

Appendix A Technical Specifications
98130 Vendor Services Payment Kiosk Lease or Purchase and Maintenance Program

1 Scope of Work

The purpose of this Invitation to Negotiate (the "ITN") is to evaluate and select a vendor for Vendor Services Payment Kiosk Lease or Purchase and Maintenance Program to be completed. This SOW is for lease or purchase of the equipment, installation of new equipment, and maintenance of the existing equipment of which JEA will retain possession. The vendor that can provide the items and services contained within Appendix B – Response Workbook and provide the best value to JEA (the "Work" or "Services"). "Best Value" means the highest overall value to JEA with regard to pricing, quality, design, and workmanship.

Completion of the project within 6 months of the approval from JEA.
The equipment list and details are on Appendix B Response Workbook. Bidder shall submit pricing that includes inside shipping for all items to: Brooke Garland at: garljb@jea.com. Pricing submitted shall include any other associated costs. No additional fees shall apply.

Key Deliverables:

- 2 indoor, free-standing kiosk machines
- Delivery and Full installation of new equipment
- Warranty and Maintenance on each machine to be provided by the vendor for the length of the contract

Project detailed requirements:

Requirement Number	Requirements
1	Two (2) indoor, free-standing kiosk machines to be placed in a pre-determined fixed location (not to be mobile).
2	Minimum 3-year warranty and maintenance on both kiosks.
3	Check and Credit Card/Debit Card payments will be processed by our e-Payments vendor, Kubra.
4	Each machine is to be ADA Compliant.
5	Each machine must be able to present in both English and Spanish.
6	Each machine should allow the customer to search for their JEA account through means other than the JEA account number, such as customer name, customer phone telephone number, service address, billing address, and how to do so.
7	Bill Scanner capable.

8	Each machine must be able to accept card, check, money orders, and cash payments.
9	Each machine must give change for cash payments. No coins. The machine must explain to the customer how it gives change.
10	The software interface with the JEA CRM (CC&B) must be able to recognize JEA customers who are "cash-only". It is preferred that the check payment option must not be present to these customers.
11	The machine will need to recognize customers who have blocked credit cards.
12	Customer sensitive data is not to be stored on the machines.
13	Camera enabled - taking picture of JEA Customer during the transaction – pictures are to be stored for later review.
14	The exterior cabinet of the each machine is to be JEA branded.
15	Each customer receipt is to be branded with the JEA logo.
16	Activity screen on each machine is touch-screen capable and glare-resistant from ambient lighting
17	The keypad on the machine should only be visible to the current user.
18	Each machine should have a minimum 19" screen
19	The kiosk software interface on each machine must have the ability to pass and receive real-time payment data to and from the e-payments vendor.
20	Each kiosk machine should be fully independent of JEA systems.
21	Kiosk software and hardware updates are to be the sole responsibility of the contracted kiosk vendor. JEA will have no responsibility for software and hardware updates.
22	The machine must provide real-time payment confirmation to the customer ("We have processed / received your payment, and this is your new account balance", for example)
23	The machine needs to identify and reject counterfeit currency and foreign currency.
24	Each machine must operate at 98% service level, as calculated monthly.
25	4 business-hour repair acknowledgement communication and 24 hour (excluding weekends and holidays) repair response time.
26	Vendor must demonstrate, through documentation or otherwise, that their kiosks meet PCI-DSS and PCI-SSC compliance expectations.
27	Kiosk must be on its own secured network preferably a private cellular network.
28	Kiosk vendor is responsible for patching the system.
29	Penalty for outage
30	Remote Monitoring and ability to "push" a fix
31	No USB port anywhere on the machine
32	A web-based, payment portal access to JEA employees for viewing real-time payment activity
33	Each machine should feature an End of Day reconciliation mechanism, giving the number and dollars of payments collected by the machine, by tender type
34	The selected machine vendor must be insured against data breaches
35	Any downtime realized by a machine should be capture for performance tracking and reporting purposes
36	Any downtime should prompt an auto-alert to the JEA operations and back-end support team contacts. Each machine should feature a notification mechanism

37	For times of latency, some on-screen animation to let the customer know that their request is processing, so there isn't an assumption that the machine has "locked up". (a pulsing circle or line, for example)
38	Each machine should have thermal printing capability.

2 Technical Requirements and Information

JEA expects that this will include using all current power outlets to accommodate this work and that the vendor will use cables and or cable covers to be able to use the existing power outlets.

3 Project MUST HAVES for successful completion

- Installation complete within 90 days of the approval from JEA.
- Acknowledgement and agreement that all listed requirements will be met to JEA's satisfaction
- A project plan including tasks and timelines
- Work scheduled outside of normal business hours
- Regular updates on key tasks and deliverables

4 Proposed Kiosk Downtime Penalties

Vendor shall use all reasonable commercial efforts, being no less than accepted industrial standards in this regard, to ensure that the Vendor's payment kiosk service is available to JEA 99.8% of the potential usage time (12,000 minutes) in any calendar month. If it is not, JEA may be eligible to receive maintenance fee credits as described below (the "**Vendor Uptime SLA**").

Definitions. The following definitions shall apply to the Vendor Uptime SLA, as measured for EACH Kiosk's service.

- "**Downtime**" means time when JEA customers cannot place their utility payments due to hardware or software systems failure.
- "**Monthly Uptime Percentage**" means the total number of eligible usage minutes in the calendar month minus the number of minutes of Downtime suffered from all Downtime Periods in the calendar month, divided by the total number of minutes in the calendar month. The JEA lobby is open for business 10 hours a day. A 20-day month equals 200 hours, or 12,000 minutes.
- "**Scheduled Downtime**" means those times where The Vendor notifies JEA of periods of Downtime five (5) days prior to the commencement of such Downtime. There will be no more than twelve (12) hours of Scheduled Downtime per calendar year. Scheduled Downtime is not considered Downtime for purposes of this Vendor Uptime SLA, and will not be counted towards any Downtime Periods.
- "**Maintenance Services**" means the services provided to JEA by the Vendor Service including source control, project management, ticketing collaboration and other services in accordance with The Vendor's Terms of Service or alternatively, on terms as expressly agreed between JEA and The Vendor.

- **"Maintenance Service Credit"** may be provided according to the following schedule:
- **One week Credit:** Includes **Seven (7)** days of maintenance fees credited on JEA's next month's billing cycle, at no charge to JEA, if the Monthly Uptime Percentage for any calendar month is between 99.8% and 97.0%;
- **Two week Credit:** Includes **Fourteen (14)** days of maintenance fees credited on JEA's next month's billing cycle, at no charge to JEA, if the Monthly Uptime Percentage for any calendar month is between 96.9% and 95.0%;

One month Credit: Includes **Thirty (30)** days of maintenance fees credited on JEA's next month's billing cycle, at no charge to JEA, if the Monthly Uptime Percentage for any calendar month is between less than 95.0%.

- **Right to terminate:** In the event the Monthly Uptime Percentage for any calendar month is less than 90.0% in any given month, or if the Monthly Uptime Percentage for any 3 calendar months in a calendar year is less than 95.0% in any given month JEA will have a right to terminate the Vendor's services with thirty (30) days written notice to The Vendor.

Customer Must Request Service Credit. In order to receive any of the maintenance fee credits described above, JEA must notify The Vendor by email or otherwise in writing within thirty (30) days from the time JEA become eligible to receive a maintenance fee credit.

5 Project EXCLUSIONS

- Payment Processing. KUBRA is responsible for all payment processing.