submitted by JEA in the RFP the number that is now being collected/processed at the proposed collection site by your cashier staff?

Answer:

9. Please see item #6 above for the breakdown for the business office, with an average of 8845 payments collected per month, or 106,139 payments in FY19 (ended September '19). The numbers represented here are the true business office numbers for FY19.

Question:

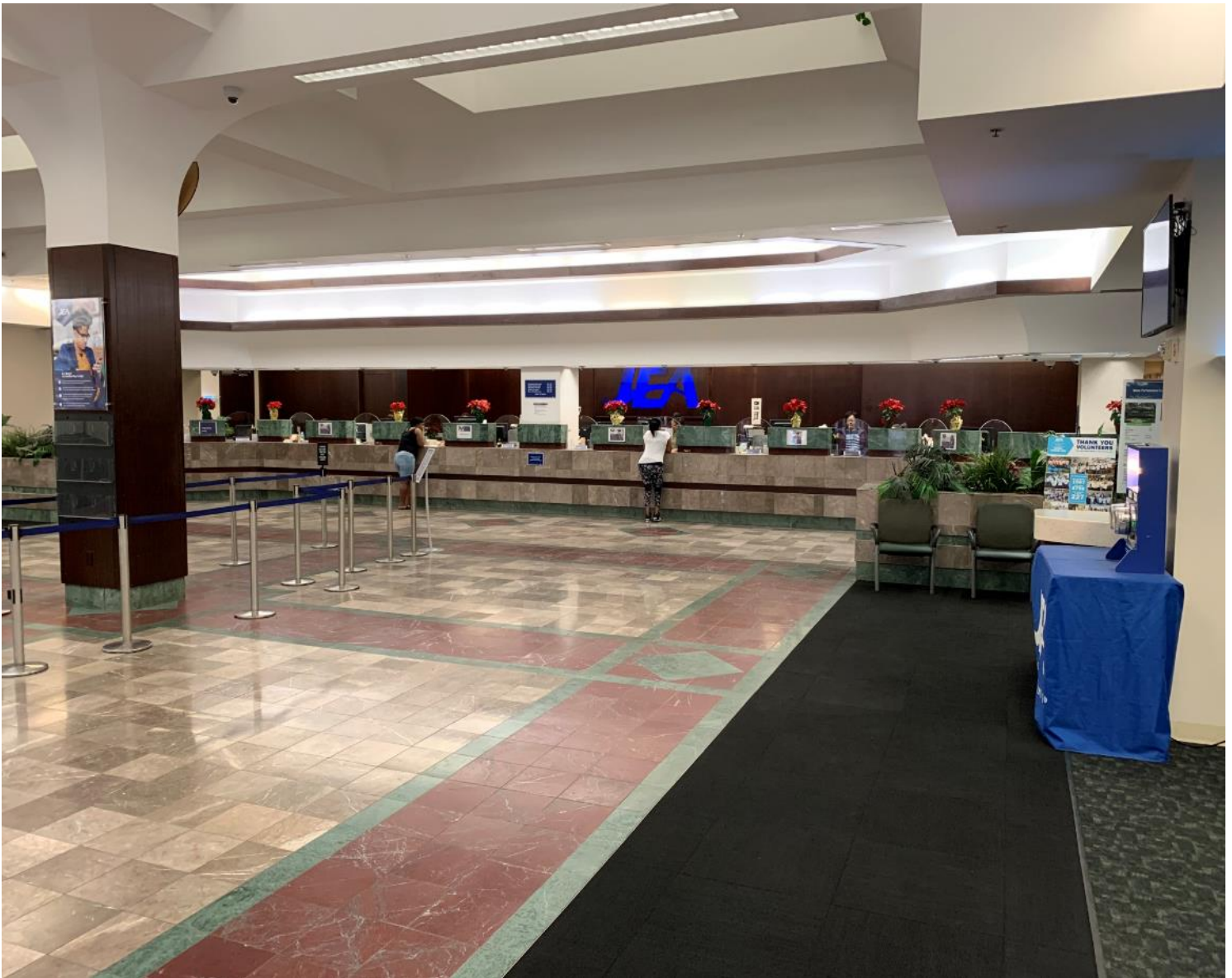
10. Please break down your current credit card processing by card type for all payment channels (example: total VISA 80%, Master Card 15%, and Discover 5%).

Answer:

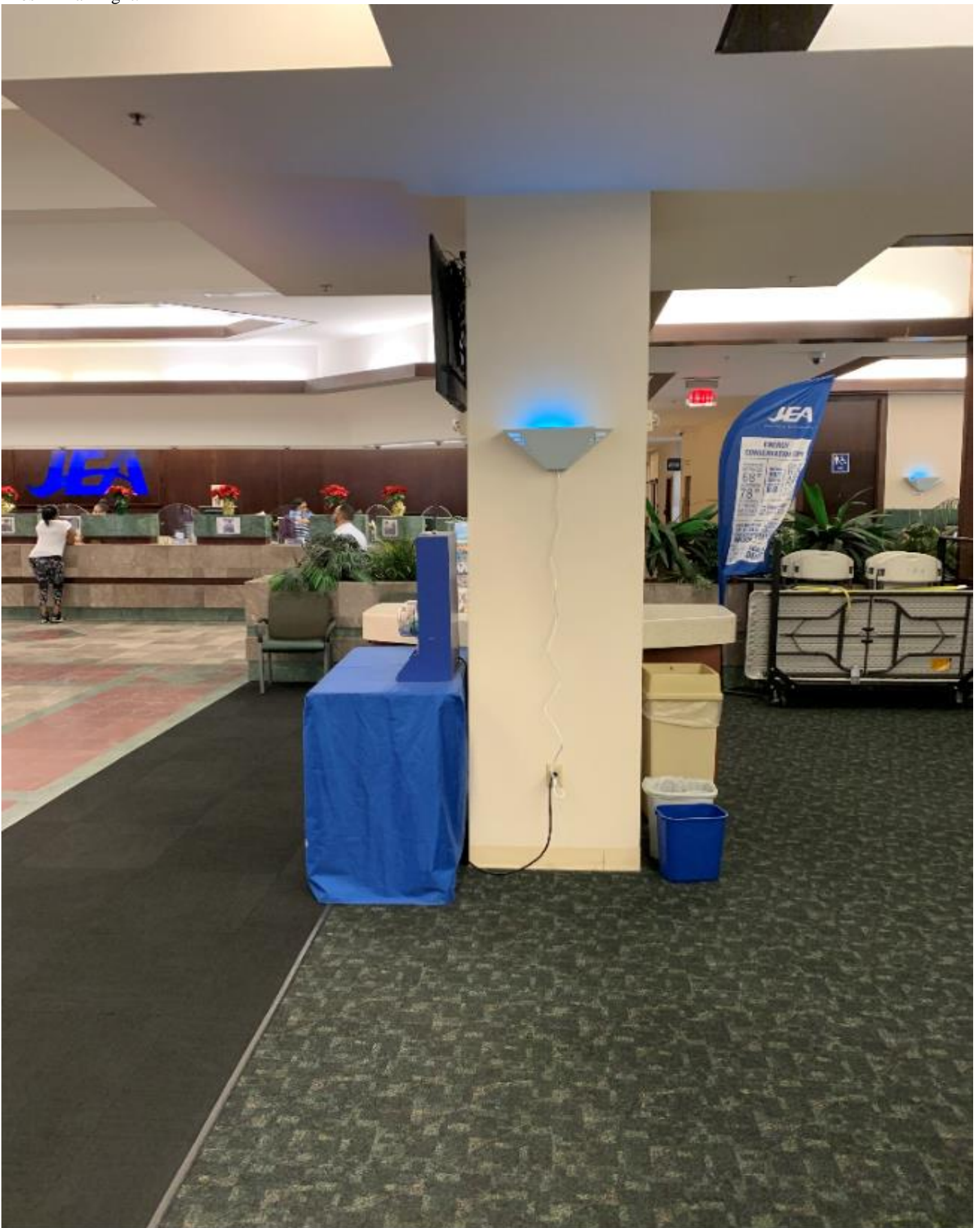
10. VISA – 79.15%, MasterCard – 16.80%, AMEX – 2.65%, Discover – 1.40%.

Photos:

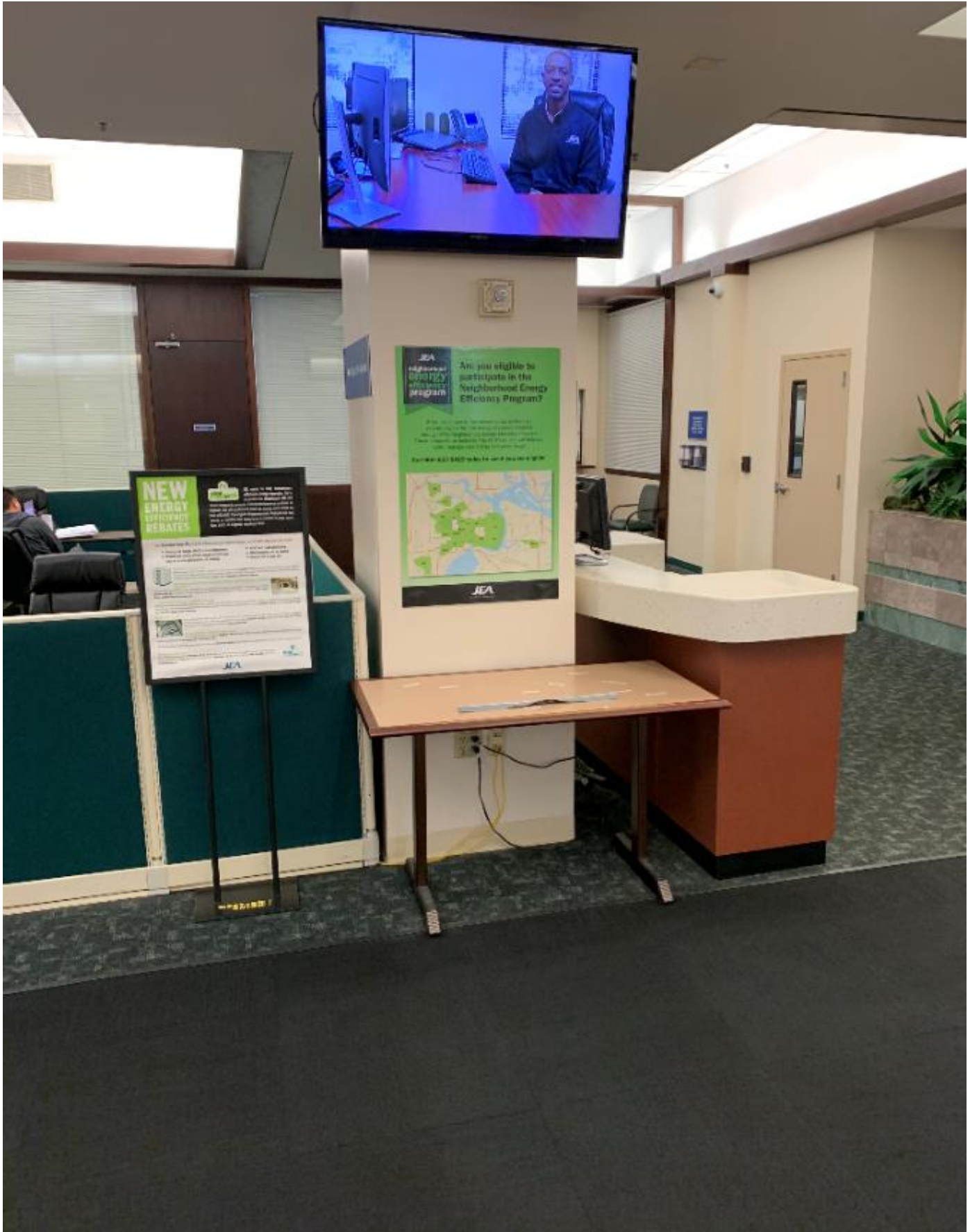
Lobby with Pillar Right



Kiosk Pillar Right:



Kiosk Pillar Left:



Kiosk Pillar Left2:



Acknowledge receipt of this addendum on the Response Form