Welcome to the

JEA Awards Meeting

January 04, 2024, 10:00 AM EST

You have been joined to the meeting with your **audio muted** by default.

At the designated public comment time we will provide opportunity for you to unmute to speak.

During the meeting, public comments received via e-mail regarding any matter on the agenda for consideration will be read out. Per the Public Notice Agenda posted on JEA.com, public comments by e-mail must be received no later than 9:00 a.m. on the day of the meeting to be read during the public comment portion of the meeting.

Please contact Sarah Millsap by telephone at (904) 776-4311 or by email at millse@jea.com if you experience any technical difficulties during the meeting.

JEA Awards Agenda
January 4, 2024
225 North Pearl St., Jacksonville, FL 32202 - Hydrangea Room 1st Floor

Teams Meeting Info

Consent Agenda

The Chief Procurement Officer offers the following items for the JEA Awards Consent Agenda. Any item may be moved from the Consent Agenda to the Regular Agenda by a committee member asking that the item be considered separately. **All items on the Consent agenda have been approved by OGC, Budget and the Business Unit Vice President and Chief**. The posting of this agenda serves as an official notice of JEA's intended decision for all recommended actions for **Formal Purchases** as defined by **Section 3-101 of the JEA Procurement Code**. Please refer to JEA's Procurement Code, if you wish to protest any of these items.

Award #	Type of Award	Solicitation # & Short Description/Title	VP	Awardee	Funding Source	Award Amount	Original Award Amount	New Not-to-Exceed	Amendments	Term (Projected) Start Date - End Date	JSEB Participation (Y/N) If Y, then list company name(s) (%, $ - awarded)
1	**Minutes**	**Minutes from 12/14/2023 Meeting**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	N/A	N/A	N/A
2	**Change Order**	**1410332648 - Oracle Customer to Meter C2M Project Director Support & Critical Gap Assessment/Consulting**	**Selders**	**Red Clay Consulting, Inc.**	**O&M and Capital**	**$1,858,600.00**	**$299,860.00**	**$10,310,163.90**	08/19/2021-$517,535.00 09/16/2021-$1,661,514.00 12/31/2023-$247,890.90 05/05/2022-$2,461,011.00 02/15/2023-$313,753.00 04/13/2023-$2,950,000.00	Project Completion Start Date: 06/04/2021 End Date: 05/30/2024	N
	Originally Awarded: 06/04/2021 For Additional Information Contact: Angel Iosua During the course of the implementation of the MDM project, additional services were required from Red Clay that were not in the previous award due to JEA resource being no longer available (Consulting for Customer Experience prioritization), that consumed some of the awarded dollars allocated for other purposes. This change in scope has resulted in a need to have Red Clay further engage with JEA and the business to fill the role of System Integrator and Implementor, training for organizational change management, project management oversight, and post go live support once the solution is in place. Due to this extension of the project timeline, additional funding will be required to secure Red Clay's service through the duration of the project. The rates will remain the same as previous awards. Request approval to award a change order to Red Clay Consulting, Inc. for additional services needed for implementation support for the Oracle Meter Data Management MDM modernization project in the amount of $1,858,600.										
3	**Change Order**	**1410375246 - Cisco Contract Center Managed Services Contract # - JEA10746**	**Datz**	**PROSYS**	**O&M**	**$36,542.00**	**$1,248,858.00**	**$1,346,439.80**	8/31/2022- $9,950.80 10/3/2022- $34,769.00 11/7/2022- $16,320.00	Three (3) Years w/Two (2)-1Yr. Renewals Start Date: 11/01/2021 End Date: 10/31/2024	N
	Originally Awarded: 11/01/2021 For Additional Information Contact: Angel Iosua The purpose for this change order is for JEA's Cisco Contact Center Managed Service provider, Prosys to add consulting services to the scope of the existing PCCE Upgrade Project SC-0458c to change the way the Spanish Text to Speech ("TTS") is currently deployed in an effort to improve the accuracy/performance of Spanish TTS. ProSys will provide professional services to improve the Spanish TTS capabilities of the current PCCE solution in the amount of $36,542.00. This amount is a fixed price for additional services provided by Prosys but the rates on the current contract will remain the same.										
4	**Single Source**	**Open Grid Transformation**	**Selders**	**CGI Technologies and Solutions Inc.**	**Capital**	**$5,575,000.00**	**N/A**	**$5,575,000.00**	N/A	Start Date: 01/08/2024 End Date: Project Completion Estimated 07/31/2025	N
	For Additional Information Contact: Angel Iosua This Single Source award requests approval for CGI to support JEA's efforts in implementing the most modern and current version of CGI Software in the amount of $5,575,000. The project will bring JEA's implementation of the CGI software up to the most modern and current version, upgrading the software that last had a major upgrade in 2012. The Field Management System (FMS) is critical to JEA Customer Experience and Operations, and is overdue for a major upgrade, contributing to JEA's current technical debt. The scope of this project is to upgrade JEA's existing PragmaCAD and PragmaLINE software (providing Outage Management and Dispatch capability) to the latest version of CGI OpenGrid products: OpenGrid Workforce/OpenGrid Field and OpenGrid Network. The solution will be upgraded to version 7.x of the OpenGrid software. The project's additional scope includes implementing JEA's business enhancements and developing new configurations and functionalities, re-engineering of CAD dispatch events, and implementing new business enhancements, configurations, and functionalities. Note, CGI FMS Pragmaline and now OpenGrid is a JEA standard and CGI is the only implementer. JEA was able to negotiate a reduction from the original offer from CGI for a total cost savings of $540,000.00. A Letter of Intent will be signed from 01/08/2024 to 02/09/2024 to allow further time to finalize the technical details on the final Statement of Work; however, the cost of $5,575,000.00 is expected to be the final awarded amount.										
5	**Contract Increase**	**065-20 Commercial Backflow Preventer Testing Services**	**Schepis**	**Fire Sprinkler Services FL, LLC**	**O & M**	**$80,000.00**	**$300,000.00**	**$980,000.00**	07/06/2023 - $600,000.00	Start: 06/01/2021 End: 05/31/2024 Two (2) - 1 Yr. Renewal Options	N
	Originally Informally Awarded: 06/01/2021 For additional information contact David King The purpose of this contract is to provide backflow preventer testing services for JEA's commercial customers. The requirements are to systematically complete compliance testing of backflow preventers for the term of the contract. Each year, up to 22,000 connections are due to be tested. This increase will cover additional testing of units not originally included in the plan. Unit rates and contract terms remain unchanged.										
6	**Single Source**	**Oakridge WTP GST 1 Rehab Repair Project**	**Vu**	**CROM LLC dba CROM Coatings and Restorations**	**Capital**	**$960,798.35**	**N/A**	**$960,798.35**	N/A	Start: 01/18/2024 End: Project Completion, Est. 05/31/2024	N
	For additional information contact David King This project scope is to make repairs to the Oakridge WTP Ground Storage Tank #1 to include dome, baffle wall, and other items identified on the inspection report. The latest tank inspection report for tank 1 at the Oakridge Water Treatment Plant indicated that the interior tank dome and the concrete masonry unit (CMU) baffle walls were both in poor/guarded condition. The report recommended that additional core testing be conducted to ascertain the extent of the dome degradation and confirm a suitable method of repair or placement. Destructive inspection indicated that repairs are required to the dome and baffle walls of the tank. This project will facilitate the repairs to the dome, baffle wall and other items identified on the inspection report. CROM Coatings and Restorations is the original manufacturer and installer of the tank. In addition, the quote for this work was based on an existing municipal contract pricing with the City of West Palm Beach.										

Award #	Type of Award	Solicitation # & Short Description/Title	VP	Awardee	Funding Source	Award Amount	Original Award Amount	New Not-to-Exceed	Amendments	Term (Projected) Start Date - End Date	JSEB Participation (Y/N) If Y, then list company name(s) (%, $ - awarded)
7	**RFP**	**1411430046 - Environmental General Services - Full Service Environmental**	**Young**	**CDM Smith, Inc.** **Geosyntec Consultants, Inc.**	**Capital, O&M**	**$5,000,000.00** **$5,000,000.00**	**N/A**	**$5,000,000.00** **$5,000,000.00**	N/A	Start: 01/18/2024 End: 01/17/2027 Two (2) - 1 Yr. Renewal Options	N
	Advertised: 09/29/2023 Opened: 11/07/2023 Four Responses Received Public Evaluation Meeting: 11/27/2023 For additional information contact: Dan Kruck The scope of work for these contracts generally consists of, but are not limited to, the following: environmental resource permitting; wetland design, creation, and monitoring; storm water system evaluation, design, and permitting; hydrogeological assessments; groundwater monitoring and modeling; hydrothermal studies; environmental auditing; compliance support; contaminated site assessments; source removals and interim measures; remediation design; waste management services; power plant, water, and wastewater treatment facility evaluation; National Pollutant Discharge Elimination System (NPDES) permitting; Consumptive Use Permit (CUP) permitting; biological and ecological studies; air/water/soil sampling; linear facility permitting; mapping, surveying, drafting; Toxics Release Inventory (TRI) and Toxic Substances Control Act (TSCA) Chemical Data Reporting (CDR) report development; Title V air permit support; air modeling; Prevention of Significant Deterioration (PSD) and Best Available Control Technology (BACT) analysis and support; Risk Management Program (RMP) audits and Process Hazard Analysis. Work will be issued on a task order basis for these contracts as needed. The price for the task orders will be based on hourly rates. The hourly rates were compared to historical and current market rates and deemed reasonable. The hourly rates may be increased annually by CPI if requested by the firm.										
8	**RFP**	**1411429646 - Engineering Services for Environmental General Services - Specialized Environmental**	**Young**	**Mechling Engineering & Consulting, Inc.** **Aerostar SES LLC**	**Capital, O&M**	**$2,000,000.00** **$2,000,000.00**	**N/A**	**$2,000,000.00** **$2,000,000.00**	N/A	Start: 01/18/2024 End: 01/17/2027 Two (2) - 1 Yr. Renewal Options	Mechling Engineering & Consulting is a JSEB certified firm ($2,000,000.00)
	Advertised: 09/29/2023 Opened: 11/07/2023 Nine Responses Received Public Evaluation Meeting: 11/27/2023 For additional information contact: Dan Kruck The scope of work for these contracts include: environmental resource permitting; jurisdictional wetlands determinations; endangered species surveys; wetland design, creation, and monitoring; storm water system evaluation, design, and permitting; hydrogeological assessments; groundwater monitoring; compliance support; storage tank closure assessments; contaminated site assessments; source removals and interim measures; remediation design; waste management services; power plant, water, and wastewater treatment facility evaluations; biological and ecological studies; air/water/soil sampling; linear facility permitting; mapping, surveying, drafting; Phase I and Phase II and related property acquisition audits. Work will be issued on a task order basis for these contracts as needed. The price for the task orders will be based on hourly rates. The hourly rates were compared to historical and current market rates and deemed reasonable. The hourly rates may be increased annually by CPI if requested by the firm.										

Consent Agenda Action

Committee Members in Attendance	**Names**	_____, _____, _____
Motion by:		
Second By:		
Committee Decision		

Consent and Regular Agenda Signatures

Budget	**Name/Title**	_____
Awards Chairman	**Name/Title**	_____
Procurement	**Name/Title**	_____
Legal	**Name/Title**	_____

JEA Awards Agenda, December 14, 2023
225 North Pearl St., Jacksonville, FL 32202 - Hydrangea Room 1st Floor

Teams Meeting Info

Consent Agenda

The Chief Procurement Officer offers the following items for the JEA Awards Consent Agenda. Any item may be moved from the Consent Agenda to the Regular Agenda by a committee member asking that the item be considered separately. **All items on the Consent agenda have been approved by OGC, Budget and the Business Unit Vice President and Chief**. The posting of this agenda serves as an official notice of JEA's intended decision for all recommended actions for **Formal Purchases** as defined by **Section 3-101 of the JEA Procurement Code**. Please refer to JEA's Procurement Code, if you wish to protest any of these items.

Award #	Type of Award	Solicitation # & Short Description/Title	VP	Awardee	Funding Source	Award Amount	Original Award Amount	New Not-to-Exceed	Amendments	Term (Projected) Start Date - End Date	JSEB Participation (Y/N) If Y, then list company name(s)
1	**Minutes**	**Minutes from 05/11/2023 Meeting**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	N/A	N/A	N/A
2	**Contract Increase**	**1410764646 - CMAR Services for SIPS - Greenland 30" WM, Davis 30" RMW & Burnt Mill 24" FM Projects**	**Melendez**	**Garney Companies, Inc.**	**Capital**	**$43,350,857.96**	**$625,057.00**	**$53,655,457.09**	04/20/2023 - $8,142,183.93 06/23/2023 - $805,157.00 12/07/2023 - $732,201.20	Project Completion Start Date: 10/17/2022 End Date: 04/15/2026	D and J Erosion Control Specialists, Inc. (Erosion Control) - $50,000.00 DJ Contracting of Jacksonville, Inc. (Trucking) - $900,000.00 Garmon Trucking, Inc. (Trucking) - $300,000.00 ONAS Corporation (Concrete Flatwork) - $150,000.00
	Last Awarded: 12/07/2023 For additional information contact: Marline McDonald The scope of work for this contract includes pre-construction phase services and construction of approximately 41,200 LF of 30 inch raw water transmission piping and fittings, 16,300 LF of 30 inch reclaim water piping, 1,150 LF 24 inch of force main, a new 1.1 Mgal prestressed concrete storage tank, an water quality monitory station, a Greenland WTP intertie station and installation of a SCADA system. This contract increase is the guaranteed maximum price (GMP) for the construction of the 30 inch raw watermain, the 30 inch reclaimed watermain and the 24 inch force main. JEA staff negotiated this GMP and deemed it reasonable when compared to the estimate and previous projects. Another GMP will be brought before the Awards Committee for the work at the Greenland WTP once that design has progressed.										
3	**Renewal**	**1410951046 - New Dell and Logitech Equipment Purchase**	**Datz**	**CDW Government, LLC**	**Capital and O&M**	**$1,245,315.90**	**$1,004,264.95**	**$2,910,085.10**	06/08/2023-$660,504.25	One (1) Year w/ Two - One (1) Year Renewals (one remaining) Start Date: 01/01/2023 End Date: 12/31/2024	N
	Originally Awarded: 12/15/2022 For Additional Information Contact: Angel Iosua Request approval to award a one (1) year contract renewal from 01/01/2024 to 12/31/2024 to CDW for Dell Equipment and Support in the amount of $1,245,315.90 for specific equipment that are in accordance with JEA Standards. Specific equipment will include all Dell devices including Dell 7000 series computers (laptops, desktops, monitors, tablets), docks and Dell Auto/Air 65w USC-c Adapters. CDW is offering a 26-50% discount off list price on the Dell equipment and support including any additional related equipment not specifically listed in the workbook. The comparable item pricing and discount is similar to the original contract.										
4	**Request for Proposal (RFP)**	**1411299246 - Power Plant General Construction Services**	**Melendez**	**WG Yates** **WW Gay Mechanical Contractors**	**Capital and O&M**	**$17,496,600.00** **$11,664,400.00**	**$17,496,600.00** **$11,664,400.00**	**N/A**	N/A	Three (3) Years w/One (1) - One (1) Yr. Renewals Start: 01/01/2024 End: 12/30/2027	N
	Advertised: 07/05/2023 Pre-Proposal Meeting: 07/06/2023 Seven (7) Vendors Participated Proposal Opening: 08/29/2023 Two (2) Proposals Received For additional information contact: Jason Behr This contract provides General Construction Services for JEA's Power Generating facilities. Services are performed on a Lump Sum and Time and Material basis depending on the scope of task. Industry workload, limited allowances for travel and per diem were drivers for the limited competition. JEA elected to proceed and evaluate both companies and establish new rates since the existing contracts have been in place for seven (7) years. When comparing the new final negotiated rates to the current rates, WW Gay's rates increased 32.7% and WG Yates increased 14.3%. Labor agreements, insurance, overhead and constract billing structure changes (JEA is no longer allowing per diem for non-outage work), increasing equipment price are all primary drivers on the rate increases. From JEA's perspective these changes will help avoid the per diem and other travel charges in non-outage time periods. Price adjustment are allowed annually. Should additional funding be needed, JEA will return the awards committee.										
5	**Contract Increase**	**1410616846 Transmission Engineering Services**	**Melendez**	**Chen Moore & Associates, Inc.**	**Capital, O&M**	**Chen Moore & Associates, Inc. - $497,813.00**	**Chen Moore & Associates, Inc.- $88,000.00** **Leidos Engineering, LLC- $88,000.00** **Pickett & Associates, Inc.- $88,000.00**	**Chen Moore & Associates, Inc.- $739,663.00** **Leidos Engineering, LLC- $300,000.00 (No Change)** **Pickett & Associates, Inc.- $100,000.00 (No Change)**	01/15/2023 Chen Moore & Associates, Inc.- $12,000.00 Leidos Engineering, LLC- $12,000.00 Pickett & Associates, Inc.- $12,000.00 05/25/2023 Chen Moore & Associates, Inc.- $141,850.00 Leidos Engineering, LLC- $200,000.00	Five (5) years w/ Two (2) - 1 Yr. Renewals Start Date: 11/17/2022 End Date: 11/16/2025	JSEB Optional CMA ~ 7% Meskel & Assoc. 5% VIA - 2% Leidos ~ 5% CSI Geo - 1% Alpha Envirotech - 1% Smith Surveying - 3% Pickett & Assoc. ~5% Meskel & Assoc. 5%
	Originally Awarded: 11/17/2022 For additional information contact: Jason Behr JEA utilizes contract engineering firms to supplement JEA's staff on projects. Thsi request is to add funds to the Chen Moore & Associates Inc.contract for assigned work as described below. The same contract rates from the original award will be utilized for this additional work. JEA will continue to return to the Awards Committee to add additional funds to this contract as required. Rates are subject to CPI adjustment annually, capped at 6%. The contract is a general services contract that we use for general engineering services as needed, and it is not intended for any particular or specific project. When the contract was awarded we did not have much work for Chen Moore. Currently, we need assistance with engineering services to complete LiDAR analysis, general staff augmentation, and circuit 680 design services. The LiDAR analysis is needed to evaluate and develop solutions for resolving over 700 infringements throughout the JEA transmission system. The Staff augmentation services are needed to aid us in managing numerous new projects due to staff shortages. The circuit 680 design services are needed to complete the design of the circuit 680 underground replacement due to lack of internal resources. There will be future requests as more projects are assigned, likely in FY25.										
6	**Contract Increase**	**1410611046 - Engineering Services Substations**	**Melendez**	**Leidos Engineering LLC**	**Capital**	**Leidos Engineering LLC - $191,223.80**	**Leidos Engineering LLC - $406,000.00** **Chen Moore & Associates, Inc. - $1,015,000.00** **Worley Group, Inc. - $609,000.00**	**Leidos Engineering LLC - $800,223.80** **Chen Moore & Associates, Inc. - $1,015,000.00 (No Change)** **Worley Group, Inc. - $609,000.00 (No Change)**	06/14/2023 Leidos Engineering LLC - $203,000.00	Start Date: 11/01/2022 End Date: 10/31/2025 Three (3) Year w/ Two (2) 1-Yr. Renewals	JSEB Optional Chen Moore & Associates, Inc. ~ 7% Meskel & Associates Engineering, PLLC ~ 5% VIA Consulting Services, Inc. ~ 2% Worley Group, Inc. ~ 6% Prosser ~ 6% Leidos Engineering, LLC ~ 5% CSI Geo, Inc. ~ 1% Alpha Envirotech Consulting, Inc. ~ 1%
	Originally Awarded: 10/27/2022 For additional information contact: Jason Behr Contract engineers are needed to supplement the design process for short periods of time (approximately three (3) to six (6) months for a typical project) when JEA in-house engineering resources may not meet the urgent demands of in-service dates. Electric substation engineering is a very specialized area; therefore, JEA requires companies who have the resources and experience to execute electric substation/transmission engineering. Proposers should be proficient with the computer application Microstation. This increase is for the combination of past expenditures, expected expenditures, and expected change orders due to either project scope change or new engineering services.										
	Emergency / Change Order	**Emergency - NSCT3 Fire Damage Repair / Replacement**	**Melendez**	**D&D Electrical Bus Service**	**Capital**	**$218,810.00**	**$380,990.00**	**$599,800.00**			

Award #	Type of Award	Solicitation # & Short Description/Title	VP	Awardee	Funding Source	Award Amount	Original Award Amount	New Not-to-Exceed	Amendments	Term (Projected) Start Date - End Date	JSEB Participation (Y/N) If Y, then list company name(s)
7	For additional information contact: Jason Behr Due to recent fire incident on NSCT3, this request is to inspect, test, clean, repair, and replace fire and water damaged components to re-establish reliability to this unit. The Scope of Work includes: 1. Remove all debris and damaged areas in the CT3 failure area 2. Remove bus bar from within enclosure 3. Refurbish the bus interior as needed 4. Install new bar and block support locations throughout 5. Replace all damaged panels, bushings, and flex links Contractor was selected based on expertise and immediate available resources. Materials were ordered immediately to optimize schedule based on lead-time. No receipts have been paid yet, however, materials are expected to be delivered by 1/15/2024. Installation, testing and commissioning are expected to be completed after the delivery of materials and outage coordination, estimate Q1, 2024. This unit is currently unavailable. Inspecting, testing, cleaning, repairing, and replacing components will be required to avoid further potential damage and bring this unit back online for reliable availability. Additionally, per the IRP and runtime forecast models, this unit								N/A	Project Completion Start Date: 11/13/2023 End Date: 02/10/2024	N
8	**Emergency / Change Order**	**Emergency - NSCT 15kV Feeder Cable Replacement**	**Melendez**	**Miller Electric Company**	**Capital**	**$84,387.94**	**$671,044.23**	**$755,432.17**	N/A	Project Completion Start Date: 11/13/2023 End Date: 04/11/2024	N
	For additional information contact: Jason Behr Due to recent operational failures on NSCT3, NSCT5, and NSCT6, this request is to replace damaged 15kV feeder cables between the Generators and the GSU's to re-establish reliability to these units. Scope of Work: 1. Removal of five feeder cables from an existing cable tray and stress cone terminations from the transformer low side disconnect and generator enclosure bushing box 2. Installation of five parallel cables and thirty stress cone terminations using associated copper compression lugs and stress cone grounding materials 3. Testing of the newly installed cables Contractors were selected based on expertise and immediate available resources. Materials were ordered immediately to optimize schedule based on lead-time. JEA has spent - $357,906.8 of the $671,044.23 has been spent to date. NSCT5 and NSCT6 are currently available and NSCT3 is currently unavailable. However, replacements of cable tray covers must be made to avoid potential damage to NSCT3, NSCT5, and NSCT6 newly installed cables. Additionally, per the IRP and runtime forecast models, these units will play a critical role in JEA's generation fleet flexibility as more renewable power is introduced to the system. This amended request is a change order to complete the required refurbishment of the cable trays by adding the required covers.										
9	**Contract Increase**	**061-19 - Pipe Bursting Unit Price Construction**	**Vu**	**Murphy Pipeline Contractors, LLC**	**Capital**	**$4,500,000.00**	**$8,408,535.00**	**$17,949,388.50**	02/24/2022 - $840,853.50 01/05/2023 - $4,200,000.00	Three (3) years w/ Two (2) - 1 Yr. renewals - (None remaining) Start Date: 01/17/2020 End Date: 01/16/2025	N
	Original award date: 12/05/2019 For additional information contact: David King Originally approved by Awards Committee on 12/05/2019 to IPR Southeast LLC in the amount of $8,408,535.00. On 02/24/2022, an administrative increase of $840,853.50 was approved due to increased usage of the contract beyond the original estimate because of the effectiveness of the pipe bursting method in replacing pipelines. In year three of the initial contract term, IPR and a company named Murphy Pipeline Contractors, LLC merged, and this contract was assigned to Murphy Pipeline Contractors, LLC on 08/16/2022. The rates are not changing for this term. This award request is asking for the second and final one-year renewal and increase for pipe bursting services.										
10	**Contract Increase**	**1410682846 - Blacks Ford Water Reclamation Facility Warehouse**	**McElroy**	**KBT Contracting Corporation**	**Capital**	**$352,338.00**	**$2,199,797.00**	**$2,552,135.00**	N/A	Project Completion Start Date: 07/18/2022 End Date: 01/31/2025	KBT Contracting Corporation is a JSEB
	Originally Awarded: 06/23/2022 For additional information contact: Elaine Selders The scope of this project is to construct a 5000 square foot warehouse and includes other site improvements at the Blacks Ford Water Reclamation Facility. This request is for a contract increase in the amount of $352,338.00 for additional construction services due to requested scope revisions for a new not-to-exceed amount of $2,552,135.00. The decision was made to move the warehouse to an alternative location at Blacks Ford due to the W/WW plant expansion from 6 MGD to 12 MGD (project 103-04). The change to the site location is expected to save the W/WW expansion project approximately $3,500,000.00. The increase includes an additional rollup door, asphalt pavement, drainage modifications, electrical for portable generators, the cost escalations due to the delays and added electrical feed relocation for the new building foot print. The facilities team has reviewed the proposed pricing and it has been deemed reasonable.										
11	**Renewal**	**067-20 - Property and Casualty Insurance Brokerage Services**	**Orfano**	**Arthur J. Gallagher Risk Management Services, Inc.**	**O&M**	**$7,762,711.19**	**$43,699,609.00**	**$52,432,320.19**	07/22/2021 - $1,000,000.00	Three (3) Years w/one (1) – One (1) Yr. Renewal Start Date: 01/01/2021 End Date: 12/31/2024	N
	Originally Awarded: 12/10/2020 For additional information contact: Elaine Selders This contract is for brokerage services for property and casualty insurance for JEA. Under this contract JEA pays Arthur J. Gallagher Risk Management Services, Inc. (AJG) a flat annual fee for the insurance brokerage services and insurance premiums are paid to the insurance carriers through the broker contract. An administrative increase was completed on 07/22/2021 in the amount of $1,000,000.00 to include the cyber insurance premium in this contract for a new not-to-exceed amount of $43,699,906.00. This award requests a one-year contract renewal for Brokerage Services. The premium estimates have been included in the award amount based on the budget and historical spend. The current contract has approximately $15,000,000.00 in approved funds remaining to cover upcoming FY24 premiums and some of the Q1 FY25 premiums. This award request is for $7,762,711.19 which is the estimated amount to cover the broker services and premiums through the end of the contract term. It should be noted our T&D property damage premium is due 01/01/2025 and it will be paid with estimated funds on this award.										
12	**Contract Increase**	**1410860046 - Continuing Services for Industrial Cleaning at JEA Wastewater Treatment Facilities**	**Vu**	**Universal Service, Inc.**	**O&M**	**$1,258,830.79**	**$999,450.00**	**$2,358,225.79**	10/16/2023 - $99,945.00	Five (5) Years w/ One (1) – 1 Yr. Renewal Start Date: 01/01/2023 End Date: 12/31/2027	N
	Originally Awarded: 12/15/2022 For additional information contact: Darriel Brown The scope of work for this project is for services including hydroblast and vacuum industrial cleaning to remove and dispose of floating and solidified fats, oils and grease (FOG), rags, leachate, hypochlorite, polymer, ferric chloride acid, activated carbon, resin, sludge, biosolids residuals and dewatering and other entrained debris from Buckman Water Reclamation Facility (Biosolid and Wastewater Treatment) and various Wastewater Treatment Facilities. This increase is being requested as spend in the first year of this contract has been significantly higher due to the rehabilitation on the Buckman drum dryer requiring more frequent cleaning than anticipated. A reduction in spend is anticipated after resumption of normal operation of the dryer.										
	Invitation For Bid	**1411475047 - Water and WW Items for Inventory and Capital Projects**	**McElroy**	**Ferguson Waterworks Fortiline Waterworks Core & Main LP FJ Nugent and Associates, Inc.**	**Inventory Blanket**	**$8,772,946.13 $2,223,120.67 $1,540,882.35 $84,864.08**	**NA**	**$12,621,813.23**			

Award #	Type of Award	Solicitation # & Short Description/Title	VP	Awardee	Funding Source	Award Amount	Original Award Amount	New Not-to-Exceed	Amendments	Term (Projected) Start Date - End Date	JSEB Participation (Y/N) If Y, then list company name(s)
13	Advertised: 10/24/2023 Optional Pre-Response Meeting: 10/27/2023 Three (3) vendors participated Responses Opened: 11/21/2023 Four (4) Responses Received For additional information contact: Eddie Bayouth The purpose of this Invitation for Bid is to purchase over 1500 Water and Wastewater items for JEA inventory stock and for use in capital projects. The items purchased for capital projects will be ordered directly to the vendor and delivered at the project sites. For the inventory items, all items were analyzed individually and awarded to the vendor with the lowest price for each item. For the capital project items, vendors had to have the ability to deliver items to project sites and had to bid on the entire lot of items. The vendor with the lowest price for the entire lot would be selected. This year marks the first time in four (4) years that Core and Main has submitted a bid. We also had a new bidder that bid on some of the pumps in the solicitation, bringing the number of bidders to four (4) from the two (2) that had submitted valid bid the last four (4) years. For the capital project items JEA only received one bid. Bidders cited the difficulty of delivering to the project sites as the biggest obstacle to bidding this portion. This year also marked the first time in 3 years that vendors felt comfortable with having a renewal option in this contract. Dropping prices in PVC and galvanized pipes and fittings produced small savings in the overall price, resulting in savings of $90,945.56 or 0.7%.							NA	One (1) Year w/ One (1) – 1 Yr. Renewal	N

Consent Agenda Action

Committee Members in Attendance	**Names**	**Ted Phillips, David Emanuel, Janie Smalley**
Motion by:		Janie Smalley
Second By:		David Emanuel
Committee Decision		Approved

Consent and Regular Agenda Signatures

Budget	**Name/Title**	Stephanie M Kealy
Awards Chairman	**Name/Title**	Theodore B Phillips CFO
Procurement	**Name/Title**	CPO
Legal	**Name/Title**	Rebecca Lavis

Formal Bid and Award System

Award #7 August 19, 2021

Type of Award Request:	CONTRACT AMENDMENT/CHANGE ORDER
Requestor Name:	Edgar, Cindy L. - Dir Eng Systems & PMO
Requestor Phone:	904-665-7653
Project Title:	Oracle Customer to Meter C2M Project Director Support and Critical Gap Assessment/Consulting
Project Number:	8004943
Project Location:	JEA
Funds:	Capital
Budget Estimate:	N/A

Scope of Work:

The purpose of this Request for Proposal (the "RFP") is to evaluate and select a vendor that can provide Project oversight and governance services for the successful completion of JEA's project to transition from Oracle Utilities Customer Care & Billing (CC&B) to Oracle Utilities Customer to Meter (C2M). These services will include placement of a Project Director to work alongside JEA and vendor, and Assessment services to address critical path items impacting the project. The two (2) areas of support are more specifically addressed below:

Support Area 1: Consultant to act as Project Director to work alongside JEA and vendor resources for successful completion of the project. Duration would be through Go-Live of system, current planned for September 6, 2021. The Project Direction would partner with JEA resources and stakeholders to offer the following:

a. Project Leadership
   - Oversee Oracle, JEA and other resources assigned to the project
   - Conduct project review and progress meeting
   - Develop and implement a comprehensive program to manage risk
   - Review competing projects and potential resource constraints

b. Project Governance
   - Leverage JEA PM to make necessary adjustments to master project schedule
   - Implement project processes or tasks needed to ensure linkage to deliverable and reporting
   - Enhance systems or tools needed to effectively manage project costs, schedule and reporting

c. Executive Reporting
   - Proactively manage sponsor communication through duration of the project
   - Create and distribute monthly executive reports and hold Steering Committee meetings

Support Area 2: Assessment of current project to identify critical issues and gaps and remediation steps to help resolve issues and formulate the change management plan for the business units and technology teams that includes required policy and procedural modifications:

a. Review of project artifacts:
   - Reports, Interfaces, Customizations, Enhancements, and Forms
   - Conversion Strategy & execution status
   - Testing Strategy, Plan & execution status
   - Technical Architecture Diagram
   - Integration Architecture Diagram
   - ILM strategy & execution status
   - All Oracle SRs

b. Assess progress across critical work-streams, focused on governance, testing, and conversion progress to date, to understand the state of the project.

JEA IFB/RFP/State/City/GSA#: 1410332648
Purchasing Agent: Dambrose, Nick
Is this a Ratification?: No

RECOMMENDED AWARDEE(S):

Name	Contact Name	Email	Address	Phone	Amount
RED CLAY CONSULTING, INC.	Lynne Powers	lynne.powers@redclay.com	271 17TH ST NW, STE 610 Atlanta, GA 30363-6204	(678)445-3770 x 284	$517,535.00

Amount of the Original Award: $299,860.00
Date of the Original Award: 06/04/2021
Change Order Amount: $517,535.00
Length of Contract: Project Completion
New Not to Exceed Amount: $817,395.00
End Date (mm/dd/yyyy): Project Completion (Estimated Go Live February 2022)
JSEB Requirement: None. No JSEBs Available

Background/Recommendations:

Advertised RFP on 05/05/2021. Two (2) prime companies attended the optional pre-Response meeting held on 05/10/2021. At Response opening on 05/14/2021, JEA received one (1) Response. In addition to price, the supplier Responses were also evaluated on Past Performance, Professional Staff Experience, and Design Approach and Workplan. An informal PO was awarded to Red Clay Consulting, Inc. A copy of Red Clay Consulting, Inc original pricing and bid results are attached as backup.

This change order request is for additional funds of $517,535.00 for additional services needed for Implementation support from Red Clay Consulting, Inc. for the Oracle Customer to Meter C2M project. Payment for this change order will be based on lump sum milestone payments once the milestones are completed and accepted by JEA. Red Clay provided a fixed milestone-based proposal at a 29% discount. See the attached limited notice to proceed proposal is attached backup. Note, JEA will come back to awards and request additional funds and services for FY22.

The following additional services and milestones will be included as part of the work planned to be completed by September 30, 2021:

- C2M Project Governance Structure Established
- Updated Test Strategy
- Updated Training Strategy
- Training Needs Assessment

Red Clay Consulting, Inc. is uniquely qualified to assist JEA at this critical point in the C2M Upgrade Project. Red Clay has been working with JEA since the beginning of June 2021. They have met with 40+ project team members and provided insights into the project's current state with recommended next steps. In this next phase, Red Clay will establish project governance infrastructure and provide C2M implementation expertise to enable the C2M project to go live successfully.

Award #2 01/04/2024 Supporting Documents

Request approval to award a change order to Red Clay Consulting, Inc. for additional services needed for implementation support for the Oracle Customer to Meter C2M project in the amount of $517,535.00, for a new not-to-exceed amount of $817,395.00, subject to the availability of lawfully appropriated funds.

Director: Edgar, Cindy L. - Dir Eng Systems & PMO

VP: Datz, Stephen H. - Interim Chief Information Officer

APPROVALS:

August 19, 2021

Chairman, Awards Committee **Date**

8/19/21

Budget Representative **Date**

LIMITED NOTICE TO PROCEED

August 17, 2021

Red Clay Consulting, Inc.
271 17th Street NW
Suite 610
Atlanta, GA 20263
Attention: Lynne Powers – Executive Director, Sales & Marketing

Dear Ms. Powers:

RE: JEA C2M Path Forward Proposal (the "Project")

In accordance with our discussions and meetings, JEA is pleased to enter into this Limited Notice to Proceed, setting out the terms and conditions under which JEA would be prepared to enter into a Statement of Work with Red Clay Consulting, Inc. ("Red Clay") relating to services for implementation support for the C2M project, submitted to JEA Stakeholders on July 26, 2021, subject to the following conditions precedent for the benefit of JEA and Red Clay:

A. Negotiations of a formal Statement of Work (SOW) on terms and conditions between the parties;

B. JEA Awards Committee approval of a formal SOW between JEA and Red Clay; and

C. Execution and delivery of such formal SOW by JEA and Red Clay.

(collectively the "**Conditions Precedent**")

In the event that any of the Conditions Precedent are not satisfied or are waived in writing by either JEA or by Red Clay on or before August 30, 2021, neither party shall have any obligation or liability to the other, except as provided for in this Limited Notice to Proceed.

Authorization to Proceed with part of the Project

1. Upon full execution of this Limited Notice to Proceed, JEA authorizes Red Clay to proceed with providing support project activities as described in the Estimate up to a value of $517,535 in fees.

    a. JEA agrees to pay Red Clay for the direct, verifiable cost of the labor required to perform the Work that is incurred by Red Clay up to the amount noted above.

    b. Invoices submitted for completion of the Work authorized by this Limited Notice to Proceed are due and payable to Red Clay on the later of net 30 days from date of receipt of a valid invoice; or the date of assignment of an applicable purchase order number by JEA.

2. Red Clay agrees to indemnify and save harmless JEA, its directors, officers, servants, agents, or employees, and their heirs, executors, administrators, successors and assigns, or any of them,

from and against any liabilities, losses, expenses (including legal costs on a solicitor-client basis), claims, demands, actions, and causes of action, whatsoever suffered by JEA by reason of, or in any way arising out of or in connection with this Limited Notice to Proceed, excepting only to the extent caused by the negligence or willful misconduct of JEA or JEA's directors, officers, servants, agents or employees. Such indemnification shall survive expiration or early termination of this Limited Notice to Proceed.

3. Except as otherwise provided, this Limited Notice to Proceed shall not create legal relations between JEA and Red Clay. Rather, this is an expression of an intention by JEA to enter into a formal SOW with Red Clay for provision of the services. Any such legal relationship shall only be created by the execution and delivery of a formal SOW between JEA and Red Clay. All activities performed and delivered pursuant to this Limited Notice to Proceed shall be deemed to have been provided under the formal SOW upon execution.

4. Subject to applicable local, state and federal provisions governing the disclosure of public records, the terms of this Limited Notice to Proceed and any formal SOW which may result therefrom shall be entirely confidential unless otherwise agreed to by both parties in writing. If either party is required to disclose the existence· of this Limited Notice to Proceed, such party shall make reasonable efforts to first notify the other party in writing and to provide as much time as possible to the non-disclosing party to seek a protective order preventing such disclosure. The confidentiality obligations in this section shall be legally binding and shall survive the expiry or termination of this Limited Notice to Proceed regardless of whether any formal contract is executed.

5. JEA shall have the right to terminate this Limited Notice to Proceed for its own convenience, and JEA's sole liability to Red Clay in such event shall be to make payment owing for services rendered up to the date of termination.

6. All dollar amounts described in this Limited Notice to Proceed are in U.S. Dollars.

7. Each party hereto represents and warrants to the other that the undersigned is duly authorized to execute this Limited Notice to Proceed for completion of the Work described herein.

[Remainder of Page Left Blank Intentionally]

If you are in agreement with the terms of this Limited Notice to Proceed, please signify such agreement by signing in this space provided below and by returning a copy of this Limited Notice to Proceed to the undersigned at 44 West Ashley Street, 5th Floor, Jacksonville, FL 32202 no later than 5 p.m. EST, August 18, 2021, failing which this Letter of Intent shall be null and void.

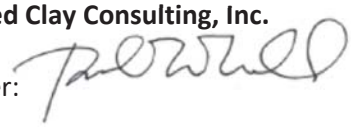
JEA

Per: 

Name: Jenny McCollum
Title: Director of Procurement and Chief Procurement Officer

Agreed and Accepted this _17th_ day of _August_, 2021.

Red Clay Consulting, Inc.

Per: 

Name: Paul Marnell
Title: CEO

Award #2 01/04/2024 Supporting Documents

S.No	Question	Weightage	Scorer	Scores	
				RED CLAY, CONSULTING, INC. (sales@redclay.com)	
				Weighted Scores	Scorer Comments
Grand Total of Scores				**83.4**	
Supplier Rank				**1**	
1	**(35) Quotation of Rates**	**35**		**35**	
			Nick Dambrose	35	
Question Average Score				35	
Section Total of Scores				35	
2	**(20) Minimum Qualifications - Past Performance/Company Experience**	**20**		**14.05**	
2.5	Reference 2	100		14.05	
			Cindy Edgar	17	
			Jose Garcia	20	
			Sheila Pressley	16	
			Stephen Datz	3.2	80% Reference 1 -2 pts - Multi-service (electric/water) -2 pts - CC&B / MDM (not completed w/MDM)
Question Average Score				14.05	
3	**(25) Professional Staff Experience**	**25**		**20**	
3.1	Maximum points: 25 pointsThe firm shall provide up to 2-3 resumes of the potential Project Director to be assigned to this engagement. JEA shall select and evaluate the one (1) most preferred candidate.Resumes are limited to three (3) pages, 8 ½" by 11" single sided. At a minimum, the resume shall present the job role as described above, location, title, years of service with the company, applicable professional registrations, education, and work experience. The resumes must identify experience providing Project Director services for a large C2M implementation. The resumes shall be no more than three (3) pages in length. For maximum scoring, JEA shall emphasize successful experience in the following areas:Project Director needs to have worked on at least two CIS implementationsProject Director should have at least 8 – 10 years of experience managing large scale projectsProject Director should have experience in CC&B and C2M, and be familiar with metering vendor solutions for electric and water utilities.	100		20	
			Cindy Edgar	25	
			Jose Garcia	25	Candidates possess experience in like projects and utilities about the same size of JEA; both candidates have good experience in roles like project director or similar functions.
			Sheila Pressley	25	
			Stephen Datz	5	80% Relevant Experience -1 pt - C2M/Metering Experience Water Depth of Experience - 1 pt - Pertinent Experience (Water)
Question Average Score				20	
Section Total of Scores				20	
4	**(20) Ability to Design an Approach and Workplan**	**20**		**14.35**	
4.1	Maximium score: 20 PointsProposer shall include a detailed plan to realize project goals, timetables, and objectives; and the demonstrated general ability to bring about a successful completion of this scope of work under the Proposer's direction including any and all project assumptions. In particular, Proposer shall detail its methodology to successfully complete the assigned scope of work and deliverables. Proposer shall also detail its project management methodology to ensure successful and timely completion of scope of work.The Response should describe a work plan, including an explanation of the methodology, the financial requirements, and all compliance aspects of the engagement. Identify the tasks to be performed to complete the engagement and prepare a proposed timeline of how long it typically takes to complete an assessment per task assigned. The proposed overall schedule should include a hybrid (remote /on-site) work schedule. Proposer is to provide a strategy development timeline, aligned with activities and deliverables noted in the scope of work, in their response.For maximum scoring, JEA shall emphasize attention in the following areas:Assessment approach and how it will be conducted and managedFramework on how the Project Director will interaction with JEA team, leadership and vendorActual work examples are encouraged.	100		14.35	
			Cindy Edgar	17	
			Jose Garcia	19.2	Red Clay presentation (Solution Assessment) shows the ability to adjust the initial / original plan to minimize adverse impact and cost overruns, also is showing a path forward as recommendation for the decision making team in the Utility. Agility and Experience is key and managing expectation and final results well played out. I'm only substracting a couple of points since I did not see key milestones of the high level plan, which I would normally expect in this type of presentation.
			Sheila Pressley	18	
			Stephen Datz	3.2	80% Redacted JEA C2M Project Director and Critical Gap Assessment Proposal and RCC Solution Assessment Recommendation PDFs did not provide any value as part of the evaluation scoring. Missing Examples -2 pts - Assessment Evaluation Approach - Metrics -2 pts - Status Reports (Quality/Value)

Award #2 01/04/2024 Supporting Documents

1410332648 - C2M Project Director Support and Critical Gap Assessment
Appendix B - Response Workbook

SECTION 1. HOURLY RATES

The following hourly rates shall apply to succesfully complete all of the deliverables of the C2M Program Director Support and Critical Gap Assessment as described in 1.2) Scope of Work. All bid prices shall include all travel, parts, tools and materials to complete the service. No additional fees shall apply.

ITEM NO.	TITLE OF TEAM MEMBER	% WEIGHT	HOURLY RATE	
1.1	Project Director	100%	$159.50	
1.2	Hourly Rate for C2M Program Director Support and Critical Gap Assessment			$159.50

SECTION 2. NOT TO EXCEED HOURS

The following NOT TO EXCEED HOURS shall apply to succesfully complete all of the deliverables of the C2M Program Director Support and Critical Gap Assessment as described in 1.2) Scope of Work.

ITEM NO.	DELIVERABLE	NOT TO EXCEED HOURS	
2.1	Support Area 1:	800	
2.2	Support Area 2:	1080	
2.3	Total Not to Exceed Hours for C2M Program Director Support and Critical Gap Assessment		1880

ITEM NO.	This Amount Will Be Transferred To Page 1 of Appendix B - Response Form		
3.1	Total Price - Support Area 1:	$	127,600.00
3.2	Total Price - Support Area 2:	$	172,260.00
3.3	Total Bid Price *(Transfer this Amount where indicated into Zycus e-Sourcing Tool)*	$	299,860.00

Award #2 01/04/2024 Supporting Documents

REDCLAY

Red Clay JEA MDM Modernization Implementation Extension

CONTACT

Lynne Powers

Lynne.powers@redclay.com

612.965.8611

DATE

12/21/23

VERSION

2.0

Contents

1. TERM

The term of this statement of work commences on the Effective Date and ends upon the execution of the MDM Modernization Project Phase II Go Live.

2. SERVICES

2.1 Background & Approach

In November of 2022 Utility performed a risk assessment to better focus the objectives of their C2M Implementation Project. The result of that analysis indicated that the primary focus needed was to resolve the technical risk of Utility's outdated eMeter system (MDM System) and to implement the Meter Data Management side (M-side) of the Oracle solution. In February of 2023 the Utility determined to take a two-stage approach to the implementation of the MDM replacement.

The initial stage has been completed to perform Discovery and Analysis on the requirements for the implementation.

The second stage of the implementation was to Construct, Validate, and Deploy the solution. The Statement of Work for this stage was planned to run from April 17th, 2023, through January 5th, 2024. Utility has reviewed the project timeline and determined that the project will require an additional five months, or through May 24th, 2024, to complete development items, validate the solution, refine data conversion, and stabilize the environment.

Utility has requested Contractor to work with Utility project management and assess continued support and additional services necessary to reduce risk and better support Utility project staff. This statement of work defines the extended and additional support to be provided to accomplish those objectives.

2.2 Services Provided

Services to be provided are aligned with the main project workstreams listed below.

2.2.1 Testing

Three objectives have been identified to enhance the current testing effort:

1. Alleviate reliance on key Utility management resources
    a. Utility Business Analysts and Contractor will work together using a 'box-buddy' approach where Utility and Contractor resources are aligned based on project role. The 'box-buddies' will partner closely on all tasks, activities, and deliverables with oversight from the Company and Supplier Test Leads. Contractor will work with Utility Business Analysts (BAs) through "over the shoulder" techniques and knowledge transfer (KT) sessions throughout the remainder of the SIT 2 and End to End test cycles, reducing BAs' reliance on key Utility personnel and enhancing their understanding of MDM processes and their ability to diagnose and resolve issues.

b. Contractor will perform initial test execution or assist with initial test execution of new developments or bug resolutions where agreed upon by Contractor and Utility Project Managers. Contractor will perform initial test execution of new development or configuration changes migrated into Utility's MDM QA environment. This testing does not supplant testing to be done by Utility business personnel but is designed to ensure development and configuration changes are vetted by contractor and Utility TS personnel before being handed to the Utility business users for final testing.
c. Utility Business Testers and Contractor will work together using a 'box-buddy' approach where Utility and Contractor resources are aligned based on project role. The 'box-buddies' will partner closely using "over the shoulder techniques" to assist in defect identification, test result interpretation and test execution.

2. Increase Test Velocity
    a. Contractor will perform test data set up and prep as agreed upon by Project Managers.
    b. Contractor will perform script writing for data searches and data identification to be used for testing.

3. Ensure Test Coverage Results Quality
    a. Contractor will implement validation scripts covering the core MDM processes to monitor system data quality and performance on a large scale
    b. Draft initial End to End test cases for Utility review and validation.

Contractor will also continue to provide extended support services as detailed below:

- MDM configuration support
- CCB ongoing sync configuration support
- Batch processing design and support
- Defect resolution for Oracle MDM defects
- Testing execution management
- Metric reporting
- Management of DevOps and test case additions / deletions and rescheduling.

2.2.2 Data Conversion Support

To ensure data conversion operates as efficiently and effectively as possible the following objectives have been identified:

1. Inject new thought process into data conversion design:
    a. Add a data conversion architect to work alongside Utility Data Conversion leadership
    b. Provide new senior leadership to provide a "new paradigm" based on recent conversion results to increase efficiency and design concepts into the data conversion design and cutover methodology where possible.
2. Expand and increase Data Conversion issue resolution

a. Provide additional experienced resource capacity to investigate and resolve or provide recommendations on conversions issues regardless of source (technology, Syncs or Direct Load).
b. Utilize contacts with Oracle to ensure timely response to critical issues.

3. Ensure support capacity for database and middle tier support:
    a. Retain capacity and agree on response times with Utility during mocks, dress rehearsals and actual cutover of resources to support the database and middle tier teams.

Contractor will also continue to provide extended support services as detailed below:

- Direction and support for additional data conversion tuning exercises and dress rehearsals
- Continued refinement and analysis of data conversion results and methodologies to identify improvement and efficiency opportunities
- Continued development and maintenance of the short interval schedule (SIS) to manage and record data conversion progress and activity.

2.2.3 Technical Orchestration

Utility has identified a need for technical orchestration and facilitation of technical activities required to be executed for the project. To fulfill this need Contractor will provide an experienced technology manager to perform the following:

1. Manage activities agreed by Utility and Contractor project management to be executed in alignment with project needs. The orchestrator will be responsible for:
    a. Coordinating defined activities
    b. Identifying and mitigating risk
    c. Proactive planning
    d. Communications within teams and across teams
2. Provide release management services
    a. Execute release management for the Oracle MDM System
    b. Define and provide release management for non-MDM systems within the oracle suite as needed

2.2.4 Training

The objective to be accomplished by enhanced training services is to add training development and delivery responsibilities to Contractor in order to reduce the work effort required by the Utility project team. Contractor will perform the following:

1. Create material for “Web Viewer” and “Reports” Essentials Training (Outreach demo and Job Aids) at Utilities direction.
2. Deliver the “Web Viewer” and “Reporting” topics during “Essentials Training” outreach sessions with the support of Utility.
3. Where feasible, utilize Contractor’s internal environment to provide training reducing planning, scheduling, and data conflicts within the Utility’s QA Environment.

2.2.5 Development

Additional needs for development services to support the project have been identified beyond those listed in the original SOW (Amendment #7 to Contract 10626). It is the objective of the Utility and Contractor for contractor to be able to provide flexibility to assess and develop necessary but “unforeseen” development required by the project.

1. Ensure only development necessary to support business critical processes is executed
    a. Facilitate all decisions with potential development impacts to align with project constraints
    b. Lead analysis of alternatives for any new development
    c. Assist in alternative solution implementation
2. Provide additional development capacity
    a. Have capacity to execute on additional development determined to be required from analysis of any proposed development
    b. Have capacity to support all defect resolution including JEA scope where feasible (applicable skillsets exist)

2.2.6 Continued Project Management

Extend project management to continue to execute on all facets of project management in conjunction with the Utility Project Manager.

3. Anticipated Timelines & Fees

As the project moves toward completion, the service levels required to support the project can be reduced at specific points in the project’s timeline. The key point where resources can be reduced coincides with the reduction of risk to the project. The completion of integration and “End-to-End” (E2E) testing signifies a significant reduction of risk and allows Contractor to reduce the resource level anticipated for a successful go-live.

3.1 Completion of SIT 2 and End-to-End testing

The criteria for Contractor to reduce resources (and associated cost to Utility) is the completion of System Integration Testing 2 (SIT 2) and E2E testing, which represents testing of all the project’s defined integrations and enhancements and all end-to-end processes.

To reduce resource levels, the exit criteria defined in the projects “Test Strategy” must be met for both test cycles.

For SIT 2 and E2E testing the exit criteria that must be met for each cycle is as follows:

- All planned tests are executed. Any deviations are approved by Utility and Vendor Project Management.
- All Priority 1 and Priority 2 defects are resolved. Any exceptions are approved by Utility and Vendor Project Management.
- All Priority 3 defects are resolved, have an acceptable solution, or have been deferred. Any exceptions are approved by Utility and Vendor Project Management.

- All deferred defects are presented to Utility and Vendor Project Management for either awareness or approval.

4. Fee Structure & Timing

4.1 Fee Structure

The fees for the activities defined above will be based on the following factors:

- Services from January 7th up to when the exit criteria for SIT 2 and E2E testing are met equal $107,500 per week
- Services after the exit criteria for SIT 2 and E2E testing have been met equal $53,500 per week
- The Technical Orchestrator position may be rolled off at the discretion of Utility at any time after the completion of SIT2 and E2E testing. This would reduce the fees by $9,000 per week.

Invoicing will occur monthly. Each monthly invoice will reflect the weekly cost within that billing period based upon whether we have met the Testing Exit Criteria.

Month	January 2024	February 2024	March 2024	April 2024	May 2024
Estimated Gate	SIT 2 Jan 8 > Gate 1	SIT 3 Gate 1 > Gate 2	SIT 4 / UAT Gate 2 > Gate 3	Go-Live Phase 1 and Phase 2 Gate 3 > Phase 2 Go-Live	

Based on the current project schedule, the anticipated dates for achieving reduced resource cost are as follows:

- Initial Operations Fee Rate: January 7th to the completion of SIT 2 & E2E testing – March 15th, 2024
- Reduced Operations Fee Rate from the completion of SIT 2 & E2E Testing through Go Live: March 16th, 2024, thru Go Live Phase 2, May 24th, 2024

These are the anticipated dates for the project. The actual rates and schedule will be dependent upon achieving the defined objectives as stated above. The actual schedule and rates could be extended or reduced based upon achievement of the defined objectives as stated above.

Under the anticipated schedule, the Operations Fees would be billed as follows:

Month	Operations Fee
January 2024	$274,125
February 2024	$322,500
March 2024	$322,125
April 2024	$316,063
May 2024	$375,187
Total	$1,610,000

4.2 Timing and Mechanism for Fee Changes

The weekly operations fee will be changed upon agreement by both parties that the defined exit, criteria have been met and risk has been mitigated at the time of test completion for SIT 2 and E2E testing. This decision will be obtained by a meeting with the following stakeholders.

- Utility
  - Project Manager
  - Functional and Technical Leads
- Vendor
  - Project Manager
  - Test Lead
  - Functional and Technical Architects

Agreement will be made in good faith by all parties and will be documented in the project's decision register.

5. Other Requirements

All "Other Requirements" will be governed by Amendment #7 to Contract JEA 10626; Sections 6.0 through 6.7.5 of that associated Statement of Work.

6. Changes to Statement of Work

Any changes to the Statement of Work, must be mutually agreed upon by the Vendor and Utility in writing. The project's standard Change Order Procedures may be used to document these changes. Services in accordance with this SOW will continue to be performed until the parties agree in writing on the change in scope of services, scheduling, and related fees, if appropriate.

7. Project Cost

7.1 Fees & Fee Payment

- Services will be provided throughout the project schedule as defined in Section 2.
- Vendor's pricing for the services described above based on the current anticipated project schedule is **$1,610,000**.
- Any changes to the services or to the anticipated schedule will affect the duration and overall price.
- Travel is estimated at **$70,000**. These funds are to be reserved for any activities where Utility and Contractor mutually agree that it would be beneficial to the project that certain activities be performed onsite. Travel funds will not be expended without this mutual agreement prior to incurring any travel expenses. Any travel agreed upon and incurred will be in accordance with Utility's travel policy

7.2. Invoicing & Payment Terms

Vendor will submit invoices in accordance with the Agreement, unless other terms are specifically set forth here:

- Electronic invoices will be submitted monthly to the Utility's designated Primary Contact, including all applicable payments from the Payment Schedules.
- Utility will be billed monthly for the Operations Fees based on which Gate(s) the project has operating within a given billing month.
- Payment terms are Net 30 days from the invoice date.
- Invoices will reference any applicable Purchase Order number and be distributed as indicated in such Purchase Order.
- Vendor will invoice Utility as indicated on any Purchase Order referencing this Statement of Work. Invoices will reference the applicable Purchase Order number and will be distributed as indicated in such Purchase Order.

Communications regarding invoicing will be directed to the Vendor's and Utility's Primary Contacts, as well as billinggroup@redclay.com and the email address indicated in the applicable Purchase Order.

Work Authorization

For JEA:		For Red Clay Consulting, Inc.:	
Signature:	_____	Signature:	_____
Printed Name:	_____	Printed Name:	_____
Title:	_____	Title:	_____
Signature:	_____	Signature:	_____
Printed Name:	_____	Printed Name:	_____
Title:	_____	Title:	_____
Company:	_____	Company:	Red Clay Consulting, Inc.
Date:	_____	Date:	_____

Award #2 01/04/2024 Supporting Documents

REDCLAY

Infrastructure Support Extension – January 2024

JEA

CONTACT

Lynne Powers

Lynne.Powers@redclay.com

678-445-3770 ext.284

DATE

November 28, 2023

VERSION

1.0

Contents

1.Documents Control

1.1 History

Revision	Date	Author	Purpose
1.0	11/22/23	Mikey Middlestedt	First Draft
1.1	11/27/23	Mikey Middlestedt	Finalize

1.2 Reviewers

Name	Title / Role	Feature	Review Date

1.3 Document Approvers

Name	Title / Role	Feature	Review Date

2. Statement of Work

2.1 Introduction and Background

JEA (Utilities) has contracted with Red Clay Consulting, Inc. (Contractor), to perform services and deliver work associated with the MDM Modernization Project. Utilities requires resources to augment their internal infrastructure resources to support this project. Contractor is providing staff augmentation resources to Utilities in support of this effort as described herein. This Statement of Work) SOW is to extend this support to and including January 31st, 2024.

2.2 Services to be Performed

Contractor will execute and/or support the installation of the Oracle Utilities Meter Data Management application, Smart Grid Gateway, and the Direct Integration Pack; support infrastructure related tasks during smoke test activities and advise JEA's internal resources on their part of the installation.

2.3 Key Personnel

Any changes to the key resources below must be discussed and agreed by both parties.

The following resources will provide Services as set forth below.

Individual	Planned Start Date	Planned End Date	Weekly Hours	Total Hours
Suchendra Ravinuthala	1/1/2024	1/31/2024	40*	168*

*January 1 and January 15 are Utilities holidays. No work will be performed or billed on those dates.

Utilities will provide Contractor with two weeks' written notice to end the engagement earlier than the Planned End Date or to extend services beyond the Planned End Date.

2.4 Roles / Responsibilities

The following are the key responsibilities of the proposed Contractor team member:

- OUAF system architecture design adopting Oracle best practices.
- OUAF system components installation and administration Examples include but are not limited to Operating System, WebLogic, Fusion Middleware.
- OUAF application components installation and administration. Examples include but are not limited to MDM, SGG, DIP, OUA, ODI, CCB, C2M).
- OUAF application code and config migrations.
- OUAF system performance tuning.
- OUAF system maintenance and patching.
- Help resolve OUAF technical issues.

2.5 Assumptions

The following are the assumptions that apply to this engagement.

- Utilities will assign administrative privileges to all systems required to provide support to the appropriate users.
- Utilities will share any existing standard operating procedures as it relates to system administration that Contractor team members will follow.
- Project team members will primarily provide support during US business hours (eastern time and central time).
- Project work will primarily, if not entirely, be completed remotely.
- Utilities agrees to provide Contractor with all reasonably required documents, including but not limited to, existing documentation, application inventory, architectural diagrams, technical specifications regarding the details of the Services to be performed, if any, which are available to Utilities and which relate to the Services.
- Utilities shall be responsible for, and Contractor may rely upon, the accuracy and completeness of all requirements, programs, instructions, reports, data, documents, and other information furnished by Utilities to Contractor under the Agreement.
- Contractor may use such requirements, reports, data, documents, and information in performing or furnishing Services under the Agreement.
- Utilities shall make decisions and carry out its other responsibilities in a reasonably timely manner under the Agreement so as not to delay Contractor's Services.
- Utilities will also provide Contractor with
  a) access to Utilities' systems, networks, communication facilities, or computer facilities reasonably required by Contractor to perform the Services.
  b) Reasonably timely and accurate answers to questions posed by Contractor that pertain to Contractor's performance of the Services.
  c) reasonably prompt, complete, accurate and appropriate performance of Utilities' obligations relating to acceptance contemplated by this SOW.
- Utilities will provide resources (application portfolio managers, business unit representatives, application SMEs and architects) who are reasonably available and will provide input in a timely manner as determined by Utilities.
- Utilities will provide Contractor with a single point of contact who will be responsible for prioritizing activities and decisions.

2.6 Work Location / Schedules

2.6.1 Travel

While most work will be performed remotely, it may be advantageous for Contractor personnel to travel and work directly onsite with Utilities personnel at some point during this engagement.

2.6.2 Laptops and Software

Contractor will furnish their own laptops and software unless software specific to Utilities is required.

2.7 Change Procedures

Any change in the specified scope of services must be mutually agreed upon by the parties in writing. Contractor's standard Change Order Procedures may be used to document these changes. Services in accordance with this SOW will continue to be performed until the parties agree in writing on the change in scope of services, scheduling, and related fees.

2.8 Project Cost

Red Clay will provide a minimum of 168 hours of infrastructure support, fulfilling requests for support from Utilities at a total cost to Utilities of $33,600.00. Support required above this amount will be billed as Time & Materials at a rate of $200 per hour.

The minimum fee will apply to work performed between and including January 1, 2024 and January 31, 2024.

No travel is expected; therefore, no expense fees have been incorporated into the above stated weekly minimum fee. Should travel be required, expenses would be billed as incurred.

All rates, negotiations, and terms of this SOW constitute "confidential and proprietary information" as defined in the Agreement and must be treated as such.

3.Work Authorization

I hereby authorize Red Clay to begin delivery of services as described in this Statement of Work.

For Utilities (JEA):		For Contractor (Red Clay Consulting, Inc.):	
Signature:	Cindy Edgar	Signature:	
Printed Name:	Cindy Edgar	Printed Name:	Paul Marnell
Title:	Director, IT PMO Services	Title:	CEO
Signature:		Signature:	
Printed Name:		Printed Name:	
Title:		Title:	
Company:	JEA	Company:	Red Clay Consulting, Inc.
Date:	Nov 28, 2023	Date:	11/29/2023

AMENDMENT # 7
TO CONTRACT # JEA10626
BETWEEN
JEA
AND
Red Clay Consulting, Inc.

THIS AMENDMENT NUMBER 7 ("Seventh Amendment") is made and entered into this 13th day of April 2023, (the "Effective Date"), by and between **JEA**, a body politic and corporate located at 21 W. Church St., Jacksonville, Florida, 32202, and **Red Clay Consulting, Inc.**, a Georgia corporation authorized to perform work in the State of Florida, with a principal address of 1201 Peachtree Street NE, Suite 100, Atlanta, GA 30361 (the "Company").

RECITALS:

WHEREAS, on **June 4, 2021**, the parties made and entered into an agreement (the "Original Agreement") under which Company agreed to provide **"Oracle Customer to Meter C2M Project Director Support & Critical Gap Assessment/Consulting"** (the "Work") until **"Project Completion"**, for a Maximum Indebtedness of **Two Hundred Ninety-Nine Thousand Eight Hundred Sixty and 00/100 Dollars ($299,860.00)** (the "Maximum Indebtedness"); and

WHEREAS, on **August 19, 2021**, JEA increased the Maximum Indebtedness of the Original Agreement, as approved by the JEA Awards Committee, in the amount **Five Hundred Seventeen Thousand Five Hundred Thirty-Five and 00/100 Dollars ($517,535.00)**, for a new Maximum Indebtedness of **Eight Hundred Seventeen Thousand Three Hundred Ninety-Five and 00/100 ($817,395.00)**; and

WHEREAS, on **September 16, 2021**, JEA increased the Maximum Indebtedness of the Original Agreement in the amount **One Million Six Hundred Sixty-One Thousand Five Hundred Fourteen and 00/100 Dollars ($1,661,514.00)**, as approved by the JEA Awards Committee, for a new Maximum Indebtedness of **Two Million Four Hundred Seventy-Eight Thousand Nine Hundred Nine and 00/100 Dollars ($2,478,909.00)**; and

WHEREAS, on **December 14, 2021**, JEA restated and revised the Scope of Work and deliverables stated in the Original Agreement, and increased the Maximum Indebtedness in the amount of **Two**

Hundred Forty-Seven Thousand Eight Hundred Ninety and 90/100 Dollars ($247,890.90), as allowed by the JEA Procurement Code, for a new Maximum Indebtedness of **Two Million Seven Hundred Twenty-Six Thousand Seven Hundred Ninety-Nine and 90/100 Dollars ($2,726,799.90)**; and

WHEREAS, on **May 05, 2022**, JEA increased the Maximum Indebtedness in the amount **Two Million Four Hundred Sixty-One Thousand Eleven and 00/100 Dollars ($2,461,011.00)**, as approved by the JEA Awards Committee, for a new Maximum Indebtedness of **Five Million One Hundred Eighty-Seven Thousand Eight Hundred Ten and 90/100 Dollars ($5,187,810.90)**; and

WHEREAS, on **December 08, 2022**, JEA approved additional revisions to the Scope of Work stated in the Original Agreement; and

WHEREAS, on **February 15, 2023**, JEA increased the Maximum Indebtedness in the amount of **Three Hundred Thirteen Thousand Seven Hundred Fifty-Three and 00/100 Dollars ($313,753.00)**, as allowed by the JEA Procurement Code, for a new Maximum Indebtedness of **Five Million Five Hundred One Thousand Five Hundred Sixty-Three and 90/100 Dollars ($5,501,563.90)**; and

WHEREAS, JEA now desires to increase the Maximum Indebtedness in the amount **Two Million Nine Hundred Fifty Thousand and 00/100 Dollars ($2,950,000.00)**, as approved by the JEA Awards Committee on **April 13, 2023**, for a new Maximum Indebtedness of **Eight Million Four Hundred Fifty-One Thousand Five Hundred Sixty-Three and 00/100 Dollars ($8,451,563.90)**.

IN CONSIDERATION of the Original Agreement and for the mutual promises and covenants herein contained, the sufficiency and receipt of which is hereby acknowledged, the parties agree as follows:

AGREEMENT:

1. **Maximum Indebtedness.** The Maximum Indebtedness of the Original Agreement shall be increased by **Two Million Nine Hundred Fifty Thousand and 00/100 Dollars ($2,950,000.00)**, which shall be invoiced to JEA in accordance with Exhibit A, attached hereto. The Maximum Indebtedness shall now be **Eight Million Four Hundred Fifty-One Thousand Five Hundred Sixty-Three and 00/100 Dollars ($8,451,563.90)**.

2. The above recitals are true and correct and, by reference, are incorporated herein and made part hereof.

SAVE AND EXCEPT as hereby specifically amended herein, the terms and conditions of the Original Agreement, as amended, shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have duly executed this Amendment the day and year first above written.

SIGNATURES TO FOLLOW

Red Clay Consulting, Inc.
Signature:
Paul Marnell
Signed on May 08,2023 | 08:40:10 (GMT -5:00)

Email: paul.marnell@redclay.com
Name: Paul Marnell
Title: CEO
Date: May 08,2023 | 08:40:10 (GMT -5:00)

JEA
Signature:
Signed on May 08,2023 | 18:45:08 (GMT -5:00)

Email: gleejs@jea.com
Name: Jenny McCollum
Title: Director, Procurement Services
Date: May 08,2023 | 18:45:08 (GMT -5:00)

JEA-WITNESS
Signature:
Jessica Talley
Signed on May 09,2023 | 06:22:25 (GMT -5:00)

Email: talljb@jea.com
Name: Jessica Talley
Title: Contracts Associate
Date: May 09,2023 | 06:22:25 (GMT -5:00)

REDCLAY

JEA MDM Stage II SOW

CONTACT

Powers, Lynne

email@redclay.com 612-965-8611

DATE

April 28, 2023

VERSION

0.1

Contents

Document Control

History

Revision	Date	Author	Purpose
1.0	2/1/2021	Mackenzie Sokoll	Draft 1 of Word Template
	4/27/23	Mike Bertsch	Final Edits

Reviewers

Name	Title / Role	Feature	Review Date
Chris Dailey	CRM Systems Mgr.	Sections 1-3	4/25/23
David Brewer	Corp. Applications Specialist	Sections1-3	4/25/23
Kent Moore	Project Manager	All Sections	4/27/23
Cindy Edgar	Dir. Tech. Svcs. PMO	Section 7	4/27/23
Jesus Garcia	DIR. CRM Systems	All Sections	4/27/23

Document Approvers

Name	Title / Role	Feature	Review Date
		All Sections	

1.1 Introduction

JEA (Utilities) is contracting with Red Clay Consulting, Inc. (Contractor), to perform services and deliver work associated with the MDM Modernization Project (Project) as described herein.

1.2 Background

In November of 2022 Utilities performed a risk assessment to better focus the objectives of their C2M Implementation Project. The result of that analysis indicated that the primary focus needed to resolve the technical risk of Utilities' outdated eMeter system (MDM System) is to implement the Meter Data Management side (M-side) of the Oracle solution.

In February of 2023 Utilities determined to take a two-stage approach to the implementation of the MDM replacement. The first stage covered a detailed analysis of the requirements necessary to be fulfilled by the new MDM system. The second stage is to construct, test and deploy the new MDM system based on the findings in stage 1.

This Statement of Work is to define the second stage of the Oracle MDM system implementation to replace the eMeter system.

1.3 Project Approach

The project approach is to utilize the findings in Stage 1 of the project to refine the detail for Stage 2 (this SOW) of the project. Stage 2 of the project will execute on the Construct through Stabilization portions of the methodology stated below. The overarching purpose is to reduce risk to Utilities by replacing the "end of life" eMeter system with the Oracle MDM system in a like for like manner where possible. Key tenets of this project for Utilities are as follows:

- Reduce risk by replacing the eMeter system quickly
- Reduce business impact as much as possible by a like for like replacement
- Noncritical upgrades and enhancements will be considered post go live

1.4 Project Methodology

1.4.1 Overall Project Methodology

The overall methodology for the MDM Modernization Project will follow Contractor's "Transform One Methodology" (T1). The methodology requires that Utilities and Contractor collaborate on requirements utilizing Contractor's industry and implementation experience and Utilities specific operational knowledge to design the solution for Utilities. The overall scope of this agreement is to perform the Construct to Stabilize phases of the overall T1 Methodology.

Contractor's T1 methodology consists of the following phases:

1. Discover – completed in Stage 1.
2. Analyze – completed in Stage 1.

3. Construct – The system will be constructed with a series of "agile-like" iterations to design, build, and test the solution as per the requirements gathered from the Analyze phase.
4. Validate – The solution, including both the configured system and converted data, is validated through testing to ensure it meets Business Operational Needs and Requirements and is successfully delivered.
5. Deploy – This phase is to prepare and execute a successful transition of "ownership" of the new MDM Solution to the client by identifying, planning, and practicing all operational activities – both business and technical – required to affect a transition of the current systems. This includes performing the activities to promote the solution into an operational environment.
6. Stabilize – Technical and functional issues, errors, and defects related to the operations of the MDM Solution following Go-Live are identified and resolved and management of the system is transitioned over to the client or the Managed Services Team.

2. Implementation Schedule

The implementation schedule features the planned timing of the key activities necessary to execute the project. As many factors within and outside of the projects control can influence changes to the schedule, Utilities and Contractor will make best efforts to keep the schedule outlined in this SOW. Any changes to the schedule will be agreed by Utilities and Contractor following the change control process outlined in the project's governance documents.

2.1 Methodology Milestones

The implementation schedule will follow Contractor's "Transform One Methodology" that consists of the phases described in the Project Methodology section. At the highest level the scheduled completion dates planned for the project are listed below.

Methodology Milestones	**Forecasted Dates**
Construct	July 7th 2023
Validate	November 17th 2023
Deploy	December 1st 2023
Go Live PHS 1	December 4th 2023
Stabilize PHS 1	December 29th 2023
Go Live PHS 2	January 2nd 2023
Stabilize PHS 2 (Contractor Optional)	February 9th 2024

2.2 Project Schedule & Work Packages

The project schedule has been designed by consolidating detailed activities into "Work Packages." These Work Packages represent the major components defined for the implementation of the new MDM system. The flow of the work represents a build and test process supported by enabling activities from an infrastructure and data perspective. The OCM and Training threads follow the entire project culminating in Business Readiness for Deployment and Go Live.

2.2.1 Construct & Test Work Packages

The "Construction and Test" work packages represent the configuration, integration, and customization development for the new MDM System. The development is followed by the validations of those developments to ensure the new MDM system meets the requirements definition from Stage 1.

Contractor will document functional and technical designs (FDDs & TDDs) for the developments. Contractor will also perform the development and conduct "Component and Function" (C&F) testing on the developments built by Contractor. Once completed, Contractor will document the testing and package the developments to be presented at the Utilities Environmental Control Meeting (CAB) for movement to the Quality Assurance (QA) system.

Utilities will review and approve all FDDs and TDDs and approve the documentation for move to the QA System. Once developments have been moved to the QA system Utilities will be responsible for testing the functionality in accordance with the project's test plans and processes. Contractor will support Utilities with defect resolution and C&F Testing of the defect resolutions for promotion to QA via the CAB process.

The development plan is broken down into 6 groups as follows:

1. MDM Configuration
2. Development Group 1 – Reads and Synchs
3. Development Group 2 – Billing and Other Integrations
4. Development Group 3 – 2-Way Water
5. Enhancements
6. Reports

The plan starts with items 1 and 2 above comprising base functionality defined as MDM configuration, data synchronizations and the ingestion of read data for Utilities current meter base (2-way water is an exception reserved for Development Group 3). This initial configuration and development will be tested in an initial system integration test defined as SIT 1 – Meter Reads.

Concurrently developments for "Group 2," consisting of the billing interface and integration to other JEA systems will be documented, constructed, and tested along with the "Group 3" developments comprising 2-way water reads, events, and commands and the "Enhancements." These developments will be completed by the completion of SIT 1 and tested in SIT 2 – Integration & Enhancements building upon the functionality validated in SIT 1 – Reads Testing.

Reports will be developed and targeted for completion by the beginning of SIT 2 – Integrations & Enhancements testing.

Once all developments have been tested in SIT 1 and SIT 2, an additional validation will be conducted to run through all the developments for a final validation, testing all functionality and subsequent fixes in an end-to-end fashion to confirm all developments work together. This test cycle will be SIT 3 – End to End testing.

In addition to testing the developments and functionality of the system, technical testing must also be conducted as part of these work packages. Technical testing consists of performance testing, fail-over testing, and disaster recovery testing to ensure performance and stability of the new MDM system.
While this testing will be conducted predominantly by the technical team, it is still a vital part of the "Construct & Testing" work packages.

2.2.2 Enablement Work Packages

Enablement Work Packages contain activities that enable the Construction and Test Work package to be able to be executed effectively. The activities in this work package consist of establishing the technical environments and historical data necessary within the environments necessary for development and test execution.

Section 3.3 below defines the Environment Builds. The environments are key dependencies for the development, testing, conversion, and training activities. The environments planned for this SOW are as follows:

1. Quality Assurance (QA) Environment to be used for System Integration Testing and potentially User Acceptance Testing
2. Pristine Environment (PRST) to be used for data conversion testing, technical testing, and potentially, User Acceptance Testing
3. Gold Environment to be used to house configuration and developments with minimal data requirements
4. Training to be utilized for training exercises and conducting training courses

The builds of the environments are the responsibility of Utilities with support from Contractor. Dependencies on environments are highlighted within the work packages detailed below. Any delays or changes to the environment structures or timelines as defined in the implementation Schedule in section 2 may delay other activities causing schedule shifts and potential change orders.

The data conversion enablement stream is to "load" the system with master and historical data for processing and reference purposes. The work packages for the data conversion are highly dependent on having an appropriate environment in which to test and tune the conversion. The master data synchs and the "Direct Load" are the largest key components of the data conversion followed up by data cleanup scripts. These activities will be tested and tuned by a series of "Tuning Iterations," "Mocks," and a dress rehearsal effectively testing the data conversion process and the data quality results.

Much of the integration testing activities are dependent on the data conversion so delays in the conversion activities would have an adverse impact on the schedule.

2.2.3 OCM & Training Work Packages

The OCM and Training work packages focus on business and organizational readiness. These activities ensure the business is aware of any changes in organization, technology, and business process. The work packages contain the activities necessary for the business to be ready to execute and handle the changes imposed by the project.

The OCM activities will largely consist of outreach into the business community to inform impacted users of the changes coming. The training arm of this work package will develop and conduct training for User Acceptance Testing" (UAT) and Go Live to equip users to execute those activities effectively.

Contractor will execute the OCM activities, however, when it comes to training development and delivery responsibilities, the definition as to how and by whom these activities will be completed has not been completed. Utilities and Contractor agree that a "Training Contingency" (see section 7.1 of this SOW for detail) will be set aside to be defined by March 31st as to the scope of the training activities and

who will perform those activities. At that point a CR will be drafted to expend all, some, or none of the contingent funds and execute upon the agreed roles and responsibilities for the training activities.

2.2.4 Go Live and Support Work Packages

The Go Live & Support work packages are the culmination of all previous work packages. These work packages detail the activities necessary to move the new MDM system into a "productive state."

The "Go Live" will be done in two phases:

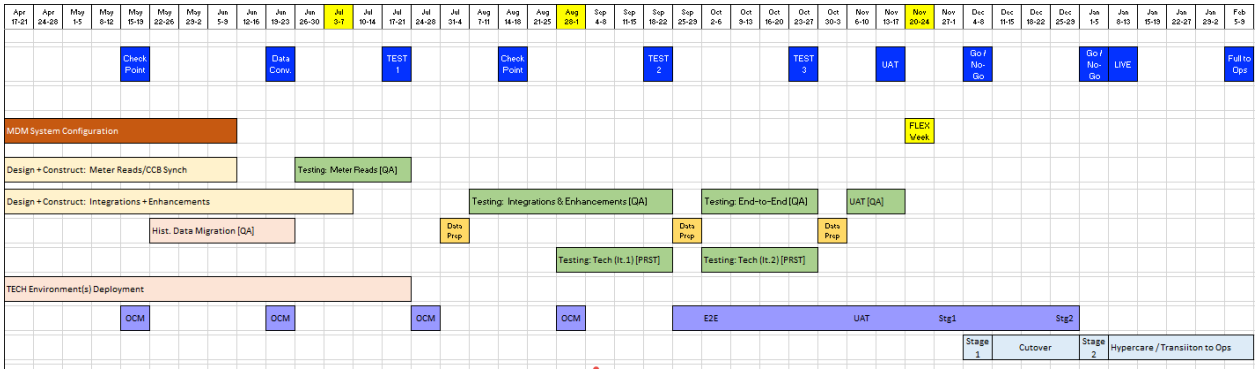
- Phase 1 – "Parallel MDM"; in this phase the MDM will be "Turned on" to run in parallel with the current eMeter system. All activities to maintain and support the new MDM environment will be in a production state. Additional monitoring scripts will be run to ensure the new MDM is operating as expected. (MDM Configuration & Development Packages 1 and 3)
- Phase 2 – "Billing & Other Integrations"; in this phase all JEA platforms that currently use the legacy eMeter system for meter read data will be moved over to consuming data from the new MDM system and the new MDM system will become the system of record for meter read data for Utilities. (Development packages 2, Enhancements, and Reports)

Cutover plans to execute the move to the new system will be developed by Contractor with Utilities input and support for Phase 1 Go Live will be handled jointly by Utilities and Contractor. Support for Phase 2 Go Live is still to be determined between Contractor and Utilities. Utilities and Contractor agree that a "Support Contingency" (see section 7.1 of this SOW for detail) will be set aside to be defined by September 15th as to the roles and responsibilities for the support of the Phase 2 Go Live. At that point (September 15th) a CR will be drafted to expend all, some or none of the contingent funds and execute upon the agreed upon roles and responsibilities for executing the Phase 2 Go Live Support.

2.2.5 Work Package Schedule & Plan

Below is a high-level depiction of the anticipated schedule developed jointly by the Contractor and Utilities for work package execution. While any changes to the plan below will require a change request for documentation purposes, not all change requests are anticipated to result in resource or funding changes.

The plan flows with the construction of the development objects followed by the subsequent validation (testing) of those objects. The testing completes with the end-to-end testing cycle scheduled to be completed by the end of September. The construction and testing will be supported by the enablement activities of the environment builds and data conversion. The QA Environment is scheduled to be ready by the beginning of SIT 1 and the Pristine Environment is to be ready by the beginning of SIT 2. The data conversion activities are to be completed and fully tuned by the end of End-to-End testing. The OCM activities continue throughout the timeline and the training and final system validation (UAT) are
executed after SIT 3 "End to End" testing is complete and conclude by the end of October in preparation for a "Go / No-go decision." Finally, the phased Go Live and support are planned to be executed int the October-November timeframe with project support ending in early January.



3. Work Packages (Scope, Responsibilities, and Dependencies)

The execution of complex projects requires a clear understanding of what is to be done, who is to do what tasks and activities, what those activities are dependent upon, and what is to be the desired outcome from those activities.

This section outlines the understanding between Utilities and Contractor as to these detailed aspects of the project and the engagement.

The “Work Packages” are distinct sets of activities organized to support the project objectives and are discussed with their place in the project schedule in Section 2 above.

Deliverables are contractual obligations to Utilities by Contractor that require review and approval from Utilities.

Work Products are documents and artifacts that Contractor uses to execute the project under the methodology to produce the deliverables. These artifacts are an obligation of this statement of work and are to be made available to Utilities but do not require review or approval by Utilities.

3.1 Development and Component & Function Testing (C&F Testing)

This portion of the engagement represents 7 “Work Packages” to complete the configuration and development of the Oracle MDM System.

There are several assumptions and dependencies below that apply to all work packages within this section. Assumptions, responsibilities, and dependencies that are Work Package dependent are delineated within the section for each Work Package.

ASSUMPTIONS – DEVELOPMENT AND COMPONENT & FUNCTION TESTING

1. All integrations and customization code delivered by Contractor within MDM will be written in Groovy or OUAF scripting to align with potential long-term cloud goals unless a technical dependency is identified by the project to deviate from this assumption.
2. The solution will leverage base Oracle DataConnect functionality where applicable to fulfill business requirements related to interval data extract.

3. Code from previous C2M project efforts will be used in MDM if it fulfills the business requirements and agreed upon by both Contractor and Utilities.

DEPENDENCIES - DEVELOPMENT AND COMPONENT & FUNCTION TESTING

1. Utilities will be responsible for the design and development of any CCB changes required to accommodate the agreed upon MDM solution design for all interfaces excluding Data Synchronization. Contractor will advise and review changes.
2. Utilities is responsible for maintaining and enforcing an effective environment change management processes keeping environments in proper synchronization.
3. An operating development environment (MDM, CCB, SGG and DIP)
4. Agreed upon access for contractor to the development environment.
5. Any Utilities-owned design and development will be completed within the agreed upon project timelines.

3.1.1 MDM Configuration

The MDM Configuration Work Package covers the activities necessary to configure the system for Utilities specific requirements. The requirements utilized to define the configuration necessary will be based on the information obtained from the workshops in Stage 1 of this engagement and contained in the Solution Traceability Matrix (STM).

SCOPE - MDM CONFIGURATION

The following chart defines the configurations within the scope of this agreement:

Configuration Type	Configurations in Scope
Master Data	Device Types, Device Configuration Types, Measuring Component Types, Service Point Types, Usage Subscription Types, Contact Types
VEE	VEE Groups and Rules, Exception Types, and Severity
Alerts/Alarms	Device Event Types and Service Investigative Orders
Admin Data Configuration	Extendable Lookups, Lookups, Characteristic Types, Installation Options, Master Configurations, Service Providers, Consumption Extract Types
ILM	Master Configuration and Maintenance Objects
Security	User Groups, Application Services, Access Modes, To Do Roles, To Do Types
Batches	Batch Controls

Scope Assumptions:

1. MDM Configuration will be matched to CCB as much as possible.
2. The existing C2M Configuration will be reused as much as possible for the MDM solution with the approval of both Contractor and Utilities.
3. Business requirements identified in the Stage 1 Solution Traceability Matrix (STM) not fulfilled by the identified integrations, enhancements, or reports within this document will be fulfilled by base configurations or will require a change request to this SOW.

ROLES & RESPONSIBILITIES - MDM CONFIGURATION

Contractor

1. Configuration of MDM System as defined by the requirements
2. C&F Testing and documentation of results for the MDM Configuration
3. Compile initial configuration workbook

Utilities

1. Utilities has no defined activities for this work package

DEPENDENCIES - MDM CONFIGURATION

1. Some MDM Configurations are dependent on CCB Configurations. It is assumed that all current CCB configuration is correct and accurate. Any changes and additions to CCB configurations that impact MDM will need to be communicated and may impact project schedule and drive the need for a change request.

DELIVERABLES – MDM CONFIGURATION

Workstream	Deliverable	Deliverable ID	Description
Functional	Configuration Workbook	D025	A summary of all configurations implemented in the GOLD environment extracted via script and consolidated into a single legible file.
Functional	Initial Configuration C&F Test Results	D026	Includes Component and Functional Test Cases and results for base configuration created within the DEV environment strictly during the Construct Phase. Provides evidence that business requirements are met for all requirements fulfilled through base MDM configuration.

WORK PRODUCTS – MDM CONFIGURATION

Workstream	Work Product	ID	Description
Functional	Configuration/Development Knowledge Transfer (KT)	WP017	Contractor will conduct knowledge transfer (KT) sessions with identified Utilities employees to appropriately educate regarding configuration and development functionality delivered by the Contractor. The target audience is Utilities's Business Analyst resources.

3.1.2 Integration Development & C&F Testing Group 1 (Reads & Ongoing Synchs)

The first Work Package for the integration development (Group 1) covers the meter read intake and data synchronizations necessary to populate the MDM system with read data from Utilities's Head End Systems (HES).

SCOPE – INTEGRATION DEVELOPMENT & C&F TESTING GROUP 1

The integrations necessary to load reads into the MDM system for group 1 are as follows:

Interface ID	Interface Descriptions	Source	Target
INT001	L+G 1-Way Adapter (Reads, Intervals, Events)	L+G USC	MDM
INT002	L+G 2-Way Adapter (Reads, Intervals, Events, Commands)	L+G CC	MDM
INT003	Itron MV90 Adapter (Reads, Intervals)	MV90	MDM
INT004	Itron FCS Adapter (Reads, Remarks)	FCS	MDM
INT005	Chilled Water Adapter (Reads)	File	MDM
INT006	Natural Gas Adapter (Reads)	File	MDM
INT008	Master Data Syncs from CCB (Contact, US, SP, IE, Device, Item)	CCB	MDM
INT009	Meter Read Syncs from CCB	CCB	MDM

Scope Assumptions:

1. Oracle's CCB-MDM Direct Integration Pack will be leveraged for middleware integrations between CCB and MDM.
2. Master Data Syncs will be sent from CCB to MDM in near real-time.
3. L+G One-Way Meters will leverage the existing file-based Provisioning process from CCB or MDM.

ROLES & RESPONSIBILITIES - INTEGRATION DEVELOPMENT & C&F TESTING GROUP 1

Contractor

1. CCB configuration and custom algorithms in CCB for the purposes of Data Synchronization
2. Development of any changes required to defined integrations
3. C&F Testing and documentation of results for the defined integrations
4. Provide required updates/additions to Utilities for d-Series batch schedule, e.g., batches, sequencing, parameters, etc. required by Group 3 development objects to support testing for SIT1 – Meter Reads

Utilities

1. File transfers for extracts to and from MDM/SGG will be managed by Utilities.

2. Enter configuration in D-Series batch scheduler for Group 1 development objects to support testing for SIT1 – Meter Reads

DEPENDENCIES - INTEGRATION DEVELOPMENT & C&F TESTING GROUP 1

1. There are no dependencies, beyond what is identified in section 3.1, anticipated that will impact the execution of this Work Package

DELIVERABLES – INTEGRATION DEVELOPMENT & C&F TESTING GROUP 1

Workstream	Deliverable	ID	Description
Functional	Functional Design Documents – Integrations Group 1	D027	Based on findings from the Functional Workshops, the Enhancement functional designs should contain the functional requirements, design-specific assumptions, high level unit test cases, and high-level processing logic for each development item. This deliverable includes Integrations INT001-INT006, INT008-INT009.
Technical	Technical Design Documents – Integrations Group 1	D031	Describes in technical terms how an Integration item will be developed. These designs outline the program logic that will be developed to satisfy the Functional Designs. This deliverable includes Integrations INT001-INT006, INT008-INT009.
Technical	Code Deployment Packages – Integrations Group 1	D035	Includes documented Deployment Instructions, the Code Package, and C+F test cases completed by onshore teams. This deliverable includes Integrations INT001-INT006, INT008-INT009.

WORK PRODUCTS – INTEGRATION DEVELOPMENT & C&F TESTING GROUP 1

Workstream	Work Product	ID	Description
Technical	Development Schedule Group 1	WP018	Schedule defining the checkpoints and delivery dates for documentation and developments of all objects in Group 1
Functional	Initial/Recommended Batch Schedule for Group 1 development functionality	WP034	Define and Configure batch schedule which outlines job sequence and inter-job dependencies to be configured for batch processing for Group 1 development functionality

3.1.3 Integration Development & C&F Testing Group 2 (Other Integrations)

The second Work Package for the integration development (Group 2) covers defined integrations to other Utilities systems except for the 2-way water integration (Group 3).

SCOPE - INTEGRATION DEVELOPMENT & C&F TESTING GROUP 2

Interface ID	Interface Descriptions	Source	Target
INT010	Billing Reads to CCB	MDM	CCB
INT011	Off Cycle Billing Read Requests from CCB	CCB	MDM
INT012	Reads to Exceleron (Pre- pay)	MDM	Exceleron
INT013	Reads to Aclara (jea.com)	MDM	Aclara
INT014	Outages and Restorations to OMS	MDM	OMS
INT015	Datawarehouse	MDM	DW
INT016	Service Orders from CCB	CCB	MDM
INT017	Service Orders to CCB	MDM	CCB

Scope Assumptions:

1. Service Orders from CCB (INT016) include Remote Connect Requests, Remote Disconnect Requests, and On-Demand Read Requests
2. Service Orders to CCB (INT017) are limited to sending MDM-generated SIOs based off VEE Exceptions, Command Failures, and Device Events to CCB for FA creation
3. Current Storm Mode functionality to prevent OMS from processing outages is assumed to be outside of MDM
4. Service Point level outage suppression for in-flight field activities and cut for non- pay customers will continue to leverage the existing solution in OMS and CCB
5. Reader Remarks will be provided to CCB via INT010 only if Itron FCS reads are included within the scope of this integration to provide billing reads from MDM to CCB (Potentially remove?)
6. The agreed upon to-be Virtual Move In and Out (VMIO) process will be included within the scope of INT016
7. It is anticipated that VMIO Read Requests will be handled via On Demand Read (ODR) and will check for existing measurements within MDM if necessary
8. MDM will serve strictly as a pass-through for Outages and Restorations to OMS
9. Current functionality for determining routing via a Field Activity to FMS PCAD vs. an AMI command will not change based on the understood scope
10. All FA Remarks and subsequent follow-up fieldwork will be orchestrated by CCB or the current solution

11. File extract from MDM to Aclara (INT013) will be designed to meet the requirements for the current Aclara system, as of the start of this agreement
12. Integration between MDM and OMS for sending Outages (INT014) and Restorations will leverage JMS Queues for optimal load processing and error handling
13. Existing integration design for C2M and OMS (INT014) will be leveraged as much as possible
14. Meter Ping and/or Bulk Ping requests from OMS will not go through MDM to align with existing as-is C2M solution
15. For the purposes of billing, High/Low Validations currently in the CCB solution will be leveraged and unchanged
16. For integrations INT012, INT013, and INT015; the project will utilize the existing code to the fullest extent possible. Contractor will write FDDs and TDDs based on current code for documentation and knowledge purposes. Utilities will make necessary code changes and be first line of defect support with Contractor support.

ROLES & RESPONSIBILITIES - INTEGRATION DEVELOPMENT & C&F TESTING GROUP 2

Contractor

1. Development of defined integrations
2. C&F Testing and documentation of results for the developed integrations
3. Provide required updates/additions to Utilities for d-Series batch schedule, i.e., batches, sequencing, parameters, etc. required by Group 3 development objects to support testing for SIT 2 – Integrations & Enhancements Testing

Utilities

1. Any file and message transformation from base Oracle file extract format outside of MDM
2. Enter configuration in D-Series batch scheduler for Group 2 development objects to support testing for SIT2 – Integrations & Enhancements Testing
3. Development of iQueue adjustments to support the functions of INT016

DEPENDENCIES - INTEGRATION DEVELOPMENT & C&F TESTING GROUP 2

1. The ability to test and complete the iQueue development is dependent on the completion of MDM code and configuration required for unit testing messages from iQueue.

DELIVERABLES – INTEGRATION DEVELOPMENT & C&F TESTING GROUP 2

Workstream	Deliverables	ID	Description
Functional	Functional Design Documents – Integrations Group 2	D028	Based on findings from the Functional Workshops, the Enhancement functional designs should contain the functional requirements, design-specific assumptions, high level unit test cases, and high-level processing logic for each development item. This deliverable includes Integrations INT010-INT017.

Workstream	Deliverables	ID	Description
Technical	Technical Design Documents – Integrations Group 2	D032	Describes in technical terms how an Integration item will be developed. These designs outline the program logic that will be developed to satisfy the Functional Designs. This deliverable includes Integrations INT010-INT017.
Technical	Code Deployment Packages – Integrations Group 2	D036	Includes documented Deployment Instructions, the Code Package, and C+F test cases completed by onshore teams. This deliverable includes Integrations INT010-INT017.

WORK PRODUCTS – INTEGRATION DEVELOPMENT & C&F TESTING GROUP 2

Workstream	Work Product	ID	Description
Technical	Development Schedule Group 2	WP014	Schedule defining the checkpoints and delivery dates for documentation and developments of all objects in Group 2
Functional	Initial/Recommended Batch Schedule to support Group 2 development functionality	WP035	Define and Configure batch schedule which outlines job sequence and inter-job dependencies to be configured for batch processing for Group 2 development functionality

3.1.4 Integration Development & C&F Testing Group 3 (2 Way Water – Badger)

The third Work Package is for the integration development (Group 3) which covers the integrations necessary for Utilities's new 2-way water meters.

SCOPE - INTEGRATION DEVELOPMENT & C&F TESTING GROUP 3

Interface ID	Interface Descriptions	Source	Target
INT007	Badger (2-way Water) Adapter (Reads, Intervals, Events, Commands)	Badger Beacon	MDM

Scope Assumptions:

1. Scope for the Badger Adapter (INT007) includes Daily Usage and Events, Alarms and Smart Meter Commands
2. Remote Connect & Disconnect (RCD) for the 2-way water system (Badger) is out of scope for this engagement
3. Electric Smart Meter and Two-Way Water Meter Provisioning will leverage Multispeak Commands.

ROLES & RESPONSIBILITIES - INTEGRATION DEVELOPMENT & C&F TESTING GROUP 3

Contractor

1. Development of defined integrations for Reads, Intervals, Events, and Commands
2. C&F Testing and documentation of results for the developed integrations
3. Contractor will design, develop, and Component and Functional test any Provisioning process from MDM.
4. Provide required updates/additions to Utilities for d-Series batch schedule, i.e., batches, sequencing, parameters, etc. required by Group 3 development objects to support testing for SIT 2 – Integration & Enhancement testing
5. Provide knowledge transfer regarding how to add additional head end systems & relevant functionality (adapters)

Utilities

1. Utilities will design, develop, and Component and Functional test any Provisioning process from CCB
2. Will involve contractor in design discussions with Badger for the communications between Beacon and MDM (INT007)
3. Enter configuration in D-Series batch scheduler for Group 3 development objects to support testing for SIT 2 – Integration & Enhancement testing

DEPENDENCIES - INTEGRATION DEVELOPMENT & C&F TESTING GROUP 3

1. For the Badger Adapter (INT007), specifications and samples for identified interfaces will be provided by Badger prior to the end of the Analyze phase
2. Types of meter events that can be sent to MDM will be identified by Badger (INT007) and provided during the Analyze phase
3. A Beacon API must be developed before or in parallel with INT007 design development, and the Beacon API will be completed by Badger

DELIVERABLES – ROLES & RESPONSIBILITIES - INTEGRATION DEVELOPMENT & C&F TESTING GROUP 3

Workstream	Deliverable	ID	Description
Functional	Functional Design Documents – Badger Adaptor (INT007)	D030	Based on findings from the Functional Workshops, the Enhancement functional designs should contain the functional requirements, design-specific assumptions, high level unit test cases, and high-level processing logic for each development item. This deliverable includes Integration INT007.
Technical	Technical Design Documents – Badger Adaptor (INT007)	D034	Describes in technical terms how an Enhancement item will be developed. These designs outline the program logic that will be developed to satisfy the Functional Designs. This deliverable includes Integration INT007.

Workstream	Deliverable	ID	Description
Technical	Code Deployment Packages – Badger Adaptor (INT007)	D038	Includes documented Deployment Instructions, the Code Package, and C+F test cases completed by onshore teams. This deliverable includes Integrations INT007.

WORK PRODUCTS – ROLES & RESPONSIBILITIES - INTEGRATION DEVELOPMENT & C&F TESTING GROUP 3

Workstream	Work Product	ID	Description
Technical	Development Schedule Group 3	WP016	Schedule defining the checkpoints and delivery dates for documentation and developments of all objects in Group 3
Functional	Initial/Recommended Batch Schedule for Group 3 development functionality	WP038	Define and Configure batch schedule which outlines job sequence and inter-job dependencies to be configured for batch processing for Group 3 development functionality

3.1.5 Enhancements Development & C&F Testing

The Enhancements Development Work Package is to develop, and C&F test the system customizations defined to be necessary to meet the requirements defined from Stage 1 of the project.

SCOPE – ENHANCEMENT DEVELOPMENT & C&F TESTING

Enhancement ID	Enhancement Description
ENH001	Template Device and Interval Channel Creation
ENH002	Meter Provisioning and Commissioning (Meter Add/Retire and Commission/Decommission)
ENH003	CNC - Consumption No Contract
ENH004	Webviewer

Scope Assumptions:

1. Meter Provisioning and Commissioning (ENH002) is limited to Electric Smart Meters, One-Way Water Meters, and Two-Way Water Meters
2. Existing C2M design and development for the Consumption No Contract Process will be leveraged as much as possible. This includes CNC, V-CNC, and CNC2
3. ENH004 “Webviewer” will be developed by Utilities.
4. All enhancements are technical in nature and while process improvements or adjustments could result from the differences between eMeter and the new MDM system intrinsically,

the objective of the enhancement is to satisfy specific requirements and not modify specific processes.

ROLES & RESPONSIBILITIES - ENHANCEMENT DEVELOPMENT & C&F TESTING

Contractor

1. Development of defined enhancements
2. C&F Testing and documentation of results for the developed enhancements
3. Provide required updates/additions to Utilities for d-Series batch schedule, i.e., batches, sequencing, parameters, etc. required by Group 3 development objects to support testing for SIT 2 – Integration & Enhancement testing

Utilities

1. Legacy CCB Data Cleanup as necessitated by Template Device and Interval Channel Creation (ENH001) will be owned by Utilities.
2. Enter configuration in D-Series batch scheduler for enhancement development objects to support testing for SIT 2 – Integration & Enhancement testing
3. Design, Documentation, development, and C&F testing of ENH004 "Webviewer"

DEPENDENCIES - ENHANCEMENT DEVELOPMENT & C&F TESTING

1. There are no dependencies, beyond what is identified in section 3.1, anticipated that will impact the execution of this Work Package

DELIVERABLES – ENHANCEMENT DEVELOPMENT & C&F TESTING

Workstream	Deliverable	ID	Description
Functional	Functional Design Documents – Enhancements except ENH004	D029	Based on findings from the Functional Workshops, the Enhancement functional designs should contain the functional requirements, design-specific assumptions, high level unit test cases, and high-level processing logic for each development item. This deliverable includes Enhancements ENH001-ENH003.
Technical	Technical Design Documents – Enhancements except ENH004	D033	Describes in technical terms how an Enhancement item will be developed. These designs outline the program logic that will be developed to satisfy the Functional Designs. This deliverable includes Enhancements ENH001-ENH003.
Technical	Code Deployment Packages – Enhancements except ENH004	D037	Includes documented Deployment Instructions, the Code Package, and C+F test cases completed by onshore teams. This deliverable includes Enhancements ENH001-ENH003.

WORK PRODUCTS – ENHANCEMENT DEVELOPMENT & C&F TESTING

Workstream	Work Product	ID	Description
Technical	Development Schedule Enhancements except ENH004	WP025	Schedule defining the checkpoints and delivery dates for documentation and developments of all enhancements
Functional	Initial/Recommended Batch Schedule for enhancements	WP039	Define and Configure batch schedule which outlines job sequence and inter-job dependencies to be configured for batch processing for enhancements

3.1.6 Reports

The reporting work package will be to generate the same reports that exist today. The queries to generate the report information will be developed and unit tested by Contractor (C&F Testing). User testing and report presentation will be the responsibility of Utilities. The reports in scope are in the chart below:

SCOPE - REPORTS

RQ ID	Requirement
RQ0150	The MDM solution shall provide the C2M-MDM-GS Orphan Report.
RQ0151	The MDM solution shall provide the C2M-MDM-Orphan Report.
RQ0152	The MDM solution shall provide the C2M-MDM-Histogram Water Report.
RQ0153	The MDM solution shall provide the C2M-MDM-Macro Missing Demand Report.
RQ0154	The MDM solution shall provide the C2M-MDM-Micro Missing Demand Report.
RQ0155	The MDM solution shall provide the C2M-MDM-NoMod Report.
RQ0157	The MDM solution shall provide the Low Battery Report.
RQ0158	The MDM solution shall provide the PV Prod Report.
RQ0382	The MDM solution shall provide 6 additional Reports if necessary. There is ability to accommodate 6 additional reports beyond those explicitly mentioned in this document.

Scope Assumptions:

1. Reports RQ0382 will be existing reports that may have not been identified and sample reports or queries will exist as a clear base from which design and development can be completed

ROLES & RESPONSIBILITIES - REPORTS

Contractor

1. Develop and unit test (C&F Testing) queries based on agreed requirements Utilities

1. Verify report data generated from queries developed
2. Responsible for report presentation using native JEA reporting tools

DEPENDENCIES – REPORTS

1. Report requirements and samples or queries to clarify current report requirements DELIVERABLES – REPORTS

Workstream	Deliverable	ID	Description
Functional	Report Queries	D064	Provides, in SQL format, the queries needed to run against the MDM database to support in scope reports. Provided queries will be mapped to respective business requirements in the Solution Traceability Matrix and will provide a high-level business need for the report.

WORK PRODUCTS – REPORTS

Workstream	Work Product	ID	Description
Technical	Development Schedule Reports	WP040	Schedule defining the checkpoints and delivery dates for documentation and developments of all reports

3.1.7 User Security

User Security represents the access the system users will have to execute the activities needed within the MDM system for operations. The user security should be defined, configured within SIT 2 – Integration & Enhancement Testing, and ready for final testing during SIT 3 - E2E Testing.

SCOPE – USER SECURITY

User Security will cover functional and technical users and be limited to the new MDM Application as follows:

1. MDM Application
2. SGG Application
3. DIP

Scope Assumptions:

1. User Groups from the C2M project can be utilized as a base and accelerator for designing the User security for the new MDM system
2. User security will be integrated into Utilities Active Directory System.

ROLES & RESPONSIBILITIES – USER SECURITY

Contractor

1. Analyze security groups from the C2M Project
2. Prepare a new security Matrix based on the C2M analysis and requirements for the new MDM
3. Review and confirm security Matrix with Utilities
4. Configure user security for testing at Utilities option
5. Support user security configuration

Utilities

1. Provide input into security matrix
2. Integrate system security with Utilities Active Directory.

DEPENDENCIES – USER SECURITY

1. Available User Security configuration from the C2M project for reference DELIVERABLES – USER

SECURITY

Workstream	Deliverable	ID	Description
Functional	MDM Security Matrix	D009	Listing of MDM User Groups along with their access specifications to various objects within the MDM system.

WORK PRODUCTS – USER SECURITY

There are no work products for this specific work package

3.2 System Integration & Technical Testing

Testing the new MDM system will consist of integration testing and technical testing. System integration testing focuses on the functionality and data aspects of the system while technical testing focuses more on the technical performance and stability of the system.

There are dependencies below that apply to all work packages within this section. Assumptions, dependencies that are Work Package dependent are delineated within the section for each Work Package.

DEPENDENCIES – SYSTEM INTEGRATION & TECHNCIAL TESTING

1. Testing Strategy from Stage 1 of the project
2. Utilities resources available, capable of developing test cases, and executing testing

3.2.1 Integration Test Preparation and Planning

The first work package for testing is preparation and planning. This work package consists of planning not only the test execution but also of planning the development of testcases and appropriate test coverage.

SCOPE – INTEGRATION TEST PREPARATION AND PLANNING

Integration test preparation and planning will encompass:

- refining existing test cases (Contractor's or Utilities')
- preparing new test cases
- finalizing the test tool organization
- loading the test tool
- defining test reporting
- preparing the daily test schedules
- scheduling necessary test meetings

These planning activities will be performed for the following test cycles:

1. SIT1 - "Reads Testing" – testing for Group 1 development items
2. SIT 2 - "Other Integrations" testing – testing for Group 2 and 3 developments and enhancements and initial data migration from first mock
3. SIT 3 - "End-to End" testing – tests full end to end processes with developments from groups 1-3 and enhancements

Scope Assumptions:

1. Contractor does not have the knowledge or experience to develop test plans for any functionality related to the "MDM WEB VIEWER"

ROLES & RESPONSIBILITIES - INTEGRATION TEST PREPARATION AND PLANNING

Contractor

1. Facilitate test case development planning sessions
2. Develop test case execution plan with input from Utilities
3. Create testcase templates for loading into Azure DevOps
4. Load test cases into Azure DevOps
5. Define test reporting for each test cycle
6. Develop test reporting from test tool
7. Schedule test defect and status meetings
8. Incorporate test plans for Webviewer into overall test planning

Utilities

1. Review and confirm existing RCC and JEA test cases
2. Develop necessary testcases to fill identified test case gaps
3. Make any necessary alterations to existing test cases
4. Load test cases into Azure DevOps

5. Provide input on test scheduling
6. Participate in test planning meetings
7. Develop test plans for Webviewer

DEPENDENCIES - INTEGRATION TEST PREPARATION AND PLANNING

1. Test Case Inventory from Stage 1
2. Test Case Gap analysis from Stage 1
3. Utilities resources capable of defining and writing executable test cases

DELIVERABLES – INTEGRATION TEST PREPARATION AND PLANNING

Workstream	Deliverable	ID	Description
Testing	SIT 1 Test Plan - Reads	D039	Plan that documents how interfacing functions and components of the solution will be tested to ensure the requirements represented by MDM Configuration and development Group 1 are achieved
Testing	SIT 2 Test Plan - Other Integrations & Enhancements	D058	Plan that documents how interfacing functions and components of the solution will be tested to ensure the requirements represented by development Group 2,3 and enhancements are achieved
Testing	SIT 3 Test Plan - End-to-End	D059	Plan that documents how interfacing functions and components of the solution will be tested from and end-to-end perspective encompassing all developments and configurations

WORK PRODUCTS – INTEGRATION TEST PREPARATION AND PLANNING

There are no work products for this specific work package.

3.2.2 Integration Test execution

System Integration Testing is to test the full functionality of the system SCOPE –

INTEGRATION TEST EXECUTION

System integration testing will be comprised of three cycles:

1. SIT 1 - “Reads Testing” – testing for Group 1 development items
2. SIT 2 - “Integrations & Enhancements” testing – testing for Group 2 and 3 developments, reports and enhancements and initial data migration from first mock
3. SIT 3 - “End-to End” testing – tests full end to end processes with developments from groups 1-3 and enhancements

Scope Assumptions:

1. Bill Comparison Testing activities will be conducted as part of the End-to-End testing cycle

ROLES & RESPONSIBILITIES - INTEGRATION TEST EXECUTION

Contractor

1. Perform test administration and tracking utilizing the Azure DevOps tool
2. Provide test execution reporting and status updates as agreed by Contractor and Utilities in the test planning
3. Conduct defect triage meetings
4. Perform defect fixes and for items configured or built by Contractor and conduct C&F testing for fixes developed
5. Package defect fixes to be presented for environmental change management review (CAB)
6. Execute and provide results from Bill Compare testing using Contractor's Bill Compare Test Tool for two weeks (10 bill cycles)
7. Perform an exceptions ("ToDo's") analysis based on test results for SIT 1 – Reads Testing
8. Perform an exceptions ("ToDo's") analysis based on test results for Sit 2 – Integrations & Enhancements Testing

Utilities

1. Execute refreshing CCB environments as per the Project Schedule
2. Execute refreshing the MDM environment as per the Project Schedule
3. Execute test cases per test execution plans & schedules
4. Perform defect resolution as necessary for items configured or built by Utilities
5. Log defects discovered during test execution in the manner prescribed by the project
6. Execute retests within timeframes prescribed by the test plan
7. Attend defect triage meetings

DEPENDENCIES - INTEGRATION TEST EXECUTION

1. QA Environment capable of ingesting read files and synchronizing with CCB for SIT 1 - "Reads Testing" cycle
2. QA Environment integrated to the fullest extent possible with historical data for SIT 2 - "Other Integrations & Enhancements" testing (Conversion synchs & Direct Load functioning)
3. QA Environment integrated to the fullest extent possible with historical data and fully refreshed CCB data for SIT 3 - "End-to-End" testing (Conversion synchs & Direct Load functioning with a scheduled CCB refresh)
4. Head End System (HES) vendors resources available to support issues and testing where deemed necessary
5. Physical sample test lab meters that are designed and tested to the correct specifications to support integration testing
6. Testcases developed according to the test strategy and detailed plans available in the test tool (Azure DevOps)

7. Knowledgeable test resources capable of executing test cases and interpreting and documenting test results
8. D-Series configuration to effectively run batch jobs defined for SIT 1 – Reads Testing, SIT 2 - "Integration & Enhancements" testing, and SIT 3 - "End to End" testing
9. IQueue development complete for SIT 2 "Integration and enhancements" testing
10. Webviewer development for SIT 3 "End to End" testing

DELIVERABLES – INTEGRATION TEST EXECUTION

There are no Contractor deliverables for this specific work package. WORK PRODUCTS –

INTEGRATION TEST EXECUTION

Workstream	Work Product	ID	Description
Functional	To-Do Analysis and Disposition for SIT 1 – Reads Testing	WP026	Spreadsheet that includes relevant MDM To Do Types, Primary and Secondary To Do Roles, To Do message, Potential Daily Volumes, Root Cause, and Recommended Mitigation Actions
Functional	To-Do Analysis and Disposition for SIT 2 – Integrations & Enhancements testing	WP036	Spreadsheet that includes relevant MDM To Do Types, Primary and Secondary To Do Roles, To Do message, Potential Daily Volumes, Root Cause, and Recommended Mitigation Actions

3.2.3 Technical Testing

The Technical Testing work package focuses more on the performance and stability of the MDM system as opposed to the functionality. Technical testing confirms that the platform itself is safe, recoverable, and performs optimally supporting the functional users and business operations.

SCOPE – TECHNICAL TESTING

Technical testing will encompass the following test activities:

- Performance & Load Testing
- Fail Over Testing
- Disaster Recovery Testing

Scope Assumptions:

There are no known scope assumptions for this work package. ROLES &

RESPONSIBILITIES - TECHNICAL TESTING

Contractor

1. Prepares plan for Performance & Load Testing with input from Utilities
2. Provide test leadership and monitoring of Performance Test execution and results

3. Investigate and provide recommendation for tuning opportunities derived from results of performance testing

Utilities

1. Define and develop input transactions for performance testing using the J-Meter tool
2. Execute Performance & Load Testing
3. Plan, execute, and evaluate results of Fail Over Testing
4. Plan, execute, and evaluate results of Disaster Recovery Testing
5. Execute network security reviews and manage changes required from security review results

DEPENDENCIES - TECHNICAL TESTING

1. PRST Environment with integrations necessary for performance testing
2. Utilities Resources available to build and execute Performance Testing
3. Infrastructure necessary to conduct Fail over and Disaster Recovery testing
4. Infrastructure resources necessary to support Performance, Fail Over, and Disaster Recovery Testing

DELIVERABLES – TECHNICAL TESTING

Workstream	Deliverable	ID	Description
Testing	Performance and Load Test Plan	D048	Plan that documents how the solution will be tested to confirm defined performance and load metrics are achieved

WORK PRODUCTS – TECHNICAL TESTING

There are no work products for this specific work package.

3.3 Technical Environment Builds

The technical environments necessary for the project act as an enabler for development and testing activities and ultimately transition into the live Production environment. The environment "builds" outlined below in this section represents four Work Packages and will be the responsibility of Utilities with support from the Contractor.

There are assumptions and responsibilities below that apply to all work packages within this section. Assumptions, responsibilities, and dependencies that are Work Package dependent are delineated within the section for each Work Package.

ASSUMPTIONS – TECHNICAL ENVIRONMENT BUILDS

1. The term "System" refers to the specific system, while the term "environment" refers to the total ecosystem necessary to perform the functions for which the environment was built.

ROLES & RESPONSIBILITIES

Contractor

1. Contractor will own SGG updates and changes to fulfill Utilities requirements, including bug fixes.
2. Contractor will own Direct Integration Pack updates and changes to fulfill Utilities requirements, including bug fixes.

Utilities

1. Utilities is responsible for all hardware allocation, maintenance, and builds
2. Utilities is responsible for MDM database installation, maintenance, and execution of Information Lifecycle Management (ILM) scripts.
3. Utilities is responsible for developing and executing a strategy to drop database partitions that have been marked as eligible for archival by the ILM process.

3.3.1 QA Environment Build

The QA environment's primary objective is to support Testing and quality assurance for the project. The full environment is to be as "Production like" as possible and fully integrated to the greatest extent possible to support testing of the configuration and development scope defined in section 3.1.

ROLES & RESPONSIBILITIES – QA ENVIRONMENT BUILD

Contractor

1. Provide support necessary to assist with issues that may arise during the build of the Oracle MDM application or database components of the QA Environment

Utilities

1. Set up of appropriate hardware for the environment
2. Execution of necessary database tasks for application installation
3. Installation of the application components
4. Establish connectivity for all available integration components defined for development in section 3.1 where possible
5. Execute all D-Series maintenance and changes needed for this implementation.

DEPENDENCIES – QA ENVIRONMENT BUILD

1. QA Cookbook is available from Stage 1
2. Infrastructure hardware and resources are available in a timely manner

DELIVERABLES - QA ENVIRONMENT BUILD

There are no deliverables for this specific work package

WORK PRODUCTS – QA ENVIRONMENT BUILD

There are no deliverables for this specific work package

3.3.2 PRST Environment Build

The PRST environment's primary objective is to support data conversion and eventually operate as the "Production Environment" for the project. The full environment is to operate as a Production Environment and be fully integrated to the greatest extent possible.

ROLES & RESPONSIBILITIES – PRST ENVIRONMENT BUILD

Contractor

1. Provide support necessary to assist with issues that may arise during the build of the Oracle MDM application or database components of the PRST Environment

Utilities

1. Set up of appropriate hardware for the environment
2. Execution of necessary database tasks for application installation
3. Installation of the application components
4. Establish connectivity for all available integration components available.
5. Execute all D-Series maintenance and changes needed for this implementation.

DEPENDENCIES – PRST ENVIRONMENT BUILD

1. PRST Cookbook is available from Stage 1
2. Infrastructure hardware and resources are available in a timely manner

DELIVERABLES - PRST ENVIRONMENT BUILD

There are no deliverables for this specific work package WORK PRODUCTS –

PRST ENVIRONMENT BUILD

There are no deliverables for this specific work package

3.3.3 GOLD Environment Build

The GOLD environment's primary objective is to maintain configuration and code integrity throughout the environments. The full environment is used to "store" configuration and development for refresh and reference purposes in support of the other environments within the overall landscape.

Scope Assumptions:

1. Due to the limited scope and size of the GOLD environment, a “Cookbook” will not be prepared for the installation and Utilities will reference the DEV “Cookbook” where needed.

ROLES & RESPONSIBILITIES – GOLD ENVIRONMENT BUILD

Contractor

1. Provide support necessary to assist with issues that may arise during the build of the Oracle MSM application or database components of the QA Environment

Utilities

1. Set up of appropriate hardware for the environment
2. Execution of necessary database tasks for application installation
3. Installation of the application components

DEPENDENCIES – GOLD ENVIRONMENT BUILD

1. Infrastructure hardware and resources are available in a timely manner
2. DEV Cookbook from Stage 1

DELIVERABLES - GOLD ENVIRONMENT BUILD

There are no deliverables for this specific work package WORK PRODUCTS –

GOLD ENVIRONMENT BUILD

There are no deliverables for this specific work package

3.3.4 Training Environment Build

The TRAINING environment’s primary objective is to support training activities for the project. The full environment is not as robust as the QA or PRST environments. Integrations only need to be established to support specified training activities.

Scope Assumptions:

1. Due to the limited scope and size of the TRAINING environment, a Training environment “Cookbook” will not be prepared for the installation and Utilities will reference the DEV “Cookbook” where needed

ROLES & RESPONSIBILITIES – TRAINING ENVIRONMENT BUILD

Contractor

1. Provide support necessary to assist with issues that may arise during the build of the Oracle MDM application or database components of the TRAINING Environment

Utilities

1. Set up of appropriate hardware for the environment
2. Execution of necessary database tasks for application installation
3. Installation of the application components
4. Establish connectivity necessary to conduct training activities

DEPENDENCIES – TRAINING ENVIRONMENT BUILD

1. Infrastructure hardware and resources are available in a timely manner
2. DEV Cookbook from Stage 1

DELIVERABLES - TRAINING ENVIRONMENT BUILD

There are no deliverables for this specific work package WORK PRODUCTS –

TRAINING ENVIRONMENT BUILD

There are no deliverables for this specific work package

3.4 Data Migration & Conversion

The Data conversion and migration activity is made up of 4 distinct work packages. The packages are designed to develop and test the process required to migrate the required master data from Utilities' CCB system and load the defined meter read history from Utilities eMeter system prior to the system "Go Live."

There are dependencies below that apply to all work packages within this section. Assumptions, dependencies that are Work Package dependent are delineated within the section for each Work Package.

SCOPE ASSUMPTIONS - DATA MIGRATION & CONVERSION

1. Conversion of Historical Device Events (Outages and Restorations) are out of scope.
2. Reporting on Historical Outages and Restorations prior to the go live date is assumed to leverage a read-only copy of the eMeter/EnergyIP Database.

DEPENDENCIES – DATA MIGRATION & CONVERSION

1. Contractor team members must have access to all environments allocated for conversion, mock and tuning iteration tasks.

2. A PRD-sized CCB environment with PRD data for the purpose of Conversion development and testing will be required at defined points during Tuning Iterations, Mocks, and the Dress Rehearsal.
3. Dedicated times for the Conversion Environment (CCB and MDM) is needed for the duration of Tuning Iterations, Mocks and Dress Rehearsal.

3.4.1 Initial Data Synchronization

Initial data synchronization is the process of getting the "master data" needed to consume reads synchronized over from Utilities CCB system into the new MDM System. This requires some configuration of Utilities CCB system, configurations in the new MDM system and configurations in the "Direct Integration Package" (DIP) to communicate the data between the two.

SCOPE – INITIAL DATA SYNCHRONIZATION

The data synchronization objects within the scope of this engagement are as follows:

1. Service Points
2. Contacts
3. Devices
4. Device Configuration
5. Interval MC Creation
6. Usage Subscription
7. Install Event
8. Scalar Meter Read

Scope Assumptions:

1. No additional scope assumptions exist for this work package

ROLES & RESPONSIBILITIES - INITIAL DATA SYNCHRONIZATION

Contractor

1. Contractor will own and perform CCB changes required for data syncs for Conversion initial synchs.
2. Contractor will own and perform MDM Changes required for data syncs for Conversion initial synchs.
3. Contractor will own and perform DIP Changes required for data syncs for Conversion initial synchs.

Utilities

1. CCB Data Cleanup needed, identified during Data Quality Analysis, will be owned by Utilities.
2. Interval MC Creation code for populating data from eMeter into the Staging tables will be owned by Utilities

DEPENDENCIES - INITIAL DATA SYNCHRONIZATION

1. Utilities resources available for the duration of Tuning Iterations, Mock Activities and Dress Rehearsal.

DELIVERABLES – INITIAL DATA SYNCHRONIZATION

There are no Contractor deliverables for this specific work package as the results of the work from this activity will be captured and measured in the tuning iterations and Mocks defined in section 3.4.4.

WORK PRODUCTS – INITIAL DATA SYNCHRONIZATION

There are no work products for this specific work package as the results of the work from this activity will be captured and measured in the tuning iterations and Mocks defined in section 3.4.4.

3.4.2 Historical Data Loads ('Direct Load")

Historical read data is required to be loaded into the new MDM System from the legacy eMeter system. The code to be used for this process was developed by a 3rd party and will be managed by Utilities.

SCOPE – HISTORICAL DATA LOADS ("DIRECT LOAD")

Migrate the following data from eMeter into the MDM System:

- Electric Scalar Reads
- Electric Interval Reads
- Water Scalar Reads
- Water Interval Reads

Scope Assumptions:

1. Historical duration of IMDs converted will remain the same as the existing Direct Load process. (13 months daily reads from eMeter)

ROLES & RESPONSIBILITIES - HISTORICAL DATA LOADS ("DIRECT LOAD")

Contractor

1. Provide support necessary to assist with issues that may arise where those issues lie within the expertise of Contractor.

Utilities

1. Maintain the code for the "Direct Load"
2. Test the steps in the "Direct Load" code as part of the tuning iterations, Mocks, and Dress Rehearsal
3. Update the "Direct Load" as necessary to support the migration of the reads from eMeter to the new MDM
4. Act as fist point of triage and resolution for any issues that may arise with the "Direct Load" code

DEPENDENCIES - HISTORICAL DATA LOADS ("DIRECT LOAD")

1. Ability to maintain the "Direct Load" code
2. Alter code as necessary to effectively process the data necessary to populate the new MDM

DELIVERABLES – HISTORICAL DATA LOADS ("DIRECT LOAD")

There are no Contractor deliverables for this specific work package as the results of the work from this activity will be captured and measured in the tuning iterations and Mocks defined in section 3.4.4.

WORK PRODUCTS - HISTORICAL DATA LOADS ("DIRECT LOAD")

There are no work products for this specific work package as the results of the work from this activity will be captured and measured in the tuning iterations and Mocks defined in section 3.4.4.

3.4.3 Data "Clean Up" Scripts

Once the master data has been loaded and the historical read data has been loaded, certain data anomalies from historical data issues need to be "cleaned up" for the MDM to process so those anomalies do not impact the remainder of the dataset. Scripts or manual data corrections are required to correct the data anomalies.

SCOPE – DATA "CLEAN UP" SCRIPTS

The scope of the scripts or manual data cleansing activities needed is unable to be known at this point. This will be discovered as the general testing activities, Tuning Iterations, and Mock Runs are executed. It is through these processes that the anomalies are identified and corrected.

Scope Assumptions:

1. To the fullest extent possible, the team will leverage the "clean up scripts" created during the C2M project

ROLES & RESPONSIBILITIES - DATA "CLEAN UP" SCRIPTS

Contractor

1. Research data anomalies for root cause and provide recommendations on corrective actions. Utilities

1. Draft scripts necessary to fix data anomalies per recommendations or discerned by Utilities own findings.
2. Implement anomaly corrections and/or correct root causes of data issues whether by automated solution or manual correction.

DEPENDENCIES - DATA "CLEAN UP" SCRIPTS

1. Test Loads using the "Direct Load" with a full data set in a Tuning Iteration or Mock run.
2. Newly requested post-conversion scripts must receive approval through the agreed upon change request process.

DELIVERABLES – DATA "CLEAN UP" SCRIPTS

There are no Contractor deliverables for this specific work package as the results of the work from this activity will be captured and measured in the tuning iterations and Mocks defined in section 3.4.4.

WORK PRODUCTS – DATA "CLEAN UP" SCRIPTS

There are no work products for this specific work package as the results of the work from this activity will be captured and measured in the tuning iterations and Mocks defined in section 3.4.4.

3.4.4 Tuning Iterations, Mocks and "Dress Rehearsals"

Tuning Iterations, Mocks and Dress Rehearsals are the activities utilized to validate the effectiveness of the previous Work Packages Data Migration and Conversion.

Tuning Iterations are multiple tests or "Iterations" of a portion of the overall data migration program to work on specific issues or test corrections to portions of the data migration program.

Mock runs are more organized sequenced executions of the overall data migration program. Mock runs have an end-to-end focus and utilize all developments and fixes available at the time as a full test of a true migration.

A Dress rehearsal is a final mock run with all the surrounding process to practice a full "cutover exercise" for the larger business organization. Dress rehearsals not only encompass the data migration portion of the cutover but also includes any business activities, stakeholder approval, and post cutover activities that are required for a successful go live.

SCOPE – TUNING INTERATIONS, MOCKS AND "DRESS REHEARSALS"

The scope of this work package details work required to build the migration to enable a full cutover for a successful go live.

1. Establish conversion Synchs
2. Test and make necessary adjustments to the "Direct Load" program
3. Test and make necessary adjustments to the "Interval MC Creation" program
4. Execute tuning iterations for first mock run
5. Execute mock run #1 to support SIT 2 - "Integrations & Enhancements" testing of all development groups.
6. Execute mock run #2 to support SIT 3 - "End to End" testing of all development groups
7. Execute necessary tuning iterations to support the dress rehearsal for User Acceptance Testing

Scope Assumptions:

1. D-series will be utilized to process Conversion jobs after the first tuning iteration

ROLES & RESPONSIBILITIES - TUNING INTERATIONS, MOCKS, AND "DRESS REHEARSALS"

Contractor

1. Work with Utilities to plan resources, objectives and activities for all tuning iterations
2. Research and provide recommendations for issues discovered during tuning iterations
3. Collect activities based on tuning iterations to compile the initial "Short Interval Schedule".
4. Utilize the "Short Interval Schedule" to manage and execute Mock activities.
5. Maintain and update the "Short Interval Schedule"
6. Prepare an initial conversion Batch schedule based on the results of the first tuning iteration
7. Develop plan for Dress Rehearsal

Utilities

1. Execute activities defined for tuning iterations
2. Provide input on activities for the "Short Interval Schedule"
3. Execute activities in the "Short Interval Schedule" during mock runs and the Dress Rehearsal
4. Define parameters for acceptable data quality results
5. Develop d-Series batch schedule to support testing for tuning iterations, mocks and dress rehearsal
6. Perform data corrections where identified in the PRD CCB system

DEPENDENCIES - TUNING INTERATIONS, MOCKS AND "DRESS REHEARSALS"

1. A PRD-sized CCB environment with PRD data for the purpose of Conversion development and testing will be required at defined points during tuning Iterations, Mocks, and the Dress Rehearsal
2. Identified Utilities resources are available for the duration of Tuning Iterations, Mock Activities, and Dress Rehearsal.
3. Ability to provide necessary input and accurately execute upon the steps defined in the "Short Interval Schedule"
4. D-Series configuration to effectively run required conversion plan batch jobs
5. Data Synchs from CCB Operating successfully
6. Direct Load operating successfully for Mock and the dress rehearsal
7. Data cleanup scripts created and tested to provide reasonable data quality for Mock results

DELIVERABLES – TUNING INTERATIONS, MOCKS AND "DRESS REHEARSALS"

Workstream	Deliverable	ID	Description
Conversion	Initial SIS (1st Mock)	D044	A subset of the Cutover Plan that includes tasks, durations, and owners for migration activities. This document is used to track and record Mock/Dress Rehearsal activities required to successfully transition to the new MDM solution.

Workstream	Deliverable	ID	Description
Conversion	Mock 1 Lessons Learned	D045	Practice Cutover #1 to execute a successively increasing set of technical and business activities executed by the resource that will be responsible for those activities during the actual cutover. The Mock Summary Results will be reviewed with a Lessons Learned session.
Conversion	Mock 2 Lessons Learned	D046	Practice Cutover #2 to execute a successively increasing set of technical and business activities executed by the resource that will be responsible for those activities during the actual cutover. The Mock Summary Results will be reviewed with a Lessons Learned session.
Conversion	Dress Rehearsal Lessons Learned	D053	A culmination of all prior Mock Go-Lives intended to replicate all Cut-Over activities as documented in the Cut-Over plan as they will be executed on the Go-Live weekend

WORK PRODUCTS – TUNING INTERATIONS, MOCKS, AND "DRESS REHEARSALS"

Workstream	Work Product	ID	Description
Conversion	Mock Statistics	WP027	Document that summarizes and outlines the results of a Mock Iteration. This includes number of processed records, durations, and error counts.
Functional	Initial/Recommended Batch Schedule for Tuning iterations, Mocks and dress rehearsal	WP037	Define and Configure batch schedule which outlines job sequence and inter-job dependencies to be configured for Tuning iterations, Mocks, and dress rehearsal

3.5 Business Readiness & Change Management

The work Packages under Business Readiness and Change management encompass activities that increase the business's awareness of upcoming changes and increases their confidence in being able to handle those changes through additional communication, validation, and training.

There are portions of the training program that need additional information to fully define scope, roles & responsibilities, dependencies, and deliverables. Those work packages are called out in the detail below. The objective is to have an agreement between Utilities and Contractor as to the detail for these specific work packages so they can be executed as part of the project via a formal change request.

3.5.1 Training Planning & Management

The training Planning and Management Work Package is to define the details of the how, who and when of training based on the change impacts identified in stage 1. Solution design will dictate the specifics and complexity of the training effort.

SCOPE – TRAINING PLANNING & MANAGEMENT

Training Planning and Management will encompass the following activities:

- Draft a Training Plan (a workplan) for delivery of training for the following:
  - Training Development
  - User Acceptance Training
  - End User Training
- Design, develop, and deliver MDM Core Team Training course to targeted Core Team participants

Scope Assumptions:

1. The Training Plan will cover the entire project's requirements regardless of the responsibilities for development and delivery.

ROLES & RESPONSIBILITIES - TRAINING PLANNING & MANAGEMENT

Contractor

1. Prepare recommendation for a plan to execute the following work packages:
   i) Training Development
   ii) User Acceptance Training
   iii) End User Training
2. Work with Utilities on establishing training logistics
3. Define Training Environment requirements

Utilities

1. Work with Contractor to execute decision on the work packages to complete the training plan – Decision needs to be by May 31st to not potentially impact the project timeline.
2. Provide input on training plan
3. Provide input into the training plan for JEA specific developments and changes like "Webviewer."

DEPENDENCIES - TRAINING PLANNING & MANAGEMENT

1. Stakeholders Analysis Report from Stage 1
2. Business Change impact Matrix from Stage 1
3. Training Needs Analysis from Stage 1
4. Functional Design Documents for development items
5. Webviewer 2 functional capability detail

DELIVERABLES – TRAINING PLANNING & MANAGEMENT

Workstream	Deliverable	ID	Description
Training	MDM Core Team Training	D040	Course designed to train client technical support team on the configuration and data model of the application, and the defect troubleshooting, and resolution skills needed to maintain the application.
Training	Training Plan	D062	Work plan for end-user training, including schedules and roles and responsibilities that is an outcome of the training needs assessment.

WORK PRODUCTS – TRAINING PLANNING & MANAGEMENT

There are no work products for this specific work package.

3.5.2 Training Development

The training development work package is the scope and activities for developing the training material for User Acceptance Testing and End User Training.

It is currently uncertain as to what specific training material needs to be created and whether Utilities or Contractor will develop the training material. While an amount will be reserved (see pricing section 7.1) for contractor to execute this work package, it will be at the utilities discretion to execute on that amount or a portion of that amount depending on the decisions as to which party will develop what aspects of the training material.

Regardless of the final roles, responsibilities and work effort decisions made, the known details of the work package are defined below.

SCOPE – TRAINING DEVELOPMENT

The scope of training development is defined by the solutions designed for the changes detailed in the change impact matrix. A decision on who will develop the training and the detailed scope of the training will be determined by May 31st at which point Utilities and Contractor will agree on scope and execution responsibilities for the training development.

Scope Assumptions:

1. Contractor does not have the knowledge or experience to develop training material on any functionality related to the “MDM WEB VIEWER”

ROLES & RESPONSIBILITIES - TRAINING DEVELOPMENT

Contractor

1. To Be determined Utilities

1. To be determined

DEPENDENCIES - TRAINING DEVELOPMENT

1. Business Change impact Matrix from Stage 1
2. Training or QA environment with functioning solutions for material development
3. Webviewer 2 functional capability defined and an environment available for material development
4. Decision on training development scope and resourcing

DELIVERABLES – TRAINING DEVELOPMENT

To be defined

WORK PRODUCTS – TRAINING DEVELOPMENT

Workstream	Work Product	ID	Description
Training	Training Data Set Up	WP033	*Training Data Set Up* involves managing a dedicated training environment and staging data sets for practice exercises in the dedicated environment

3.5.3 User Acceptance Testing Training

A Work Package has been developed for User Acceptance Training because Utilities recognizes that additional testers will be necessary for validation and socialization of the system. These testers will need to be trained to perform the specific functions needed to execute the testing.

The benefits of this approach are twofold:

- An additional set of users obtains experience with the system easing pressure when the system goes live
- Provides an advance look into the training material to identify adjustments before being utilized by the full end user population

It is currently uncertain as to whether Utilities or Contractor will conduct User Acceptance Training. While an amount will be reserved (see pricing section 7.1) for contractor to execute this work package, it will be at the utilities discretion to execute on that amount or a portion of that amount depending on the decisions as to which party will deliver what aspects of the User Acceptance Training.

Regardless of the final roles, responsibilities, and work effort decisions made, the known details of the work package are defined below.

SCOPE – USER ACCEPTANCE TRAINING

The scope of UAT training delivery is defined by the solutions designed for the changes detailed in the change impact matrix. A decision on who will deliver the training and the detailed scope of the training will be determined by May 31st at which point Utilities and Contractor will agree on scope and execution responsibilities for the training delivery for this work package.

Scope Assumptions:

1. Contractor does not have the knowledge or experience to deliver user acceptance training on any functionality related to the “MDM WEB VIEWER”

ROLES & RESPONSIBILITIES - USER ACCEPTANCE TRAINING

Contractor

1. To be determined Utilities

1. To be determined

DEPENDENCIES - USER ACCEPTANCE TRAINING

1. Training environment with necessary integrations to fully support training activities
2. Training data for exercises within the training environment
3. Training material developed to the extent it can be used for training (does not have to be in final state)
4. Decision on user acceptance training delivery scope and resourcing

DELIVERABLES – USER ACCEPTANCE TRAINING

To be defined

WORK PRODUCTS – USER ACCEPTANCE TRAINING

To be defined

3.5.4 User Acceptance Testing Execution

User acceptance testing is a validation of the final system by a new set of Utilities users to validate the “usability” of the system and to increase awareness of the system’s functionality within the user community.

SCOPE – USER ACCEPTANCE TESTING

User acceptance testing will cover:

1. Selected critical processes tested end-to-end
2. 1 week (5 cycles) of bill compare testing
3. Period of “ad hoc” testing or “day in the life” testing
4. Selected Bill Print evaluations

Scope assumptions:

1. User acceptance testing is not a “parallel test” due to degradation of data over time

ROLES & RESPONSIBILITIES - USER ACCEPTANCE TESTING

Contractor

1. Provide test leadership in planning, monitoring, and reporting UAT execution
2. Perform defect resolution as necessary for items configured or built by Contractor

Utilities

1. Utilities will execute user acceptance testing
2. Perform defect resolution as necessary for items configured or built by Utilities

DEPENDENCIES - USER ACCEPTANCE TESTING

1. All three cycles of System Integration testing must be completed and pass exit criteria
2. Fully integrated “production like” system with most recent data loads from dress rehearsal
3. Refreshed CCB system
4. Additional testers trained and able to execute test scripts and transactions within their area in the new environment

DELIVERABLES – USER ACCEPTANCE TESTING

Workstream	Deliverable	ID	Description
Testing	UAT Test Plan	D049	Plan for execution of client User Acceptance

WORK PRODUCTS – USER ACCEPTANCE TESTING

There are no deliverables for this specific work package

3.5.5 End User Training

End User Training is the final readiness activity before the cutover to go live. Based on the plans developed and users identified, end users will go through prescribed training prior to “Go Live” to be educated on any changes from a technology or process perspective.

It is currently uncertain as to whether Utilities or Contractor will conduct end user training. While an amount will be reserved (see pricing section 7.1) for contractor to execute this work package, it will be at the utilities discretion to execute on that amount or a portion of that amount depending on the decisions as to which party will deliver what aspects of the end user training.

Regardless of the final roles, responsibilities and work effort decisions made, the known details of the work package are defined below.

SCOPE – END USER TRAINING

The scope of end user training is defined by the solutions designed for the changes detailed in the change impact matrix. A decision on who will deliver the training and the detailed scope of the training delivery will be determined by May 31st at which point Utilities and Contractor will agree on scope and execution responsibilities for the training delivery for this work package.

Scope:

- Training Course Curriculum with attendees identified
- Design and development of the Training Schedule.

Scope Assumptions:

1. Contractor does not have the knowledge or experience to deliver end user training on any functionality related to the "MDM WEB VIEWER"

ROLES & RESPONSIBILITIES - END USER TRAINING

Contractor

1. To be determined

Utilities

1. To be determined DEPENDENCIES - END USER

TRAINING

1. Decision on end user training delivery scope and resourcing
2. Training Plan and Curriculum
3. Training Environment and associated training Data
4. Training Materials

DELIVERABLES – END USER TRAINING

To be defined

WORK PRODUCTS – END USER TRAINING

To be Defined

3.5.6 Organizational Change Management

The goal of the Organizational Change Management (OCM) work package is to communicate the changes the project will impose upon the business. The Business should be made aware of all changes and then subsequently trained on those changes to be ready for "Go Live" when those changes become a part of their daily activities.

SCOPE – ORGANIZATIONAL CHANGE MANAGEMENT

1. Continue to develop and expand on our understanding from Stage 1 of Utilities' organizational structure and stakeholders that will be affected by the project.
2. Understand and document the specific changes that the project will bring about, and the groups that will be affected by each change.

3. Design and document a strategy with associated activities to transition the workforce and the organization from the current state to the future state (this will also be input into the Go Live Readiness criteria)
4. Provide input to the end-user cutover support plan.
5. Additional Stakeholder Interviews for the following groups

Parent Organization	Organization
Electric Systems 30001	Energy Systems Operations 30700
Energy Systems Operations 30700	Fuels Management Services A0600
Fuels Management Services A0600	Natural Gas Commercial Services 10221
Electric Systems 30001	Substation Transmission and Substation Maintenance 30707
Corporate Strategy 10300	Customer Solutions & Market Development 10000
Customer Solutions & Market Development 10000	Customer Solutions & Market Development Electric 10001
Electric Systems 30001	Distribution Construction and Maintenance 40305
Electric Systems 30001	Electric Engineering & Projects 20400
W/WW Planning and Development 20427	WWW Planning 10230
Corporate Strategy 10300	New Business 10301
Water/Wastewater Systems 30002	W/WW Reuse Delivery and Collection 30600
Water/Wastewater Systems 30002	W/WW Project Engineering & Construction 20500

Scope Assumptions:

1. RCC does not have expertise on Webviewer 2 functionality, Utilities will provide resources with this knowledge to assist with communicating Webviewer 2 changes
2. Technical Services stakeholders will be identified, and changes addressed but will be handled by project management and the functional & technical teams
3. Deliverable content is dependent upon available organizational data. The availability of organizational will “shape” the content available information in the deliverables.

ROLES & RESPONSIBILITIES - ORGANIZATIONAL CHANGE MANAGEMENT

Contractor

1. Prepare materials for Project Outreach sessions
2. Schedule and conduct Project Outreach sessions as defined in the OCM Communications Engagement Plan from Stage 1
3. Analyze workforce needs and provide recommendations on potential changes and additions
4. Conduct additional Stakeholder sessions

Utilities

1. Attend and support scheduling of outreach sessions
2. Provide personnel with expertise on Webviewer 2 functionality for project outreach sessions
3. Provide access to resources and information as requested by the Contractor to complete the deliverables

4. Managers and supervisors will support and require attendance making resources available as needed for OCM outreach and events
5. Provide data and statistics as available to feed analysis for deliverables

DEPENDENCIES - ORGANIZATIONAL CHANGE MANAGEMENT

1. Stakeholders Analysis Report from Stage 1
2. Business Change impact Matrix from Stage 1
3. Communications and Engagement plan from Stage 1

DELIVERABLES – ORGANIZATIONAL CHANGE MANAGEMENT

Workstream	Deliverable	ID	Description
OCM	Workforce Impact Analysis	D065	Review the organizational structure, staffing levels, work skills, and workflow to ensure the organization is aligned with the new operating model.
OCM	Go-Live Readiness Assessment Questionnaire	D066	Web based questionnaire for end-users to assess readiness, and identify potential areas/users that need refresher training
OCM	Go-Live Readiness Assessment Presentation	D067	Presentation to Utilities management summarizing the results of the Readiness Assessment questionnaire, as well as recommendations.

WORK PRODUCTS – ORGANIZATIONAL CHANGE MANAGEMENT

Workstream	Work Product	ID	Description
OCM	OCM Outreach Sessions	WP020	Conduct outreach sessions as stated in the Communications Plan from Stage 1
OCM	OCM Outreach Progress Reports	WP030	Progress reports on Outreach sessions

3.6 Go Live Activities

The “Go Live” of the new MDM system will encompass a two-Phase approach.

- Phase 1 – synch the new MDM with PRD CCB and load production reads
- Phase 2 – “turn on” other integrations effectively using the new MDM for billing reads and making the MDM fully live and the system of record for meter read data

The Work Packages for the Go-Live will consist of the planning and execution of each phase of the Go Live.

3.6.1 Cutover Planning & Go Live Phase 1 – MDM Data Management

This Work Package covers the activities necessary to execute the first phase of the project Go Live. Upon executing these activities, the MDM will be receiving live data and need to be managed and maintained in parallel with eMeter.

SCOPE – CUTOVER PLANNING & GO LIVE PHASE 1 – MDM DATA MANAGEMENT

The scope of the Go Live Phase 1 work package consists of the following activities:

- Develop the Post Go Live support plan for Phase 1 and Phase 2
- Develop the full cutover plan with approval gates and communications points for phase 1
- Conducting meetings necessary to obtain a Go decision amongst all stakeholders for phase 1
- Executing the defined cutover activities including the migration plan for phase 1
- Transition to the Post Go live Support plan

ROLES & RESPONSIBILITIES - CUTOVER PLANNING & GO LIVE PHASE 1 – MDM DATA MANAGEMENT

Contractor

1. Develop Full Cutover Plan
2. Manage execution of the “Short Interval Schedule” for the cutover
3. Support any issues that may arise during cutover activities

Utilities

1. Make resources available to provide input into the full cutover plan
2. Execute Go / No-Go decision
3. Ensure the PRST environment is prepared for cutover
4. Execute business cutover tasks
5. Execute steps in the “Short Interval Schedule” to complete data migration
6. Communicate with stakeholders and impacted teams for the MDM go-live
7. Coordinate logistics needed for any CCB Outages if deemed necessary for the MDM go-live

DEPENDENCIES - CUTOVER PLANNING & GO LIVE PHASE 1 – MDM DATA MANAGEMENT

1. All Testing and Validations Complete
2. Cutover Plan has been approved
3. Any CCB Outages if deemed necessary will have been coordinated with Utilities operations.
4. New system has received CAB approval
5. PRST Environment is ready for cutover to become the PRD environment
6. Positive Business Readiness and Go/No-Go decision
7. Purchase of necessary DIP licensing

DELIVERABLES – CUTOVER PLANNING & GO LIVE PHASE 1 – MDM DATA MANAGEMENT

Workstream	Deliverable	ID	Description
Project Leadership and Governance	Post Live Support Plan	D052	Plan documenting the roles & responsibilities, communication channels, SLAs
Conversion	Cutover Plan Phase 1	D047	Plan including tasks, dependencies, timelines, and owners for all activities required to successfully transition business activities to the new MDM solution.
Conversion	Go-Live Phase 1	D054	This is a "point in time" deliverable that encompasses the execution of a positive "go" decision and successful execution of the cutover activities for phase 1.

WORK PRODUCTS – CUTOVER PLANNING & GO LIVE PHASE 1 – MDM DATA MANAGEMENT

There are no work products for this specific work package.

3.6.2 Cutover Planning & Go Live Phase 2 – Billing & Integrations

This Work Package covers the activities necessary to execute the second phase of the project Go Live. Upon executing these activities, the MDM will become the new system of record for meter reads and used for delivering billing reads to CCB and provide data to other integration points and business users.

SCOPE – CUTOVER PLANNING & GO LIVE PHASE 2 – BILLING & INTEGRATIONS

The scope of the Go Live Phase 1 work package consists of the following activities:

- Develop the full cutover plan with approval gates and communications points for phase 2
- Conducting meetings necessary to obtain a Go decision amongst all stakeholders for phase 2
- Executing the defined cutover activities for phase 2
- Transition to the Post Go live Support plan

ROLES & RESPONSIBILITIES - CUTOVER PLANNING & GO LIVE PHASE 2 – BILLING & INTEGRATIONS

Contractor

1. Develop Full Cutover Plan
2. Manage execution of the "Short Interval Schedule" for the cutover
3. Support any issues that may arise during cutover activities

Utilities

1. Make resources available to provide input into the full cutover plan
2. Execute Go / No-Go decision
3. Execute business cutover tasks
4. Execute steps in the "Short Interval Schedule" to complete technical cutover tasks

5. Communicate with stakeholders and impacted teams for the MDM go-live
6. Coordinate logistics needed for any CCB Outages if deemed necessary for the MDM go-live

DEPENDENCIES - CUTOVER PLANNING & GO LIVE PHASE 2 – BILLING & INTEGRATIONS

1. All Testing and Validations Complete
2. Cutover Plan has been approved
3. Any CCB Outages if deemed necessary will have been coordinated with Utilities operations.
4. New changes have received CAB approval
5. All Stakeholder Environments are ready for cutover to become integrated with the new MDM
6. Positive Business Readiness and Go/No-Go decision

DELIVERABLES – CUTOVER PLANNING & GO LIVE PHASE 2 – BILLING & INTEGRATIONS

Workstream	Deliverable	ID	Description
Conversion	Go-Live Phase 2	D055	This is a “point in time” deliverable that encompasses the execution of a positive “go” decision and successful execution of the cutover activities for phase 2.
Conversion	Cutover Plan Phase 2	D060	Plan including tasks, dependencies, timelines, and owners for all activities required to successfully transition business activities to Phase 2 functionality on the new MDM solution.

WORK PRODUCTS – CUTOVER PLANNING & GO LIVE PHASE 2 – BILLING & INTEGRATIONS

There are no work products for this specific work package.

3.7 Post Live Support

Post go live support consists of issue intake, first and second level of support. There is also a management and oversight component to post live support. Post live support for phase 1 of the go live will be performed by Contractor and Utilities. The roles and responsibilities for Post go live support in Phase 1 go Live is outlined below. Utilities and Contractor have not determined the roles and responsibilities for post live support for Phase 2 of the go live. An amount has been reserved for Phase 2 post live support in section 7.1 of this document.

3.7.1 Phase 1 Go Live Support

Phase 1 post live support entails supporting the Synch and meter data feeds into the MDM. SCOPE – PHASE 1

GO LIVE SUPPORT

Post live support for the following:

1. Group 1 Developments
2. Group 3 Developments (2 way-water)

ROLES & RESPONSIBILITIES - PHASE 1 GO LIVE SUPPORT

Contractor

1. Drive development of Go Live support plan with Utilities
2. Provide scripts for the following post live monitoring reports

Report	Description
Ongoing Sync Error Analysis	Detailed summary information regarding Ongoing Syncs and additional details for Ongoing Syncs that did not successfully complete.
Billing Reads Exception Analysis	Detailed billing exceptions encountered by INT010.
Usage Load Analysis	Detailed summary information regarding the volume of reads received from each HES and count of seeder errors for each message category/number category.
VEE Analysis	Detailed summary information regarding VEE exceptions by exception type, VEE group, and IMD type.
Rollover Analysis	Detailed summary information regarding Rollover exceptions by exception type and additional details for each Rollover exception.
Commands Analysis	Detailed summary information regarding Commands by type and any associated exceptions.

3. Perform level 2 defect support (analyze, fix & C&F test)

Utilities

1. Perform intake functions of issues from the user community
2. Run monitoring queries daily
3. Perform level 1 defect support

DEPENDENCIES - PHASE 1 GO LIVE SUPPORT

1. Positive Go / No Go decision and successful cutover
2. Triage center and communications established
3. Monitoring scripts in tested and in place
4. Approved Go Live support plan in place

DELIVERABLES – PHASE 1 GO LIVE SUPPORT

WORK PRODUCTS – PHASE 1 GO LIVE SUPPORT

3.7.2 Phase 2 Go Live Support

Phase 2 post live support entails supporting the Billing & Integration functions of the new system. In this phase these functions will be changed to utilize the new MDM and access the data that was loaded and accumulated in that system on the Phase 1 go live. There are several options regarding how to execute support for phase 2 of which Utilities needs gather information throughout the project to determine which option is best for its operations.

While an amount will be reserved (see pricing section 7.1) for contractor to execute this work package, it will be at the utilities discretion to execute on that amount or a portion of that amount depending on the decisions as to what roles and responsibilities will be to execute Phase 2 Go Live Support.

SCOPE – PHASE 2 GO LIVE SUPPORT

Post live support for the following:

3. Group 2 Developments
4. Enhancements
5. Reports

ROLES & RESPONSIBILITIES - PHASE 2 GO LIVE SUPPORT

Contractor

1. To be determined

Utilities

1. Work with Contractor to execute decision on the work packages to define a Phase 2 support plan – decision needs to be by September 30th to not potentially impact the project timeline.

DEPENDENCIES - PHASE 2 GO LIVE SUPPORT

1. Successful Phase 1 Go Live
2. Positive Phase 2 Go / No-Go decision
3. Decision on support plan for Phase 2

DELIVERABLES – PHASE 2 GO LIVE SUPPORT

1. To be defined

WORK PRODUCTS – PHASE 2 GO LIVE SUPPORT

1. To be defined

3.8 Items Not in Scope

Items not in Scope for Contractor

1. Utilities resource management
2. Database and application maintenance and data refreshes
3. Two-Way Water mass deployment integrations (excluding INT007)
4. Service Cycle Load Automation
5. Decommissioning of Utilities legacy eMeter system

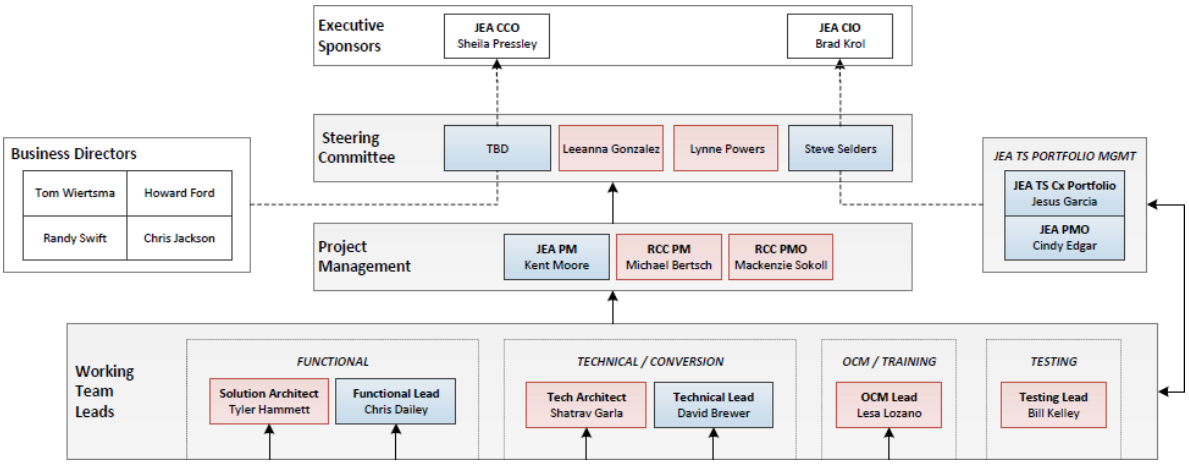
Items Not in Scope for this Project

1. MDM-Generated Bill Determinants via Usage Transactions (Usage Calculation will be within CCB via INT010)
2. Moving to the new CCB Rates Engine
3. Adoption of MDM “Storm-Mode” Functionality
4. Direct integrations between MDM and IVR
5. Direct integrations between MDM and jea.com

4. Key Personnel

The success of any project is largely dependent on the personnel associated with that project. Having the correct key personnel in the right places to manage and execute a project is essential to achieving the project objectives. Any changes to the key resources below within either the Utilities' or Contractor's control must be discussed and agreed by both parties. Below is an organizational chart depicting the governance structure of the project with "Key Resources" listed below for Contractor and Utilities.

Additional project team members will be identified as part of the Project Planning and be documented in the project Organization Chart residing in the Governance Document.



4.1.1 Contractor

- Mike Bertsch – Project Manager
- Tyler Hammett – Solution Architect
- Shatrav Garla – Technical Architect
- Bill Kelley – Test Lead
- Paxton Parkhurst – Functional Lead

4.1.2 Utilities

- Steve Selders – JEA Technical Services Steering Committee Member
- Kent Mathis – JEA Business Steering Committee Member
- Jesus Garcia – Project Technical Services Lead
- Kent Moore – MDM Modernization Project Manager
- Cindy Edgar – TS PMO & Financial Governance Lead
- Chris Dailey – Technical Services Functional Lead
- David Brewer – Technical Services Technical / Infrastructure Lead

5. Known Risks

5.1 2-Way Water Badger APIs

While the requirements and development plan for the 2-Way water integration with Badger is identified and planned, the integrations success is dependent upon Badger completing their development of the APIs to make the integration successful. This risk acknowledges that Utilities is not in direct control of that development and delays by the vendor could impact timelines.

5.2 Competing Projects – Human Resources

Since Utilities is currently realigning and determining staffing for their current enterprise project roadmap, resource allocations could become volatile and impact Utilities' ability to execute on project activities, requiring either extended timelines or additional resources from Contractor or other sources to keep the project within planned timelines and scope.

5.3 Competing Projects - CCB Environment Refresh

Multiple projects at Utilities share some of the CCB environments being utilized by the MDM modernization project. A refresh of the CCB QA environment is essential for complete testing and risk mitigation for the project. While advance planning is being executed the situation could arise where the environment cannot be refreshed at the points needed by the MDM Modernization project impacting the schedule and cost for the project.

5.4 Direct Integration Pack not supported for the version of CCB

The CCB-MDM Direct Integration Pack v12.1 is not supported for CCB v2.4. Any product bugs will need to be addressed by the project team. Oracle Service Requests for this product are limited to fix recommendations and not patching. Should DIP v12.1 be found to be deficient, there may be challenges in implementing code fixes or workarounds.

5.5 Oracle Direct Load not owmed by Utilities

The Direct Load Code, the code that loads historical reads from eMeter to C2M during conversion was developed by Oracle Consulting Services (OCS). While Utilities is gaining knowledge to maintain the code there is a low potential that a situation or defect could arise where it would be necessary to engage OCS to decipher the problem and correct the code. This would extend project timelines and increase cost.

6. Other Requirements

6.1 Tools

The following tools are expected to be used as a part of this project:

Tool	Intended Use
Utilities' MS Teams	Virtual meeting platform, instant messaging
MS365 Applications	Project Status Reports, various documentation across workstreams (Project Plan, Configuration Workbook, Exception Analysis), email communications
SharePoint (with co-authoring capabilities)	Project document repository, document collaboration tool
Azure DevOps (with Basic + Test Plans licenses in place for the Contractor and Utilities)	Test Plan, Test Suite, Test Case, and Test Execution management along with defect/issue management.
Oracle SQL Developer	Access necessary application databases for design, build, analysis, and reporting purposes
JMeter	Tool to simulate data for performance testing

6.2 Working Environment and Facilities

Utilities will provide a working environment and facilities adequate for Contractor to perform their assigned duties. This includes, but is not limited to, adequate conference rooms, cubicle space, and telephone access.

6.3 Network Access

Utilities will support the use of the Contractor team laptops on its network. Contractor will provide specific names for any individuals requiring access to the Utilities network.

6.4 Environment Access

Individual Project team members will be given access to Utilities system environments as necessary to fulfill this SOW.

6.5 Facilities Access

Contractor will be provided with access to all of Utilities' facilities necessary for Services Contractor performs in support of the Project, including all necessary identification material (badges, cards, etc.), subject to the terms and conditions of the Agreement. This includes access to such buildings and systems during and after normal business hours, on weekends, and on holidays. Limitation of Contractor's access during these times may reduce Contractor's ability to maintain the proposed schedule.

6.6 Security Standards

Contractor will adhere to all Utilities security standards in accessing Utilities systems and in fulfilling requirements of this SOW.

6.7 Work Location / Schedules

6.7.1 Travel

It is anticipated that for certain phases of the project it will be advantageous for the project for Contractor personnel to travel and work directly onsite with Utilities personnel. While it is not feasible to define an exact travel schedule at this point, general work schedule location and schedule expectations can be defined.

Project Phase	Travel Purpose	Frequency
Construct	Only if significant issues or sessions arise that need to be managed onsite	Lower onsite presence – only on as needed basis
Validate	Testing support and issue resolution	Partial teams rotating to support testing
Deploy	Training, OCM and final readiness outreach, cutover	Training and OCM as needed and full team Go Live week and for Cutover

6.7.2 Onsite Hours Definition

“Full Time Onsite” is from Tuesday morning to the end of the workday Thursday (exceptions may be made as needed and agreed)

6.7.3 Onsite Access

Contractor will be granted access to the work area, access to wireless networks, access to meeting facilities and the ability to schedule those facilities while onsite and provided individual work areas.

6.7.4 Laptops and Software

Contractor will furnish their own laptops and software unless software specific to Utilities is required.

6.7.5 Work Location

Work location will be at the new JEA Headquarters on 225 N. Pearl St., Jacksonville, FL.

6.8 Change Procedures

Any change in the specified scope of services, delays due to unmet dependencies that are the responsibility of Utilities or extension of timelines beyond contractor’s control will result in a change

request. All change requests must be mutually agreed upon by the Contractor and Utilities in writing. The project's standard Change Order Procedures may be used to document these changes. Services in accordance with this SOW will continue to be performed until the parties agree in writing on the change in scope of services, scheduling, and related fees if appropriate.

7. Project Cost / Deliverables and Acceptance

7.1 Pricing Overview

The total cost to Utilities for the performance of the deliverables, work products and objectives contained in this CR shall not exceed the amount of $2,890,000 for consulting services and travel. This amount is made up of a base amount of $2,420,000 for core project activities and contingent amounts of $145,000, $175,000 and $150,000 for warranty support, training and travel respectively.

Contingent Service Amounts

1. Training Contingency = $175,000 – Several options and contingencies exist to satisfy the training development and delivery needs for the MDM Modernization Project. Utilities wishes to reserve the amount of this contingency for those purposes to later determine if all, some or none of these funds will be required to satisfy the training objectives. Utilities and Contractor will agree to the training approach and amount for services to implement the agreed upon approach. Final amount and scope will be document using the projects standard change control governance procedures.
2. Warranty Contingency - $145,000 = Utilities wished for the amount of support from contractor for post "Go Live" support to be formally determined at a later state on the project. Utilities wishes to reserve the amount of this contingency for those purposes to later determine if all, some, or none of these funds will be required to for warranty support from the contractor. Utilities and Contractor will agree to the warranty support approach and amount for services to implement the agreed upon approach. Final amount and scope will be document using the projects standard change control governance procedures.

7.2 Travel Expenses

Travel is estimated at $150,000 based on the travel frequency plan outlined in the Travel section of this SOW. These funds are to be reserved for any activities where Utilities and Contractor mutually agree that it would be beneficial to the project that certain activities be performed onsite. Travel funds will not be expended without this mutual agreement prior to incurring any travel expenses. Any travel agreed upon and incurred will be in accordance with Utilities' travel policy.

7.3 Deliverables Schedule and Pricing Chart

The following "Deliverables Schedule and Pricing Chart" contains the deliverables combined into monthly milestones and associated forecasted payment schedule. Contractor will invoice Utilities upon completion and acceptance of defined milestones. All activities for each deliverable will be reviewed and approved by Utilities before payment is issued.

May Milestone - $352,000 May Milestone

Deliverables:

Work Package	Identifier	Deliverable
3.1.2	D027	Functional Design Documents – Integrations Group 1
3.1.2	D031	Technical Design Documents – Integrations Group 1
3.5.1	D062	Training Plan

June Milestone - $450,250 June Milestone

Deliverables:

Work Package	Identifier	Deliverable
3.1.1	D026	Initial Configuration C&F Test Results
3.1.1	D025	Configuration Workbook
3.1.2	D035	Code Deployment Packages – Integrations Group 1
3.1.3	D028	Functional Design Documents – Integrations Group 2
3.1.3	D032	Technical Design Documents – Integrations Group 2
3.1.4	D030	Functional Design Documents – Badger Adaptor (INT007)
3.1.4	D034	Technical Design Documents – Badger Adaptor (INT007)
3.1.5	D029	Functional Design Documents – Enhancements except ENH004
3.2.1	D039	SIT Test Plan - Reads

July Milestone - $329,500 July Milestone

Deliverables:

Work Package	Identifier	Deliverable
3.1.3	D036	Code Deployment Packages – Integrations Group 2
3.1.4	D038	Code Deployment Packages – Badger Adaptor (INT007)
3.1.5	D033	Technical Design Documents – Enhancements except ENH004
3.1.5	D037	Code Deployment Packages – Enhancements except ENH004
3.4.4	D044	Initial SIS (1st Mock)
3.4.4	D045	Mock 1 Lessons Learned

August Milestone - $308,500 August Milestone

Deliverables:

Work Package	Identifier	Deliverable
3.1.6	D064	Report Queries
3.1.7	D009	MDM Security Matrix
3.2.1	D058	SIT Test Plan - Other Integrations & Enhancements
3.2.3	D048	Performance and Load Test Plan
3.5.1	D040	MDM Core Team Training

September Milestone - $165,500 September Milestone

Deliverables:

Work Package	Identifier	Deliverable
3.2.1	D059	SIT Test Plan - End-to-End

October Milestone - $261,500

October Milestone Deliverables:

Work Package	Identifier	Deliverable
3.4.4	D046	Mock 2 Lessons Learned
3.5.4	D049	UAT Test Plan
3.5.6	D066	Go-Live Readiness Assessment Questionnaire
3.5.6	D065	Workforce Impact Analysis
3.6.1	D052	Post Live Support Plan

November Milestone - $249,000 November Milestone

Deliverables:

Work Package	Identifier	Deliverable
3.4.4	D053	Dress Rehearsal Lessons Learned
3.5.6	D067	Go-Live Readiness Assessment Presentation
3.6.1	D047	Cutover Plan Phase 1
3.6.2	D055	Cutover Plan Phase 2

January Milestone - $303,750 January Milestone

Deliverables:

Work Package	Identifier	Deliverable
3.6.1	D054	Go-Live Phase 1
3.6.2	D060	Go Live Phase 2

7.4 Deliverables Acceptance

All deliverables will be approved by Utilities for payment within the milestone structure above. Utilities will establish a secure location to document approval of deliverables.

The timely completion and approval of deliverables is key to the successful joint completion of the goals and objectives for the project. Contractor and Utilities will work together in good faith to present and approve deliverables in a timely manner. To timely completion and approval of deliverables, Utilities and Contractor will execute the following process:

- D1 – Directional Correctness – at the beginning of preparing a deliverable Utilities and Contractor will review said deliverable and discuss expectations to ensure both parties agree on the direction and content of the final deliverable.
- D2 – Discretionary Reviews – during the development of the deliverable, one or multiple reviews will be conducted to ensure the deliverable is being developed in accordance with both parties' expectations defined in D1.
- D3 – Delivery – Contractor delivers what it believes to be the final version of the deliverable for review by Utilities for approval.
- D4 - Done – Utilities has approved final deliverable and the deliverable is available for payment within the milestone.

As part of the project management activities, Utilities and Contractor will prepare a schedule for the "4 Ds" referenced above for each deliverable to track the progress and take appropriate action as necessary early in the process should any deliverable fall behind schedule. Should no response be received on any specific deliverable as to acceptance from step D3 to D4 within the agreed upon scheduled timeframe, the relevant deliverable will be deemed accepted. After acceptance, or deemed acceptance, by Utilities of the deliverable, the deliverable will be deemed complete. Any deviation from the deliverables and schedule within this proposal will be reviewed weekly between Utilities and Contractor by Project Management.

8. Work Authorization

I hereby authorize Red Clay to begin delivery of services as described in this Statement of Work.

For Utilities (JEA):		*For Contractor (Red Clay Consulting, Inc.):*	
Signature:	_____	Signature:	___
Printed Name:	_____	Printed Name:	___
Title:	_____	Title:	___
Signature:	_____	Signature:	___
Printed Name:	_____	Printed Name:	___
Title:	_____	Title:	___
Company:	JEA	Company:	Red Clay Consulting, Inc.
Date:	_____	Date:	___

CERTINAL eSign

Final Audit Report

Amendment number JEA10626, titled Oracle Customer to Meter C2M Project Director Support & Critical Gap Assessment/Consulting

Audit Summary for Amendment number JEA10626, titled Oracle Customer to Meter C2M Project Director Support & Critical Gap Assessment/Consulting

Report Time 05/09/2023 | 10:22:32 (GMT)	**Agreement Name** Amendment number JEA10626, titled Oracle Customer to Meter C2M Project Director Support & Critical Gap Assessment/Consulting	**Document Created Time** 05/02/2023 | 15:36:44 (GMT)
Document Created By Jessica Talley (talljb@jea.com)	**Document Sent Time** 05/02/2023 | 15:36:44 (GMT)	**Transaction ID** cfe35e86-89d3-4097-b778-e19e92a96ee2
Documents 1683041629863.pdf	**Recipients** Paul Marnell (paul.marnell@redclay.com), Jenny McCollum (gleejs@jea.com), Jessica Talley (talljb@jea.com)	**Document Status** Completed
Document Status Action Time 05/09/2023 | 10:22:32 (GMT)	**Number of Signatures** 3	**Number of Initials** 0
Number of Stamps 0	**Number of Pages in Document** 70	**CC Users**

Audit Events

- Document created by Jessica Talley (talljb@jea.com) via API integration user Heather Beard (bearhb@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/02/2023 | 15:36:44 (GMT)	207.211.63.71	-	-	-

- Document emailed by Jessica Talley (talljb@jea.com) via API integration user Heather Beard (bearhb@jea.com)
  Sent to - Paul Marnell (paul.marnell@redclay.com)

Time	IP Address	Geolocation	Browser	OS
05/02/2023 | 15:37:23 (GMT)	-	-	-	-

- Reminder mail sent to Paul Marnell (paul.marnell@redclay.com)

Time	IP Address	Geolocation	Browser	OS
05/04/2023 | 13:36:20 (GMT)	-	-	-	-

- Reminder mail sent to Paul Marnell (paul.marnell@redclay.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 12:19:28 (GMT)	-	-	-	-

- Email link authenticated by Paul Marnell (paul.marnell@redclay.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 12:39:46 (GMT)	47.39.188.32	-	Mobile Safari 15	iOS 15

- Document viewed by Paul Marnell (paul.marnell@redclay.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 12:39:47 (GMT)	47.39.188.32	-	Mobile Safari 15	iOS 15

- Certinal eSign Terms of Use, User Disclosure and Privacy Policy associated with this document have been agreed by Paul Marnell (paul.marnell@redclay.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 12:40:10 (GMT)	47.39.188.32	-	Mobile Safari 15	iOS 15

- Document eSigned by Paul Marnell (paul.marnell@redclay.com)
  Signature Method - Signature Typed (Pre-Saved)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 12:40:10 (GMT)	47.39.188.32	-	Mobile Safari 15	iOS 15

- Document emailed
  Sent to - Jenny McCollum (gleejs@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 12:40:21 (GMT)	-	-	-	-

- Email link authenticated by Jenny McCollum (gleejs@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 22:44:04 (GMT)	12.139.123.91	-	Chrome 112	Windows 10

- Document viewed by Jenny McCollum (gleejs@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 22:44:05 (GMT)	12.139.123.91	-	Chrome 112	Windows 10

- Email link authenticated by Jenny McCollum (gleejs@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 22:44:11 (GMT)	44.206.70.68	-	Chrome 112	Windows 10

- Document viewed by Jenny McCollum (gleejs@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 22:44:12 (GMT)	44.206.70.68	-	Chrome 112	Windows 10

- Email link authenticated by Jenny McCollum (gleejs@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 22:44:59 (GMT)	108.62.168.1	-	Chrome 99	Windows 10

- Document viewed by Jenny McCollum (gleejs@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 22:45:02 (GMT)	108.62.168.1	-	Chrome 99	Windows 10

- Certinal eSign Terms of Use, User Disclosure and Privacy Policy associated with this document have been agreed by Jenny McCollum (gleejs@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 22:45:08 (GMT)	12.139.123.91	-	Chrome 112	Windows 10

- Document eSigned by Jenny McCollum (gleejs@jea.com)
  Signature Method - Signature Drawn (Pre-Saved)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 22:45:08 (GMT)	12.139.123.91	-	Chrome 112	Windows 10

- Document emailed
  Sent to - Jessica Talley (talljb@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/08/2023 | 22:45:17 (GMT)	-	-	-	-

- Email link authenticated by Jessica Talley (talljb@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/09/2023 | 10:22:14 (GMT)	12.139.123.251	-	Chrome 112	Windows 10

- Document viewed by Jessica Talley (talljb@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/09/2023 | 10:22:15 (GMT)	12.139.123.251	-	Chrome 112	Windows 10

- Certinal eSign Terms of Use, User Disclosure and Privacy Policy associated with this document have been agreed by Jessica Talley (talljb@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/09/2023 | 10:22:25 (GMT)	12.139.123.251	-	Chrome 112	Windows 10

- Document eSigned by Jessica Talley (talljb@jea.com)
  Signature Method - Signature Typed (Pre-Saved)

Time	IP Address	Geolocation	Browser	OS
05/09/2023 | 10:22:25 (GMT)	12.139.123.251	-	Chrome 112	Windows 10

- Email link authenticated by Jessica Talley (talljb@jea.com)

Time	IP Address	Geolocation	Browser	OS
05/09/2023 | 10:22:29 (GMT)	34.233.184.96	-	Chrome 112	Windows 10

- Final Agreement Emailed
  Sent to - Jenny McCollum (gleejs@jea.com)
  Jessica Talley (talljb@jea.com)
  Paul Marnell (paul.marnell@redclay.com)

Time	IP Address	Geolocation	Browser	OS
05/09/2023 | 10:22:32 (GMT)	-	-	-	-

End of Report

Sender Assigned Fields To Recipients

Recipient	Field	Required	PDF Page No.	Value	Activity Time
Paul Marnell (paul.marnell@redclay.com)	Field Type: Signature	Yes	Page No.: 3	Paul Marnell Signed on May 08,2023 | 08:40:10 (GMT -5:00)	05/08/2023 | 12:40:15 (GMT)
Paul Marnell (paul.marnell@redclay.com)	Field Type: Title	Yes	Page No.: 3	CEO	05/08/2023 | 12:40:15 (GMT)
Paul Marnell (paul.marnell@redclay.com)	Field Type: Signed Date	Yes	Page No.: 3	May 08,2023 | 08:40:10 (GMT -5:00)	05/08/2023 | 12:40:15 (GMT)
Jenny McCollum (gleejs@jea.com)	Field Type: Signature	Yes	Page No.: 3	 Signed on May 08,2023 | 18:45:08 (GMT -5:00)	05/08/2023 | 22:45:13 (GMT)
Jenny McCollum (gleejs@jea.com)	Field Type: Signed Date	Yes	Page No.: 3	May 08,2023 | 18:45:08 (GMT -5:00)	05/08/2023 | 22:45:13 (GMT)
Jessica Talley (talljb@jea.com)	Field Type: Signature	Yes	Page No.: 3	Jessica Talley Signed on May 09,2023 | 06:22:25 (GMT -5:00)	05/09/2023 | 10:22:29 (GMT)
Jessica Talley (talljb@jea.com)	Field Type: Signed Date	Yes	Page No.: 3	May 09,2023 | 06:22:25 (GMT -5:00)	05/09/2023 | 10:22:29 (GMT)

Company and its Users' Disclosure Regarding Conducting Business Electronically, and Signing Documents Electronically

By using Certinal Application, you hereby specifically provide your consent to use Certinal Application for receiving notifications electronically and/or electronically signing e-documents rather than executing those documents through wet signatures. If you do not wish to receive notifications electronically and/or execute e-documents by applying electronic signatures, then you may withdraw your consent in following manner:

- You may notify the sender by writing email to the sender of e-document that you do not wish to execute e-documents by applying electronic signatures.
- You may write email to the sender of e-document and ask the sender to provide print of the document for executing the same by applying wet signatures.
- You yourself may download the document from Certinal Application and print the same for executing it by applying wet signatures.

Any such action of yours by which you do not proceed to electronically sign e-documents shall be construed as withdrawal of your consent to electronically sign e-documents.

You may be required to pay to the sender for executing hard copy of the document through wet signatures needs to be settled between you and the sender. Certinal is not liable in any manner whatsoever related to any such cost if any incurred by you.

After withdrawal of such consent if at any time in future you again use the Certinal Application either to electronically sign the same document for which you had earlier withdrawn your consent or you use the Certinal Application to sign any other new document then by such act of yours you acknowledge that you are consenting to use Certinal Application for electronically signing e-documents.

Following are the system requirements for using Certinal Application.

System Requirements	
RAM Requirements	Minimum: 8GB Recommended: 16GB
Hard Disk Requirements	100GB
Supported Operating system	MAC OS X v11 or later and Windows 8, 10
Supported Browser	**Edge Chromium based browser Recommended* *Edge Version 81.0.416.58 +* *Firefox Version 75.0 +* *Chrome 78.0.3904.97 +* *Safari 11 +*
System Resolution	1920*1080, 1024*768, 1152*864, 1366*768, 1440x900, 2560*1600, 3072*1920
Additional Hardware/Software Requirements	4 Cores (CPU)

Please note that Edge Chromium based browser, Firefox, and Chrome are evergreen browsers with automatic updates. Support is provided for two of their latest stable releases. The supported versions will change as and when they release a new version.

Following are the document formats supported for electronic signature.

- PDF (.pdf)
- Word (.doc and .docx)
- Graphics (.tif, .jpg, .jpeg, .gif, .bmp, and .png)

You are required to have Acrobat® or similar software applications to view electronically signed document.

Award #3 01/04/2024 Supporting Documents

Approved by the JEA Awards Committee

Date: 10/21/2021 Item# 2

Formal Bid and Award System

Award #2 October 21, 2021

Type of Award Request: REQUEST FOR PROPOSAL (RFP)
Request #: 210
Requestor Name: Todd, Landon M. - Mgr IT Infrastructure & Collaboration Platforms
Requestor Phone: (904) 665-7914
Project Title: Cisco Contact Center Managed Services
Project Number: HE30905
Project Location: JEA
Funds: O&M
Budget Estimate: $1,440,000.00 (Three Year Amount)
Scope of Work:

The purpose of this Request for Proposal (the "RFP") is to evaluate and select a vendor that can provide JEA Cisco Contact Center Managed Services and provide the best value to JEA (the "Work" or "Services"). "Best Value" means the highest overall value to JEA with regards to pricing, quality, design, and workmanship. The awarded Managed Services Provider (the Company) will need to provide support for JEA's contact center UC/UCCE Unified Contact Center Enterprise environment. The support provided will ensure JEA's system is capable of operating 24 hours a day /7 days a week/365 days a year. The agency will provide base support for an on premise environment located within Jacksonville FL, with a Service Level Agreement component of 99.99%. The support team and any dedicated personnel assigned to JEA shall be based in the United States of America.

JEA IFB/RFP/State/City/GSA#: 1410375246
Purchasing Agent: Dambrose, Nickolas C.
Is this a Ratification?: NO

RECOMMENDED AWARDEE(S):

Name	Contact Name	Email	Address	Phone	Amount
PROSYS	Sean Tolle	SeanTolle@prosysis.com	6025 The Corners Pkwy Ste 120 Norcross, GA 30092-3328	(502)719-2112	$1,248,858.00

Amount for entire term of Contract/PO: $1,248,858.00
Award Amount for remainder of this FY: $381,595.50
Length of Contract/PO Term: Three (3) Years w/ Two (2) – 1 Yr. Renewals
Begin Date (mm/dd/yyyy): 11/01/2021
End Date (mm/dd/yyyy): 10/31/2024
Renewal Options: Two (2) – 1 Yr. Renewals
JSEB Requirement: None. No JSEBs available.

RESPONDENTS:

Name	Amount	Rank	Disqualified
PROSYS	1,248,858.00	1	NO
PRESIDIO NETWORKED SOLUTIONS	N/A	N/A	YES
CONVERGEONE	N/A	N/A	YES

Background/Recommendations:

Advertised RFP on 07/22/2021. Three (3) prime companies attended the optional pre-Response meeting held on 07/29/2021. At response opening on 08/10/2021, JEA received one (1) qualified Response and two (2) unqualified Responses. All three companies passed the minimum qualifications. However, the bid specified the use of JEA existing IT Service Management tools to interact with onsite JEA's telecommunication and network employees. JEA currently has its own Network Operation Center (NOC) and utilizes SolarWinds as the primary monitoring solution. This enables JEA resources to have a more holistic view of its network and the IVR. By maintaining a unified system that is familiar to JEA resources, it allows JEA to own the data and limit who has access. On 09/09/2021, JEA solicited clarifications from all Respondents to utilize JEA's specified IT service management tool. After clarification, Presidio and ConvergeOne were disqualified because their proposals contained solutions using their own tools other than using JEA's monitoring tools. Note JEA's tools are industry standard tools which can be utilized by all suppliers and are not proprietary to any one supplier. Prosys was the highest ranking responsible respondent. A copy of Prosys' pricing is attached as backup.

This award is for $1,248,858.00 to continue Cisco Contact Center Managed Services and additional scope of work changes for a three (3) year term from 11/01/2021 to 10/31/2024 with Prosys. Prosys has performed well on their existing contract, and the prior flat monthly fee will increase 8% from the $32,248.17 to $34,690.50 for 36 months on the new contract. The rate increase results from changes in scope from the prior contract and changes in labor rates. The key changes include Prosys' responsibility for any change (resulting from any system component) management and testing, preventive maintenance services, and management of mock incident escalations.

Due to security concerns, the contract terms were adjusted to have a domestic dedicated support team in lieu of shared resources that resided outside the United States. This ensured that the vendor would follow JEA established security practices for remote access with JEA provided AD/Network access and credentials. In addition, external access to JEA's environment by 3rd party monitoring software were restricted and required the company to use JEA monitoring and remediation tools.

1410375246 - Request approval to award a contract to Prosys for the Cisco Contact Center Managed Services in the amount of $1,248,858.00, subject to the availability of lawfully appropriated funds.

Director: Traylor, Kymberly A. - Dir Network & Telecommunication Services

VP: Datz, Stephen H. - VP Technical Services

APPROVALS:

Stephen Daly 10/21/21

Chairman, Awards Committee **Date**

10/21/21

Budget Representative **Date**

CHANGE REQUEST FORM

CHANGE REQUEST # 004

Client	Original Project Name	Original SOW #:
JEA	PCCE Upgrade	SC-0458c
ProSys Account Executive	**Client Project Sponsor**	**Request Date**
Sean Tolle	Landon Todd	12/18/2023

Purchase Order to Apply to Changes: PO # (where applicable)

Change Request Summary

Original Scope Task	PCCE Upgrade to v12.6
Reason for Change	JEA would like to add consulting services to the scope of the existing PCCE Upgrade Project SC-0458c to change the way the Spanish Text to Speech ("TTS") is currently deployed in an effort to improve the accuracy/performance of Spanish TTS.
Description of Change	As an addition to the PCCE upgrade project, JEA requests ProSys add professional services consulting/implementation tasks to the existing project scope. ProSys will provide professional services to improve the Spanish TTS capabilities of the current PCCE solution. These services will consist of the following activities: Design/Build/Configure/Test/Cutover for the following items: 1. Create a Custom Say It Smart node using Java 8 that allows for callers to hear Spanish Language Currency amounts correctly. a. Use Spanish language rules to read back properly as default Say It Smart only used English based rules. For example: i. Currently Spanish is using the Standard File set for currency readback (See Diagram 1 below) ii. Spanish Numbers 1 - 29 need to be said as unique numbers. iii. Spanish Numbers 30 - 99 can be done as concatenation of the 10's whole number, and then 1's whole number iv. Pauses may need to be added in phrasing v. This will need to be laid out on all numbers to the JEA maximum bill amount. b. Segregate in Java Code the English and Spanish Currency read back and create rule sets for Currency read back per language c. Use Custom Say it Smart Node to call correct prompts to play correct currency read back to caller. d. Both English and Spanish rule sets would need to be created custom in Custom Say It Smart Node. 2. Test and Validate custom "Say it Smart" node in CVP Scripts for QA environment.

Description of Change (cont.)

3. Migrate "Say it Smart" node to Production environment
4. ProSys will provide Prompt Recording List to JEA for their recordings based on Spanish currency readback rules.

Diagram 1 - Standard File Set that is default with all languages for Say it Smart nodes in CVP. These are the prompts that are recorded and used for readback of currency to a caller.

Standard Fileset

0	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	30	40	50	60	70	80	90	negative	
hundred	thousand	million	billion	trillion	dollars	dollar	and	cents	cent

JEA Responsibilities

- Coordinate access to the required systems/environments
- JEA will provide recorded Spanish Prompts
- Participate in the testing of the environment
- Coordinate and schedule cutover events.

Project Schedule

Change Order tasks will be executed in parallel with existing PCCE Upgrade project plan activities with no impact to overall project duration.

Project Pricing

Fixed Price

Services Item	Fixed Price
Spanish TTS Professional Services	$ 36,542.00
TOTAL PRICE	**$ 36,542.00**

- All work will be delivered remotely.
- New milestone "**Milestone: Spanish TTS Services**" added to the SOW and will be invoiced 100% at completion of this milestone.

Signatures & SOW Change Request Effective Date

ProSys Authorized Signer:		**Date:**	
Print Name: Brian Wray		**Title:** Director, Customer Experience	
Client Authorized Signer:		**Date:**	
Print Name:		**Title:**	

CGI Technologies and Solutions Inc.
1350 René-Lévesque Boulevard West, 19th Floor
Montreal (Quebec) Canada H3G 1T4
Tel. 514-415-3000 | Fax 514-415-3999

cgi.com

December 15, 2023

Steven Selders
VP, Application Delivery & Enterprise Architecture
Jacksonville Electric Authority
225 North Pearl Street
Jacksonville, FL 32202

Subject: Letter of Intent for JEA's OpenGrid Transformation

Dear Steven,

This letter of intent ("Letter") authorizes CGI to start work for the JEA OpenGrid Transformation from January 8th until February 9th, 2024 (the "Letter Term") while CGI and JEA finalize the Statement of Work (SOW) which the parties intend to execute prior to January 31, 2024, to fully define these Services. The parties agree that the Services performed under this Letter shall be performed pursuant to and governed by the terms of the Agreement for Professional Services dated as of September 15th, 2011 (the "Agreement") between JEA Company ("JEA") and CGI Technologies and Solutions Inc. ("CGI"). This Letter incorporates the terms and conditions of the Agreement as if the Agreement were fully set forth in the text of this Letter.

The following activities to be performed under this Letter are a subset of activities that will be included in the upcoming JEA OpenGrid Transformation SOW:

- Planning exercise to identify/align and publish key project deliverables for JEA OpenGrid Transformation.
- Install project environment at JEA.
- Complete basic configuration for Familiarization Workshops.

If JEA provides CGI notice that it does not intend to execute the SOW or the parties otherwise fail to execute the SOW by January 31, 2024, JEA agrees that it will compensate CGI for performance under this Letter in the following manner: JEA agrees to pay CGI for the Services under this Letter $59,000 for each week of Services performed.

Once the parties execute the SOW, the parties agree that the SOW will replace this Letter in its entirety and that the SOW's payment schedule will apply to Services performed under this Letter.

While we are committed to good faith negotiations, and while we are hopeful that our negotiations will result in a mutually agreeable SOW, nothing in this Letter is intended to or should be construed as creating any binding obligation for either party beyond the terms of the Agreement and the work scope authorized in this Letter.

We appreciate your business and long-standing partnership. Should you have any questions, please do not hesitate to contact me.

Sincerely,

Craig Naha
Vice President Consulting - Delivery
CGI Technologies and Solutions, Inc.

Accepted By JEA

Name: _____

Title: _____

Date: _____

Signature: _____

Award #4 01/04/2024 Supporting Documents

CGI: Open Grid Transformation Pricing List

Item description	Price ($US)
Core Project Services	$2,660,000
Enhancements (including Water Model)	$1,550,000
Organizational Change Management (OCM)	$450,000
InSights - Implementation Services	$150,000
OpenGrid Licenses*	$629,000
Total	$5,439,000

CROM®

TRUSTED | EXPERIENCED | RELIABLE SINCE 1953

August 26, 2021
Revised January 20, 2022
Revised May 9, 2022
Revised September 21, 2023

Via Email: hersmt@jea.com

Mike Hersey
JEA
21 West Church Street
Jacksonville, Florida

Subject: WO No.13 – Oakridge - Repairs Based on Inspection Report
Contract – Continuing Services Agreement
CCR Job No. M001RJEA

CROM Coatings and Restorations (CCR), a Division of CROM, LLC, proposes to perform the following work.

1. SERVICES TO BE FURNISHED BY CROM COATINGS AND RESTORATIONS

CCR proposes to furnish all supervision, labor, material, and equipment required to complete the work. The services to be furnished by CCR are specifically:

The following work is to be performed on the following tank:

- 1,000,000-Gallon Ground Storage Tank
  90'-0" ID x 21'-0" SWD
  (CROM Job No. 1970-M-011.01C)

- **Option 1: Repairs Based on Inspection Report (not including Dome Rehab)**

  a. Mobilization
  b. Pressure wash tanks exterior wall and dome including overflows, vent cover, and hatch cover.
  c. Aerator Rehab: Remove aerator trays. Trays will be resurfaced, and new gelcoat will be applied. Trays will be re-installed.
  d. Replace screen on aerator.
  e. Repair emergency overflow spall and replace six overflow screens.
  f. Apply new gelcoat and install new screen on the center vent.
  g. Repair the spall located at the dome access hatch and apply new gelcoat.
  h. Apply a stripe coat of Tnemec Series 156 Enviro-Crete to exterior cracks to the dome and wall concrete surfaces prior to full coatings.
  i. Apply 2 coats of Tnemec 1026 Enduratone at 2-3 mils DFT to the exterior dome and wall concrete surfaces.
  j. Install a self-closing gate at the handrail opening located at the dome access hatch.
  k. Abrasive blast exterior piping to prepare surface for coatings.
  l. Apply 1 coat of Tnemec Series 135 Polyamidomine Epoxy at 4-6 mils DFT to the exterior piping.
  m. Apply 1 coat of Tnemec Series 1095 Aliphatic Polyurethane at 2-5 mils DFT to the exterior piping.
  n. Abrasive blast the interior manhole cover and frame and the interior piping to the prepare the surface for coatings.
  o. Apply 1 coat of Tnemec Series N140 Pota-Pox Plus at 4-8 mils DFT to the manhole cover and frame and the interior piping.
  p. Apply 1 coat of Tnemec Series L140 Pota-Pox Plus at 4-8 mils DFT to the manhole cover and frame and the interior piping.
  q. Abrasive Blast the interior wall and floor concrete surfaces to prepare the surfaces for coatings.

r. Apply 1 coat of Tnemec Series N140 Pota-Pox Plus at 4-8 mils DFT to the interior wall and floor concrete surfaces.
s. Apply 1 coat of Tnemec Series L140 Pota-Pox Plus at 4-8 mils DFT to the interior wall and floor concrete surfaces.

- **Option 2: Dome & Baffle Wall Rehab – Based on Destructive Investigation Performed on December 17, 2020.**

a. Mobilization
b. Abrasive blast interior dome to reveal areas that need repair.
c. *Perform PH testing on interior dome.
d. Apply Armatec 110 bonding epoxy to all new and exposed steel at interior dome surfaces.
e. Apply Tnemec Series 217 to interior dome surfaces up to ½" of material per manufacturer's recommendation.
f. Abrasive blast interior baffle wall.
g. Demo and remove the top five courses of CMU block from baffle wall.
h. *Perform PH testing on baffle wall.
i. Rebuild baffle wall to its original size with new CMU blocks.
j. Clean up all sand debris prior to coatings.
k. Pressure wash interior dome and baffle prior to coatings.
l. Resurface baffle wall **up to 700 square feet** with Tnemec Series 218 at 1/8" thick.
m. Apply 1 coat of Tnemec Series N140 Pota-Pox Plus at 4-8 mils DFT to the interior dome and wall concrete surfaces.
n. Apply 1 coat of Tnemec Series L140 Pota-Pox Plus at 4-8 mils DFT the interior dome and wall concrete surfaces.

***Please Note:** Testing to be performed after abrasive blasting. If results from PH testing is not 9 or greater than additional demolition of concrete will be required and subject to change order.

2. COMMENCEMENT AND COMPLETION

Upon your execution of this work order, CCR will be prepared to start work **30 days** after approval of our submittal information; and will undertake to furnish sufficient labor, materials, and equipment to complete this work within approximately **(see below)** working time thereafter.

Option 1: 9 Crew Weeks
Option 2: 10 Crew Weeks

3. QUOTATION

We are prepared to carry out this work in accordance with the foregoing for the lump sum price of:

OPTION 1:

Description	Quantity of Units	Unit Type	Unit Rate	Subtotal	% Markup	Total
Mobilization	1	LS	$4,400.00	$4,400.00	NA	$4,400.00
Crew Hours	599	HR	$375.00	$224,625.00	NA	$224,625.00
Project Manager Hours	20	HR	$160.00	$3,200.00	NA	$3,200.00
Materials + 15%						
Series N140 Pota-Pox Plus	80	GAL	$70.37	$5,629.60	$844.44	$6,474.04

Series L140 Pota-Pox Plus	90	GAL	$80.27	$7,224.30	$1,083.65	$8,307.95
Series 156 Enviro-Crete	19	GAL	$58.34	$1,108.46	$166.27	$1,274.73
Series 1026 Enduratone	120	GAL	$52.89	$6,346.80	$952.02	$7,298.82
Series 135 Polyamidomine Epoxy	5	GAL	$101.36	$506.80	$76.02	$582.82
Series 1095 Aliphatic Poylurethane	5	GAL	$96.15	$480.75	$72.11	$552.86
Black Beauty Blasting Media	558	BAG	$28.60	$15,958.80	$2,393.82	$18,352.62
Screen overflows	6	EACH	$200.00	$1,200.00	$180.00	$1,380.00
Self Closing Gate	1	EACH	$1,800.00	$1,800.00	$270.00	$2,070.00
Gelcoat	2	GAL	$85.00	$170.00	$25.50	$195.50
Aerator Tray Rehab & Rescreen	1	EACH	$9,313.25	$9,313.25	$1,396.99	$10,710.24
Dome Vent Screen	1	EACH	$280.00	$280.00	$42.00	$322.00
Sikatop 123	4	BAG	$49.06	$196.24	$29.44	$225.68
HTH Chlorine (Disinfection)	7.57	POUNDS	$18.60	$140.80	$21.12	$161.92
Small Misc. Supplies (15% of Material Costs)	1	LS	$7,788.26	$7,788.26	$1,168.24	$8,956.49
Subcontractor/Equipment + 10%						
Scaffolding	9	WK	$500.00	$4,500.00	$450.00	$4,950.00
Pressure Washer	2	WK	$730.00	$1,460.00	$146.00	$1,606.00
Paint Sprayers	3	WK	$525.00	$1,575.00	$157.50	$1,732.50
Generator	3	WK	$275.00	$825.00	$82.50	$907.50
Compressor	3	WK	$1,900.00	$5,700.00	$570.00	$6,270.00
Manlift 40'	3	WK	$1,850.00	$5,550.00	$555.00	$6,105.00
Trash	1	WK	$700.00	$700.00	$70.00	$770.00
Gas & Diesel	1000	GAL	$7.06	$7,060.00	$706.00	$7,766.00
Sandblast Pot	3	WK	$750.00	$2,250.00	$225.00	$2,475.00
Portalet	8	WK	$105.00	$840.00	$84.00	$924.00
TOTAL						$332,596.67

OPTION 2:

Description	Quantity of Units	Unit Type	Unit Rate	Subtotal	% Markup	Total
Mobilization	1	LS	$4,400.00	$4,400.00	NA	$4,400.00
Crew Hours	1043	HR	$375.00	$391,125.00	NA	$391,125.00
Project Manager Hours	24	HR	$160.00	$3,840.00	NA	$3,840.00
Materials + 15%						
Series N140 Pota-Pox Plus	70	GAL	$70.37	$4,925.90	$738.88	$5,664.78
Series L140 Pota-Pox Plus	70	GAL	$80.27	$5,618.90	$842.84	$6,461.74
Series 217	661	GAL	$50.57	$33,426.77	$5,013.84	$38,440.61
Series 218	25	GAL	$109.97	$2,749.25	$412.39	$3,161.64
Black Beauty Blasting Media	852	BAG	$28.60	$24,367.20	$3,655.08	$28,022.28

Steel	400	LBS	$75.00	$30,000.00	$4,500.00	$34,500.00
CMU Blocks	369	EACH	$2.00	$738.00	$110.70	$848.70
Sand	1.4	CY	$22.10	$30.94	$4.64	$35.58
Mortar	30	BAG	$8.50	$255.00	$38.25	$293.25
Cleanup Up Sand and Debris	1	LS	$6,687.00	$6,687.00	$1,003.05	$7,690.05
PH Testings	1	LS	$1,000.00	$1,000.00	$150.00	$1,150.00
Sika Armatec 110	166	GAL	$239.62	$39,776.92	$5,966.48	$45,743.40
HTH Chlorine (Disinfection)	7.57	POUNDS	$18.60	$140.80	$21.12	$161.92
Small Misc. Supplies (15% of Material Costs)	1	LS	$22,436.14	$22,436.14	$3,365.42	$25,801.56
Subcontractor/Equipment + 10%						
Scaffolding	10	WK	$500.00	$5,000.00	$500.00	$5,500.00
Pressure Washer	2	WK	$730.00	$1,460.00	$146.00	$1,606.00
Paint Sprayers	4	WK	$525.00	$2,100.00	$210.00	$2,310.00
Compressor	4	WK	$1,900.00	$7,600.00	$760.00	$8,360.00
Trash Removal	3	Loads	$700.00	$2,100.00	$210.00	$2,310.00
Gas & Diesel	920	GAL	$7.06	$6,495.20	$649.52	$7,144.72
Sandblast Pot	3	WK	$750.00	$2,250.00	$225.00	$2,475.00
Portalet	10	WK	$105.00	$1,050.00	$105.00	$1,155.00
TOTAL						$628,201.68

4. DIFFERING CONDITIONS

CCR does not assume responsibility for differing, latent or concealed conditions, which differ materially from those indicated in the subcontract/Contract documents or from those ordinarily found to exist and not inherent in the Work, including but not limited to weather or subsurface conditions, and not caused by CCR's fault or negligence.

If you have any questions, please contact us at (352) 372-3436.

Sincerely,

CROM COATINGS AND RESTORATIONS

Chris Wilkerson
Project Manager

Brett Bohannon
Region Lead, Vice President

/bfb.mkk

ACCEPTED BY CLIENT

_____

PRINT: _____

TITLE: _____

DATE: _____

Award #6 01/04/2024 Supporting Documents

Certification of Single Source or Emergency Procurement

Please use this form to certify a Single Source or Emergency Procurement complies with the requirements of the JEA Procurement Code. The JEA Procurement Code defines a Single Source and Emergency Procurement as follows:

3-112 Single Source

A Contract may be awarded for Supplies or Services as a Single Source when, pursuant to the Operational Procedures, the Chief Procurement Officer determines that:

(a) there is only one justifiable source for the required Supplies or Services;

(b) the Supplies or Services must be a certain type, brand, make or manufacturer due to the criticality of the item or compatibility within a JEA utility system, and such Supplies or Services may not be obtained from multiple sources such as distributors;

(c) the Services are a follow-up of Services that may only be done efficiently and effectively by the Vendor that rendered the initial Services to JEA, provided the Procurement of the initial Services was competitive;

(d) at the conclusion of a Pilot Project under Section 3-118 of this Code, the Procurement of Supplies or Services tested during the Pilot Project, provided the Vendor was competitively selected for the Pilot Project.

3-113 Emergency Procurements

In the event of an Emergency, the Chief Procurement Officer may make or authorize an Emergency Procurement, provided that Emergency Procurements shall be made with as much competition as practicable under the circumstances. A written Determination of the basis for the Emergency and for the selection of the particular Vendor shall be included in the Procurement file.

For purposes of this Section 3-113, an "Emergency" means any one of the following:

(a) a reasonably unforeseen breakdown in machinery;

(b) an interruption in the delivery of an essential governmental service or the development of a circumstance causing a threatened curtailment, diminution, or termination of an essential service;

(c) the development of a dangerous condition causing an immediate danger to the public health, safety, or welfare or other substantial loss to JEA;

(d) an immediate danger of loss of public or private property;

(e) the opportunity to secure significant financial gain, to avoid delays to any Governmental Entity or avoid significant financial loss through immediate or timely action; or (f) a valid public emergency certified by the Chief Executive Officer.

Please provide the following information:

1. Vendor Name:

CROM Coatings and Restorations

2. Description of Services or Supplies provided by Vendor:

Structural Rehabilitation of dome and baffle walls of Tank No. 1 at the Oakridge WTP.

3. Certification:

I the undersigned certify that to the best of my knowledge, no JEA employee has, either directly or indirectly, a financial interest in this Single Source Emergency Procurement, and

I the undersigned certify that this procurement meets the requirements of a (choose one of the following):

☑ **Single Source Procurement**. Please state which subsection of Section 3-112 above applies to this Single Source Procurement: (c)

OR

☐ **Emergency Procurement** - Please state which subsection of Section 3-113 above applies to this Emergency Procurement:_____

Michael T. Dvoroznak Digitally signed by Michael T. Dvoroznak DN: C=US, E=dvormt@jea.com, O=JEA, CN=Michael T. Dvoroznak Reason: I am approving this document Date: 2023.12.15 13:37:09-05'00' 12/15/2023

Signature of JEA Business Unit Manager **Date**

Michael T. Dvoroznak

Name of JEA Business Unit Manager

This certification shall be attached to the Purchase Order when it is routed for approval. A Single Source or Emergency Procurement shall be reported to the JEA Board in accordance with Section 1-110 of the JEA Procurement Code.

Award #7 01/04/2024 Supporting Documents

1411430046 Engineering Services for Environmental General Services - Full Service Environmental

Vendor Rankings	Kelsey Hope	Matt McClure	Jaclyn Vu	Total	Rank
CDM Smith, Inc.	90.29	88.71	89.14	268.14	1
Geosyntec Consultants, Inc.	82.86	93.00	90.57	266.43	2
Black & Veatch Corporation	76.29	83.00	75.14	234.43	3
WSP USA Inc., (FKA Golder Associates USA Inc.)	64.57	75.14	74.43	214.14	4

Kelsey Hope	Professional Staff Experience (20 Points)	Approach and Work Plan (45 Points)	Company Experience (25 Points)	Lead Project Manager Proximity (5 Points)	JSEB (5 Points)	Total	Rank
Black & Veatch Corporation	17.29	29	21	5	4	76.29	3
CDM Smith, Inc.	18.29	38	25	5	4	90.29	1
Geosyntec Consultants, Inc.	17.86	33	23	5	4	82.86	2
WSP USA Inc., (FKA Golder Associates USA Inc.)	15.57	23	17	5	4	64.57	4

Matt McClure	Professional Staff Experience (20 Points)	Approach and Work Plan (45 Points)	Company Experience (25 Points)	Lead Project Manager Proximity (5 Points)	JSEB (5 Points)	Total	Rank
Black & Veatch Corporation	20	36	18	5	4	83.00	3
CDM Smith, Inc.	19.71	38	22	5	4	88.71	2
Geosyntec Consultants, Inc.	20	39	25	5	4	93.00	1
WSP USA Inc., (FKA Golder Associates USA Inc.)	15.14	31	20	5	4	75.14	4

Jaclyn Vu	Professional Staff Experience (20 Points)	Approach and Work Plan (45 Points)	Company Experience (25 Points)	Lead Project Manager Proximity (5 Points)	JSEB (5 Points)	Total	Rank
Black & Veatch Corporation	17.14	30	19	5	4	75.14	3
CDM Smith, Inc.	18.14	39	23	5	4	89.14	2
Geosyntec Consultants, Inc.	17.57	41	23	5	4	90.57	1
WSP USA Inc., (FKA Golder Associates USA Inc.)	16.43	29	20	5	4	74.43	4

Overall Averages	Professional Staff Experience (20 Points)	Approach and Work Plan (45 Points)	Company Experience (25 Points)	Lead Project Manager Proximity (5 Points)	JSEB (5 Points)	Total
Black & Veatch Corporation	18.14	31.67	19.33	5.00	4.00	78.14
CDM Smith, Inc.	18.71	38.33	23.33	5.00	4.00	89.38
Geosyntec Consultants, Inc.	18.48	37.67	23.67	5.00	4.00	88.81
WSP USA Inc., (FKA Golder Associates USA Inc.)	15.71	27.67	19.00	5.00	4.00	71.38

Award #7 01/04/2024 Supporting Documents

Engineering for Environmental General Services - Full Service Environmental
SOLICITATION # 1411430046
CDM SMITH PROPOSED BASE RATES

CATEGORIES		BASE CONTRACT RATES FY2024
PROFESSIONAL SERVICES		
OFFICER	$	275
SENIOR TECHNICAL EXPERT	$	267
TECHNICAL EXPERT	$	244
SENIOR PROJECT MANAGER	$	220
SENIOR ENGINEER	$	214
SENIOR PROFESSIONAL	$	192
PROFESSIONAL III	$	156
PROFESSIONAL II	$	134
PROFESSIONAL I	$	104
PROFESSIONAL SUPPORT SERVICES		
SENIOR CAD TECH	$	139
CAD TECH	$	128
SENIOR SUPPORT SERVICES	$	128
STAFF SUPPORT SERVICES	$	111
FIELD SERVICES		
FIELD TECHNICIAN	$	88
PROJECT SUPPORT SERVICES		
PROJECT ADMINISTRATION	$	104

GEOSYNTEC CONSULTANTS 2024 JEA RATE SCHEDULE	
Position	Rate
Staff Professional	$165
Senior Staff Professional	$190
Professional	$215
Project Professional	$240
Senior Professional	$260
Principal	$275
Senior Principal	$288
Senior Technician I	$107
Senior Technician II	$115
Site Manager I	$128
Site Manager II	$140
Construction Manager I	$152
Construction Manager II	$164
Senior Designer Designer	$205
Designer	$170
Senior Drafter/Senior CADD Operator	$160
Project Administrator	$100

Award #8 01/04/2024 Supporting Documents

1411429646 Engineering Services for Environmental General Services - Specialized Environmental

Vendor Rankings	Jaclyn Vu	Andrew Sears	Alexandra Glass	Total	Rank
Mechling Engineering & Consulting, Inc.	86.67	83.33	89.89	259.89	1
Aerostar SES LLC	86.33	78.78	90.22	255.33	2
Pond & Company	82.56	73.22	94.67	250.45	3
Alpha Envirotech Consulting, Inc.	78.33	71.00	91.89	241.22	4
Tetra Tech, Inc.	76.78	75.67	88.33	240.78	5
The Blackledge Group, Inc.	83.56	65.56	91.33	240.45	6
AECOM Technical Services, Inc.	84.11	70.56	85.11	239.78	7
Aptim Environmental & Infrastructure, LLC	76.56	68.56	84.89	230.01	8
GAI Consultants, Inc.	69.33	72.67	82.11	224.11	9

Jaclyn Vu	Professional Staff Experience (25 Points)	Approach and Work Plan (40 Points)	Company Experience (25 Points)	Project Manager Proximity to JEA (5 Points)	JSEB (5 Points)	Total	Rank
AECOM Technical Services, Inc.	21.11	34	20	5	4	84.11	3
Aerostar SES LLC	21.33	36	20	5	4	86.33	2
Alpha Envirotech Consulting, Inc.	21.33	30	17	5	5	78.33	6
Aptim Environmental & Infrastructure, LLC	20.56	30	17	5	4	76.56	8
GAI Consultants, Inc.	21.33	25	16	3	4	69.33	9
Mechling Engineering & Consulting, Inc.	20.67	36	20	5	5	86.67	1
Pond & Company	20.56	33	20	5	4	82.56	5
Tetra Tech, Inc.	19.78	30	18	5	4	76.78	7
The Blackledge Group, Inc.	20.56	34	20	5	4	83.56	4

Andrew Sears	Professional Staff Experience (25 Points)	Approach and Work Plan (40 Points)	Company Experience (25 Points)	Project Manager Proximity to JEA (5 Points)	JSEB (5 Points)	Total	Rank
AECOM Technical Services, Inc.	20.56	25	16	5	4	70.56	7
Aerostar SES LLC	22.78	27	20	5	4	78.78	2
Alpha Envirotech Consulting, Inc.	20	25	16	5	5	71.00	6
Aptim Environmental & Infrastructure, LLC	20.56	20	19	5	4	68.56	8
GAI Consultants, Inc.	21.67	27	17	3	4	72.67	5
Mechling Engineering & Consulting, Inc.	23.33	30	20	5	5	83.33	1
Pond & Company	22.22	25	17	5	4	73.22	4
Tetra Tech, Inc.	21.67	25	20	5	4	75.67	3
The Blackledge Group, Inc.	20.56	20	16	5	4	65.56	9

Alexandra Glass	Professional Staff Experience (25 Points)	Approach and Work Plan (40 Points)	Company Experience (25 Points)	Project Manager Proximity to JEA (5 Points)	JSEB (5 Points)	Total	Rank
AECOM Technical Services, Inc.	22.11	32	22	5	4	85.11	7
Aerostar SES LLC	24.22	33	24	5	4	90.22	4
Alpha Envirotech Consulting, Inc.	22.89	39	20	5	5	91.89	2
Aptim Environmental & Infrastructure, LLC	22.89	33	20	5	4	84.89	8
GAI Consultants, Inc.	23.11	29	23	3	4	82.11	9
Mechling Engineering & Consulting, Inc.	21.89	35	23	5	5	89.89	5
Pond & Company	21.67	40	24	5	4	94.67	1
Tetra Tech, Inc.	20.33	35	24	5	4	88.33	6
The Blackledge Group, Inc.	21.33	39	22	5	4	91.33	3

Overall Averages	Professional Staff Experience (25 Points)	Approach and Work Plan (40 Points)	Company Experience (25 Points)	Project Manager Proximity to JEA (5 Points)	JSEB (5 Points)	Total
AECOM Technical Services, Inc.	21.26	30.33	19.33	5	4	79.93
Aerostar SES LLC	22.78	32.00	21.33	5	4	85.11
Alpha Envirotech Consulting, Inc.	21.41	31.33	17.67	5	5	80.41
Aptim Environmental & Infrastructure, LLC	21.34	27.67	18.67	5	4	76.67
GAI Consultants, Inc.	22.04	27.00	18.67	3	4	74.70
Mechling Engineering & Consulting, Inc.	21.96	33.67	21.00	5	5	86.63
Pond & Company	21.48	32.67	20.33	5	4	83.48
Tetra Tech, Inc.	20.59	30.00	20.67	5	4	80.26
The Blackledge Group, Inc.	20.82	31.00	19.33	5	4	80.15

Award #8 01/04/2024 Supporting Documents

ATTACHMENT 1 – REVISED December 18, 2023

Mechling Engineering & Consulting, Inc. Team

REVISED Proposed Unit Rates for Solicitation for Participation in Engineering Services for Environmental General Services - Specialized Environmental

Solicitation Number 1411429646

Mechling Engineering / Tarbox Consulting **Professional Service Category**	**Hourly Rate**
Technician I	$70
Project Coordinator	$80
Technician II	$80
Technician III	$90
Eng/Geol/Scientist I	$95
CAD Operator	$95
Technical Editor	$100
Eng/Geol/Scientist II	$105
CAD Designer	$115
Eng/Geol/Scientist III	$115
CAD Senior Designer	$125
Eng/Geol/Scientist IV	$125
Licensed Engineer/Geol I	$135
Licensed Engineer/Geol II	$145
Licensed Engineer/Geol III	$165
Licensed Engineer/Geol IV/Project Manager	$185
Project Manager	$185
Licensed Engineer/Geol V	$205
Senior Project Manager	$235
Licensed Engineer/Geol VI	$235
Principal	$250

Pond **Professional Service Category**	**Hourly Rate**
Engineering Technician 1 / Scientist Technician 1	$74
Project Coordinator	$77
Engineering Technician 2 / Scientist Technician 2	$92
Engineer / Scientist 1	$95
Senior Project Coordinator	$108
Engineer / Scientist 2	$125
Engineer / Scientist 3	$150
Project Manager	$185
Engineer / Scientist 4	$185
Engineer / Scientist 5	$216
Senior Project Manager	$235
Program Manager / Discipline Director	$277
Vice President / Principal	$288
Consulting / Testifying Expert	$294
Officer-in-Charge	$325

Note: Other Direct Costs (ODCs) including equipment rentals and subcontractors (excluding teaming partners) will be invoiced at cost plus 5% fee.

Award #8 01/04/2024 Supporting Documents

JEA ENVIRONMENTAL GENERAL SERVICES – SPECIALIZED ENVIRONMENTAL
SOLICITATION NUMBER 1411429646
Aerostar SES

Occupational Groups	Occupational Levels	Representative Occupational Titles	Loaded Hourly Rate
Management	Upper Level	Principal	**$190.00**
	Middle Level	Project Manager	**$160.00**
	Lower Level	Chief Engineer/Geologist/Scientist	**$140.00**
Professional	Upper Level	Registered Senior Engineer/Geologist/Scientist	**$165.00**
	Middle Level	Associate Engineer/Geologist/Scientist	**$120.00**
	Lower Level	Staff or Field Engineer/Geologist/Scientist	**$105.00**
Technical/Labor	Upper Level	Foreman/Technician Supervisor/Senior Technician	**$95.00**
	Middle Level	Technician II or Eng/Geo/Sci Technician or Drafts Person II	**$85.00**
	Lower Level	Technician I/Drafts Person I	**$75.00**
Secretarial / Clerical	Upper Level	Clerical Supervisor/Administrative Assistant	**$70.00**
	Middle Level	Secretary/Typist (Word Processor)	**$55.00**
	Lower Level	General Office Clerk	**$50.00**