APPENDIX B - LIST OF SUBCONTRACTORS FORM 98995 E-Discovery Software Solution and Implementation

JEA Solicitation Number #98995 requires certain major Subcontractors be listed on this form, unless the work will be self-performed by the Company.

The undersigned understands that failure to submit the required Subcontractor information on this form will result in bid rejection, and the Company agrees to employ the Subcontractors specified below: (Use additional sheets as necessary)

Note: This list of Subcontractors shall not be modified subsequent to bid opening, without a showing of good cause and the written consent of JEA.

Type of Work	Corporate Name of Subcontractor	Subcontractor Primary Contact Person & Telephone Number	Subcontractor's License Number (if applicable)	Percentage of Work or Dollar Amount

Signed:_____

Company:_____

Address:_____

Date:

#98995 Appendix B - Minimum Qualification Form E-Discovery Software Solution and Implementation

GENERAL

THE MINIMUM QUALIFICATIONS SHALL BE SUBMITTED ON THIS FORM. IN ORDER TO BE CONSIDERED A QUALIFIED BIDDER BY JEA YOU MUST MEET THE MINIMUM QUALIFICATIONS LISTED BELOW, AND BE ABLE TO PROVIDE ALL THE SERVICES LISTED IN THIS SOLICITATION.

THE BIDDER MUST COMPLETE THE BIDDER INFORMATION SECTION BELOW AND PROVIDE ANY OTHER INFORMATION OR REFERENCE REQUESTED. THE BIDDER MUST ALSO PROVIDE ANY ATTACHMENTS REQUESTED WITH THIS MINIMUM QUALIFICATIONS FORM.

PLEASE SUBMIT THE ORIGINAL AND THREE COPIES OF THIS FORM AND ANY REQUESTED ADDITIONAL DOCUMENTATION WITH THE BID SUBMISSION.

BIDDER INFORMATION

COMPANY NAME:
BUSINESS ADDRESS:
CITY, STATE, ZIP CODE:
TELEPHONE:
FAX:
E-MAIL:
PRINT NAME OF AUTHORIZED REPRESENTATIVE:
SIGNATURE OF AUTHORIZED REPRESENTATIVE:
NAME AND TITLE OF AUTHORIZED REPRESENTATIVE:

MINIMUM QUALIFICATIONS:

• The Respondent shall provide evidence of successful completion of one (1) similar eDiscovery Software Solution contracts within three (3) years of the Response Due Date. A similar contract is defined as being utilized to satisfy public information requests and containing similar complexity as described in this Solicitation.

#98995 Appendix B - Minimum Qualification Form E-Discovery Software Solution and Implementation

Similar eDiscovery Software Solution CONTRACT 1
Reference Name
Reference Phone Number
Reference E-Mail Address
Contract Year/Amount
Was this Contract utilized to satisfy public information requests? Yes No
Project Title
Address of Work
Description of Project

ne Grid FINANCE			Newsfeed OneDri	ive Sites Woyal	k, Nathan J Procuremer	nt Category = 🛛 🤹	2?
A. THE GRID					Search this site	*	Q
Context Co							
		J	54.				
	VEND	OR PERFOR	MANCE SCO	ORECARD			
JEA receives quality work. A vendor	that scores a 1 c	on any evaluation c	riteria, or scores a				
company, and will review the deficie	nt scorecard wi	th the vendor. Duri		-			
default of the contract, and they risk	having their co	ntract terminated f	or default. A vend	or's contract tha			
JEA Projec	ct Manager:			\$∕ ⊞*	Today's Date:	3/7/2019	
Project D	escription*:			*	Contract Number:		
	Vendor*:			*✔ Sol	icitation Number:		
JEA Procurement Category	Manager*:			♣⁄ ः *			
IT Software							~
		IT SO	FTWARE				
			Cost				
Performance Criteria	Rating	_1	2		4	5_	
PRICE COMPETITIVENESS Degree to which vendor provides competitive pricing and cost structure relative to other vendors	Choose	Least competitive	Below average competitiveness	Average competitiveness	Above average competitiveness	Most competiti	ive
COST MANAGEMENT	Choose	Far below expectations (less					

Degree to which projects and services are delivered within budget estimates		than 90% of the time)	Below expectations (90% to 94% of the time)			Far exceeds expectations (100% of the time)
COST TRANSPARENCY Degree to which vendor shares cost breakdowns and explains variations on products/services provided	Choose 🗸	Never shares cost information requested	Occasionally shares cost information requested	Regularly shares cost information requested	Always shares cost information requested	Proactive, Leading edge open book approach to sharing information
IDENTIFICATION OF SAVINGS OPPORTUNITIES Degree to which vendor adds value by proactively identifying savings opportunities and other lower-cost service alternatives	Choose 🗸	0 viable opportunities in evaluation period	1 viable opportunity in evaluation period	2 viable opportunities in evaluation period	3 viable opportunities in evaluation period	>3 viable opportunities in evaluation period
SOFT-DOLLAR BENEFITS Degree to which vendor is willing to provide extra features/services at no additional charge	Choose 🗸	Never	Sometimes	Usually	Almost always	Every time
COST SCORE:				INSERT COMMENT	Г:	
		Delivery a	and Support			
	Paties			Carla		
Performance Criteria	Rating	1	2	Scale 3	4	5
RESPONSIVENESS	Choose 🗸	_	2	3		3
Degree to which vendor responds to our requests in a timely fashion		Far below expectations (less than 75% of the time)	Below expectations (75% to 89% of the time)			Far exceeds expectations (100% of the time)
PROBLEM RESOLUTION OWNERSHIP Degree to which vendor is willing to take ownership of day-to-day issues and problems	Choose 🗸	Never takes ownership of problem resolution	Sometimes takes ownership of problem resolution	Regularly takes ownership of problem resolution and suggests solutions	Always takes ownership of problem resolution and practices problem avoidance	Always takes ownership; assists in resolving other contractors' problems
APPLICATION SUPPORT Degree to which vendor resources including helpdesk and/or supporting documentation successfully troubleshoots software issues	Choose 🗸	Far below expectations (less than 75% of the time)	Below expectations (75% to 89% of the time)			Far exceeds expectations (100% of the time)
TIMELY COMMUNICATION Degree to which vendor provides timely notification of software releases, upgrades, and patches	Choose 🗸	Far below expectations	Below expectations	Meets expectations	Exceeds expectations	Far exceeds expectations
				INSERT COMMENT	Г:	
DELIVERY AND SUPPORT SCOR	E:					
	Flex	ibility and Eas	e of Doing Bu	siness		
Performance Criteria	Rating	1	2	Scale 3	4	5
ACCOUNT MANAGEMENT Degree to which vendor's account team has established a productive and healthy working relationship	Choose 🗸	Far below expectations	Below expectations		Fxceeds	Far exceeds expectations
INVOICE TIMELINESS Degree to which vendor provides invoices in a timely manner	Choose 🗸	Far below expectations (less than 90% of the time)	Below expectations (90% to 94% of the time)			Far exceeds expectations (100% of the time)

USEFULNESS OF REPORTING Degree to which reports provided by the vendor contain clear, concise, and actionable information RESPONSIVENESS TO CHANGE AND/OR		Far below expectations (less than 75% of the time)		Meets expectations (90% to 95% of the time)		Far exceeds expectations (100% of the time)
ENHANCEMENT REQUESTS Degree to which vendor is able to accommodate software change and/or enhancement requests in a timely manner		Far below expectations	Below expectations	Meets expectations	Exceeds expectations	Far exceeds expectations
FLEXIBILITY AND EASE SCORE:				INSERT COMMEN	Т:	
FLEXIBILITY AND EASE SCORE.						
		Partnership	and Innovatio			
Performance Criteria	Rating	1	2	Scale	4	_
PROVISION OF INNOVATIVE	Choose	1	2	3	4	5
SOLUTIONS Degree to which vendor proactively provides valuable, innovative, and on- target solutions	choose	Far below expectations	Below expectation:	s Meets expectation	Exceeds ^S expectations	Far exceeds expectations
CONTINUOUS IMPROVEMENT FOCUS vendor's level of commitment and follow-through of vendor relationship management program (e.g. commitment to vendor review meeting, strategy development, and continuous improvement planning)	Choose	Far below expectations	Below expectation:	s Meets expectation	s Exceeds expectations	Far exceeds expectations
BEST PRACTICE TRANSFER Degree to which vendor shares industry best practices and proactively transfers knowledge to our staff	/	Far below expectations	Below expectation:	s Meets expectation	Exceeds ^S expectations	Far exceeds expectations
UNDERSTANDING OF THE BUSINESS Degree to which vendor understands and accurately communicates the nature of our industry and business, leading to relevant business enhancements	Choose	Far below expectations	Below expectation:	s Meets expectation	s Exceeds expectations	Far exceeds expectations
				INSERT COMMENT	Γ:	
PARTNERSHIP AND INNOVATION S	CORE:					
		Qu	uality			
Performance Criteria	Rating			Scale		
		1	2	3	4	5
INSTALLATION ACCURACY Degree to which vendor installs software releases, upgrades, and patches in an error-free fashion	Choose	Far below expectations (less than 75% of the time)		Meets expectations (90% to 95% of the time)		Far exceeds expectations (100% of the time)
APPLICATION DEFECTS Degree to which incidents/defects/bugs in production environment negatively impact workflow	Choose 🔽	Very high (more than 2 critical incidents or more than 10 non-critical incidents) in evaluation period	High (1 critical or 5-10 non-critical incidents) in evaluation period	Medium (zero critical and less than 5 non-critical incidents) in evaluation period	Low (zero critical and less than 3 non-critical incidents) in evaluation period	Very Low in evaluation period
USER SATISFACTION	Choose	1	Below expectations	Meets expectations	5	

Degree to which end users are satisfied with service performance		Far below expectations			Exceeds expectations	Far exceeds expectations
INTEGRATION Degree to which vendor effectively integrates software with existing platforms, when necessary	Choose	Far below expectations	Below expectations	Meets expectations	Exceeds expectations	Far exceeds expectations
TECHNICAL EXPERTISE Degree to which vendor displays leading-edge technical expertise and robust understanding of its own solution offerings	Choose	Far below expectations	Below expectations	Meets expectations	Exceeds expectations	Far exceeds expectations
				INSERT COMMENT	Г:	
QUALITY SCORE:						
		Risk and Cont	ract Complian	ice		
Performance Criteria	Rating	1	2	Scale 3	4	5
CORPORATE INFORMATION SECURITY AND PRIVACY STANDARDS	Choose					
Degree to which vendor personnel are aware of and comply with corporate information security and privacy standards		Never complies	Sometimes complies	Regularly complies	Always complies	Always complies and acts as advocate
vendor FINANCIAL VIABILITY Degree to which vendor is financially	Choose	\checkmark				
viable		Significant Risk	High Risk	Medium Risk	Low Risk	No Risk- Stable
				INSERT COMMENT	Г:	
RISK AND COMPLIANCE SCORE	:					
		Environment	al Stewardshi	'n		
Performance Criteria	Rating	Livironnen		Scale		
		1	2	3	4	5
COMPLIANCE WITH ENVIRONMENTAL REGULATIONS AND PERMIT	Choose					
<u>REQUIREMENTS</u> Measure of how contractor complies with environmental issues related to the job sites with regards, to wetlands, stormwater compliance, dewatering, etc.		Never complies	Sometimes complies	Regularly complies	Always complies	Always complies and acts as advocate
ENVIRONMENTAL SCORE:				INSERT COMMENT	Г:	
		JSEB Co	ompliance			
Performance Criteria	Rating			Scale		
	Choose	↓ Far Below	2 Below Expectations	3 Meets	4 Exceeds	5 Far Exceeds
JSEB COMPLIANCE		Expectations - Less	-70% - 99%	Expectations -	Expectations –	Expectations -

http://finance/supply/contracts/SitePages/Vendor%20Scorecard.aspx

Measure of vendor's compliance with JSEB program commitment, its intent and achievement goals JSEB COMPLIANCE SCORE:		than 70% compliance with established JSEB goal and minimal to no JSEB spend reports were submitted to JEA's JSEB Manager	compliance with established JSEB goal, with some JSEB spend reports submitted to JEA's JSEB Manager	100% of JSEB goal met, with supporting JSEB spend reports submitted to JEA's JSEB Manager	of JSEB goal met, with supporting JSEB spend reports submitted to JEA's JSEB Manger	Greater than 100% of JSEB goal met and JSEB spend reports were submitted timely to JEA's JSEB Manager
JEB COMPLANCE SCORE.						
		Sa	fety			
Performance Criteria	Rating			Scale		
		1	2	3	4	5
TIMELINESS Measure of how well the vendor adheres to schedule and meets due dates	Choose 🗸	no sense of urgency; little or no use of a scheduling process; more than 20% behind schedule and delay is attributable to vendor performance	Schedule 10% to 20% behind schedule and delay is attributed to vendor performance; some sense of urgency, but little effective action; some use of a scheduling process	sense of urgency and commitment to a schedule; less than 10% over/under schedule, adjusting for change orders; no portion of delay is attributed to vendor performance; regularly utilized a schedule system and communicates progress	g processes formalized; where being ahead of schedule is beneficial to JEA, work was more than 10% but less than 20% ahead of schedule, adjusting for change orders	Always on Schedule Met all due dates, including interim steps; proactive in identifying and resolving schedule- related issues; scheduling/planning processes formalize and integrated into aspects of the work; where being ahead schedule is beneficia to JEA, work was more than 20% ahea of schedule, adjustif for change orders
<u>RESPONSIVENESS</u> Measure of how well the vendor responds to on-call requests as specified in the contract	Choose 🗸	Poor Responsiveness Did not respond according to specifications; little or no use of a call- tracking system; no sense of urgency	specifications; some semblance of	Good Responsiveness Demonstrated sense of urgency and commitment to providing good service; regularly utilizes call- tracking system to monitor service; usually responded according to specifications	Very Good Responsiveness Consistently responded according to specifications; proactively identified response-related issues	Excellent Responsiveness Always responded according to specifications; call- tracking and work- management processes documented and used to manage all portions of work; proactively identifie and resolved response-related issues
CUSTOMER SERVICE Measure of customer service orientation of vendor to JEA and other agencies involved in the work as demonstrated through courtesy and cooperation, credibility and adequacy of communications, reliability of stated actions and flexibility	Choose 🔽	Poor Customer Service Demonstrated little or no courtesy or cooperation with others; inflexible to changing conditions; little or no regard for serving JEA; little or no useful communication; unreliable in meeting commitments	Some effective communication, but could be improved; some	Good Customer Service Cooperative and courteous; demonstrated intent to be flexible to JEA needs; met commitments made; timely and useful communication	Very Good Customer Service Consistently cooperative and courteous; met all commitments made to JEA and other agencies; very flexible in handling day-to- day issues; very good communication and coordination	Exceptional Customer Service Always a can-do approach to busines and extremely flexible to JEA need: always courteous ar cooperative; formal processes for providing updates and other useful communication; excellent verbal/written communications; proactively seeks ways to better serve JEA

SAFETY SCORE:	
PLEASE INCLUDE SUPPORTING DOCUMENTATION (IF AVAIL	ABLE):
Click here to attach a file	
	MINIMUM SCORE:
EMAIL ADDRESS OF VENDOR RECIPIENT TO RECEIVE COPY:	
	AVERAGE SCORE:
Submit	
**NOTE: Will not submit unless all scores are filled out (or marked NA).	



Personnel Risk Assessment Review Process Contractors – CIP, FACTA & HIPAA

ORIGINATION DATE: November 25, 2015

REVISION DATE: February 23, 2017

Purpose:

The purpose of this document is to detail the process used to ensure Contract personnel who require access to information and resources covered by NERC CIP (CIP-004 R3), FACTA (Fair and Accurate Credit Transactions Act), and HIPAA (Health Insurance Portability and Accountability Act) regulations meet JEA and regulatory standards.

Review Process:

The Review Process applies to Contractors who require access to information or resources covered by NERC CIP, FACTA, or HIPAA. These individuals can be categorized as:

- New Contract personnel being placed in impacted positions,
- Contract personnel transferring to impacted positions,
- Contract personnel requesting new access, and
- Contract personnel with NERC CIP access (NERC CIP requires these positions to have a background check every 7 years (CIP 004 R3)).

The Evaluation Criteria detailed in the chart below is used to evaluate each individual. It was established to set guidelines to evaluate Personnel Risk Assessments (PRA) (aka background checks), ensures the minimum criteria for access is met, and is required by CIP 004 R3.3. The evaluation is split into three sections:

- 1. Section A Identity Verification (CIP 004 R3.1)
- 2. Section B Criminal History Records Check (CIP 004 R3.2)
- 3. Section C Criminal Flags

The PRA Contractor Evaluation Form is provided to the Contractor by the Hiring Manager for completion. The Contractor provides the following to Talent Acquisition Services:

- Completed PRA Contractor Evaluation Form
- Substantive Evidence (i.e. Redacted PRA or PRA Receipt)¹

¹ Proper methods of data redaction ensure the redacted data and/or metadata and elements are removed and non-recoverable. Information remaining on background check and background check receipt must be sufficient enough that the background check can be verified belonging to the individual



ORIGINATION DATE: November 25, 2015

Personnel Risk Assessment Review Process Contractors – CIP, FACTA & HIPAA

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• If criminal flags are identified a redacted PRA must be provided.

In cases where the contractor is unable to process a background check, Talent Acquisition Services provides a third party contact who can process the check for them or sends a link to the Contractor in order to process the background check directly. Once the information is received the PRA Contractor Evaluation Form is completed.

The PRA Contractor Evaluation Form is used to document the results of the review. If criminal flags are discovered or a full 7 year background check cannot be performed, a determination will be made by Talent Acquisition Services or the Chief of the hiring department which action should be taken. All issues and decisions should be documented on the PRA Contractor Evaluation Form in order to clearly record the results and decisions made.

- The Evaluation Form will be signed by all reviewers, which may include the Final Reviewer, and Chief of the hiring department.
- A Chief's signature is required if a criminal flag was noted and it is determine the contractor will still be engaged.

The PRA and forms will be stored and destroyed securely, in accordance with JEA's Document Retention Schedule and applicable laws.

Adverse Action

In order to comply with the Fair Credit Reporting Act (FCRA), prior to an adverse action being taken by JEA a notice will be provided to the Contractor. For Contract personnel the contractor is responsible for the adverse action requirements.

Review Criteria:

SECTION	NCOUNSING	C注闭相关
A – Identity Verification	C-Critical Infrastructure Protection (CIP) OR F-Fair and Accurate Credit Transaction Act (FACTA)	The identity of the individual will be verified using available means, which may include USCIS I-9 List of Acceptable Documents (one selection from List A, or a combination of one selection from List B and one selection from List C). (CIP 004 R3.1)

and the date the background check was conducted. If any criminal flags are identified a redacted background check <u>must</u> be provided.



Personnel Risk Assessment Review Process Contractors – CIP, FACTA & HIPAA

ORIGINATION DATE: November 25, 2015

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B – Criminal History Records Check	OR H-Health Insurance Portability and Accountability Act (HIPAA) C-Critical Infrastructure Protection (CIP)	 Check must include a Federal, State, and County criminal records search for a minimum of 7 years. If it is not possible to perform a full seven year criminal history records check, conduct as much of the 7 year criminal records check as possible and document the reason the full seven year criminal history records check could not be performed in the notes section of the PRA Evaluation Form (CIP 004 R3.2). The Check must include: Current Residence, regardless of duration. (CIP 004 R3.2.1) Other locations where, during the seven years immediately prior to the date of the criminal history
C – Criminal Flags for CIP or FACTA Access	C-Critical Infrastructure Protection (CIP) OR F-Fair and Accurate Credit Transaction Act (FACTA) OR H-Health Insurance Portability and Accountability Act (HIPAA)	 records check, the subject has resided for six consecutive months or more. (CIP 004 R3.2.2) Arson and Criminal Mischief ≥ \$1000 (C, F & H) Blackmail (C, F & H) Bribery (C, F & H) Criminal Impersonation (C, F & H) Cyber Crimes (FL Statue 815) (C, F & H) Data Fraud (C. F & H) Extortion (C, F & H) Extortion (C, F & H) Florida Communications Fraud Act (FL Statute 817.034) (C.F & H) Forgery (C, F & H) Sabotage (C, F & H) US Watch List (FBI TSC List, OFAC, etc.) (C, F & H)
		 Bad Checks (F & H) Counterfeiting (F & H) Credit Card Fraud (F & H) Criminal Use of Personal Identifying Information (FL Statute 817.568) (F & H) Embezzlement (F & H)



Personnel Risk Assessment Review Process Contractors – CIP, FACTA & HIPAA

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 Fraud (FL Statute 817) (F & H) 	
 Identity Theft (F & H) 	
 Wire Fraud (F & H) 	

Retention

Contractors must retain evidence demonstrating the completion of the background check for a period of 10 years from the date of completion. JEA must follow Florida record retention requirements refer to Section 7.4 of Screening Personnel Risk Assessments procedure.

Revision #	Date	Description	Revised By	Approval
0	11/25/2015	New version creation for compliance with CIP V5 and other regulatory requirements.	KLE	PM
1	9/22/2016	Revision, minor corrections, emails, title.	КМО	DM
2	10/20/2016	Annual Review	KLE	DM
3	2/23/2017	Minor updates	KLE	SL

PRA Contractor Evaluation Form Contractor Background Check Attestation

JEA Contact Name:	
JEA Contact Phone No:	
JEA Contact E-mail:	

In order to ensure the security of JEA's systems and facilities a background check must be conducted for contractors prior to access being granted to sensitive systems and applications. An updated background check is required every 7 years for contractors with access to these systems. Please complete the below form and send the completed copy with substantive evidence (i.e. redacted background check or background check receipt)¹ to recsel@jea.com. The evidence of background check <u>must be retained for 10</u> years by Contractors². Any questions can be addressed to your JEA contact.

Date of Evaluation:	Date Background Check:	
Position:	Contractor Full Name:	
Begin on JEA Acct:	End Date or Ongoing:	
Contract Manager:	Contract Manager Phone:	

Section A – Identity Verification

The identity of the individual must be confirmed. The USCIS I-9 List of Acceptable Documents may be used (one selection from List A, or a combination of one selection from List B and one selection from List C may be used). Means used to verify identify must be listed below.

Identity Verified: Yes or No (circle one)

Method used to verify person's identity?

Section B – Criminal History Records Check

The criminal history records check (aka background check) must include a Federal, State, and County criminal records search for a minimum of 7 years, including: current residence regardless of duration, and locations where the individual has resided for at least 6 months. If it is not possible to perform a full seven year criminal history records check, conduct as much of the 7 year criminal records check as possible and document the reason the full seven year criminal history records check could not be performed in the notes section. (CIP 004 R3.2)

Full 7 year criminal records check available (Federal and State): Yes or No (circle one)

Criminal Records check performed, including Current Residence: Yes or No (circle one)

Criminal Records check performed, including Other Locations of residence in past 7 years: Yes or No (circle one)

Method used & List States Checked :

Notes: (Please explain)

¹ Proper methods of data redaction ensure the redacted data and/or metadata and elements are removed and non-recoverable. Information remaining on background check and background check receipt must be sufficient enough that the background check can be verified belonging to the individual and the date the background check was conducted. If any criminal flags are identified a redacted background check must be provided.

² JEA must follow Florida General Records Schedule. Refer to Screening Personnel Risk Assessments Procedure Section 7.4 for requirement.

Section C – Criminal Flags

Note any convictions identified on background check.	Also you must verify the contractor is not on the US Government Watch
List.	

Convictions Identified: Yes or No (circle one)

On US Government Watch List (OFAC, FBI Terrorist Watch List): Yes or No (circle one)

List All Convictions identified:

Notes: (Please explain)

<u>Attesting Party's Signature:</u> By signing below I attest the information above is accurate.

Name, Title, & Contact No.:	
Company Name:	
Signature:	
Date Completed:	

_(Area below to be completed by JEA)

Reviewers' Signatures:

Chief of Departme Name:	nt: (required if exception was made)		
Signature:			
Date Reviewed:		9	2
Reason for exception	on:		
Final Reviewer: (al	ways required)		
Name & Title:			
Signature:			
Date Reviewed:			