



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

March 26, 2020

ADDENDUM NUMBER: SIX (6)

TITLE: eDiscovery Software Solution and Implementation

JEA ITN NUMBER: #98995

RESPONSE DUE DATE: March 27<sup>th</sup> 2020

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:**

**Add (1):** JEA adds the following document(s) to this Solicitation.

- **Addendum 6 Appendix B – Response Workbook (Revised V3)**  
**This document replaces the prior Appendix B – Response Workbook (Revised V2) in its entirety. JEA has amended Section 1.4 as follows. Additions** are in Red, Bold, Underlined Font. **Deletions** are in Red, Bold, Strikethrough Font.

**Training**

Training is to be completed for approximately twenty (20) users including but not limited to all admins and end users before launch. ~~Contact center employees shall be trained by JEA personnel.~~ **Onsite** **Online** support at a minimal of 30 days after implementation/launch. Training deliverables to include: written material, CBTs, ~~classroom~~ **online** training, robust Q&A, daily triage of performance.

**Add (2):** JEA adds the following questions and answers to this Solicitation.

**Supplier Inquiry 1):**

Would JEA consider online support in lieu of onsite support for 30 days after the implementation launch on a cloud solution?

**JEA Response: Yes. Online support is acceptable for this Solicitation. See Add (1):**

**Supplier Inquiry 2):**

Could you please clarify the meaning of “daily triage of performance” and “CBT”?

**JEA Response: By daily triage, JEA means that analysis of system performance shall be performed to determine if any issues exist and any corrective action that may result.**

**Supplier Inquiry 3):**

Would virtual training suffice in place of classroom training?

**JEA Response: Yes. Online training is acceptable for this Solicitation. See Add (1):**

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