



Building Community®

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

December 3, 2019

ADDENDUM NUMBER: One (1)

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TITLE: Technical Testing Solution FY20

JEA ITN NUMBER: 98428

RESPONSE DUE DATE: December 16, 2019

TIME OF RECEIPT: 12:00 PM

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TIME OF OPENING: 12:00 PM

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**THIS ADDENDUM IS FOR THE PURPOSE OF MAKING THE FOLLOWING CHANGES OR CLARIFICATIONS:**

**Question:**

1. Can reference call (per Minimum Qualifications form) be scheduled by vendor respondent?

**Answer:**

1. No, JEA will call vendor references directly.

**Question:**

2. If license cost includes technical support, how do you want it shown on the Response Workbook?

**Answer:**

2. Please show as a license purchase.

**Question:**

3. Please provide additional information for current vs. future state for generating scripts from TFS.

**Answer:**

3. JEA is currently using TFS 2015 as our current system for user stories, detailed requirements, and testing scripts. It is a very manual process, hence our need for a more structured tool that will allow us to evolve into a more advanced and robust process.

**Question:**

4. Is CC&B the system of record?

**Answer:**

4. The tool will be used mainly for the C2M suite of products, which includes CC&B version 2.7 as well as MDM, SOM, and SGG.

**Question:**

5. Is there an 80/20 mix of unit testing and integrated testing?

**Answer:**

5. For some of the interfaces, this is the case but not for all.

**Question:**

6. Which IVR systems are being utilized?

**Answer:**

6. JEA is currently using Cisco IVR version 11.

**Question:**

7. What is the JEA.com to C2M integration?

**Answer:**

7. JEA.com will mainly make calls to the C2M components via SOA/OSB services.

**Question:**

8. What is the current percentage of automated testing?

**Answer:**

8. Very low, almost non-existing. JEA is in the beginning stages of this process.

**Question:**

9. What is the current headcount for this solution?

**Answer:**

9. Large project can be as many as people as 70 people. Small project can be as few as 5 people.

**Question:**

10. Are the personnel local or outsourced?

**Answer:**

10. Local personnel.

**Question:**

11. Describe the technical landscape.

**Answer:**

11. 10,000 detail requisitions in TFS. Looking for a technically automated solution.

**Question:**

12. What is the implementation target date?

**Answer:**

12. The current timeline for the C2M testing to begin is January 2020. The move to Production is planned for September-October 2020.

**Acknowledge receipt of this addendum on the Response Form**