

98464-Request for Information (RFI)

Commercial Security Deposit Option



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1 INTRODUCTION AND PURPOSE OF THE RFI

With this RFI we request information regarding your company and your products/services. The same information will be gathered from different companies to learn about similar Trade Credit security insurance policy options for JEA Commercial receivables. **This RFI is for informational and planning purposes and is not to be construed as solicitation or a commitment to issue a solicitation.**

General

Article I, Section 24, Florida Constitution, guarantees every person access to all public records and Chapter 119, Florida Statutes, provide a broad definition of public records. JEA is a body politic, corporate, and subject to these laws and related statutes ("Florida's Public Records Laws"). All responses to this RFI are public records and available for public inspection unless specifically exempt by law.

IF A PROPOSER HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTORS DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT:

JEA

Attn: Public Records

21 West Church Street

Jacksonville, Florida 32202

Ph: 904-665-8606

publicrecords@jea.com

Redacted Submissions

If a Proposer believes that any portion of the documents, data or records submitted in response to this RFI are exempt from Florida's Public Records Law, Proposer must (1) clearly segregate and mark the specific sections of the document, data or records as "Confidential," (2) cite the specific Florida Statute or other legal authority for the asserted exemption, and (3) provide JEA with a separate redacted copy of its response (the "Redacted Copy"). The cover of the Redacted Copy shall contain JEA's title and number for this RFI and Respondent's name, and shall be clearly titled "Redacted Copy." Respondent should only redact those portions of records that Proposer claims are specifically exempt from disclosure under Florida's Public Records Laws. If Respondent fails to submit a redacted copy of information it claims is confidential, JEA is authorized to produce all documents, data and other records submitted to JEA in answer to a public records request for such information.

In the event of a request for public records to which documents that are marked as confidential are responsive, JEA will provide the Redacted Copy to the requestor. If a requestor asserts a right to any redacted information, JEA will notify Respondent that such an assertion has been made. It is Respondent's responsibility to respond to the requestor to assert that the information in question is exempt from disclosure under applicable law. If JEA becomes subject to a demand for discovery or disclosure of Respondent's redacted information under legal process, JEA shall give Respondent prompt notice of the demand prior to releasing the information (unless

otherwise prohibited by applicable law.) Respondent shall be responsible for defending its determination that the redacted portions of its response are not subject to disclosure.

By submitting a response to this RFI, Respondent agrees to protect, defend and indemnify JEA from and against all claims, demands, actions, suits, damages, liabilities, losses, settlements, costs and expenses (including but not limited to reasonable attorney fees and costs) arising from or relating to Respondent's determination that the redacted portions of its response to this Solicitation are not subject to disclosure.

2 BACKGROUND, SCOPE, AND SOLUTION OPTIONS

2.1 Background

JEA owns, operates and manages the electric system established by the City of Jacksonville, Florida in 1895. In June 1997, JEA also assumed operation of the water and sewer system previously managed by the City. JEA is Florida's largest municipally owned utility and the seventh largest municipal in the United States.

2.2 Scope

JEA currently requires deposit coverage for all NEW commercial accounts equal to 2X the average of their most recent 12 months of billed consumption amounts. For commercial customers, currently these deposits are in one of the following forms: cash, letter of credit, or surety bond. JEA is researching costs and functionality for an additional Trade Credit Insurance option to secure the receivables for our largest commercial & industrial customers. JEA expects that trade credit insurance will provide the following benefits to both JEA and our customers; security for future billed amounts, since JEA bills customers in arrears, a low cost option for customers to provide the requested security, easy process of administration, and a methodology to allocate the cost of each participant's policy based on creditworthiness and amount of security, performance management and reporting.

As part of the solution, JEA requests the proposed vendor provide cost and plans for any professional services required to implement said solution into JEA's current credit and collections processes while reducing maintenance and end-user training costs. The solution shall also include necessary set-up testing, administrative end user training onsite at JEA, and assistance to integrate into existing billing software program where all current deposit information resides.

2.3 Solution Option

JEA is interested in understanding the process steps and cost basis to implement a receivables insurance policy for a defined subset of commercial customers.

3 GENERAL INSTRUCTIONS

Please note that this RFI is issued solely for the purpose of obtaining information. Nothing in this RFI shall be interpreted as a commitment on the part of JEA to enter into a contract with any respondent thereof to make any procurement. JEA reserves the right to invite any of the RFI respondents to do a follow up presentation as part of the RFI process.

3.1 Response Instructions

3.1.1 Response Submission

All responses to this RFI are due no later than 12:00 p.m. EST on, Feb 24, 2020. Respondents should submit an electronic copy via e-mail to Nickolas Dambrose at: dambnc@jea.com. All responses must include on the first page the official name of the firm or entity submitting the response. Please consecutively number all pages of the response.

3.1.2 Response Format

JEA requests that all responses be submitted with a point-by-point response to each question in every section. If a respondent opts not to respond to any item(s) please include an explanation for the lack of response.

3.2 Contacts

3.2.1 Questions

Potential respondents who have questions regarding this RFI may e-mail them to the contact listed below by February 17, 2020. Respondents may only make inquiries and request clarification concerning this RFI by written questions via e-mail. Responses to inquiries and clarification questions will be provided electronically to all interested parties.

Note: There will be no informational sessions associated with this RFI.

3.2.2 Contact Information

Please direct all communications, questions, and responses to the following contact:

Nickolas Dambrose, Purchasing Agent Senior
JEA
21 West Church Street
Jacksonville, FL 32202
E-mail: Nickolas Dambrose at: dambnc@jea.com

3.3 Timeframe ****DATES TO BE UPDATED

CALENDAR EVENT	DATE	TIME
RFI Posting and Release	February 10, 2020	4:00 PM EST
Questions Due	February 17, 2020	12:00 PM EST
RFI Responses Due	February 24, 2020	12:00 PM EST

4 ADDITIONAL INFORMATION

4.1 Requests for Additional Information

JEA retains the right to request additional information from respondents.

4.2 Cost Incurred

By submitting a response, respondents agree that any cost incurred in responding to this RFI, or in support of activities associated with this RFI, shall be the sole responsibility of respondent. JEA shall not be held responsible for any costs incurred by respondents in preparing their respective responses to this RFI.

4.3 Review Rights

Responses to this RFI may be reviewed and evaluated by any person(s) at the discretion of the JEA, including independent consultants retained now or in the future. JEA reserves the right to request a demonstration from one or more companies.

4.4 Public Record

All responses to this RFI will be public record under the State of Florida's Sunshine Law regardless of confidentiality notices set forth on such writings to the contrary.

5 QUESTIONS AND VENDOR RESPONSES

See General Instructions in Section 3 for information on response format and submission. **Note:** Please describe any assumptions you make in answering these questions as part of each response.

5.1 Questions / Vendor Responses

5.1.1 Company Information

1. Company name, mailing address, phone number, fax number, and phone/e-mail of designated point of contact for RFI.
2. Corporate web site address
3. Number of years in business
4. Insurance rating (Moodys, A.M. Best, Fitch and Standard & Poor's)
5. U.S. Company location(s).

5.1.2 Overview of Customer Base

1. Identify one (1) client reference based on similar solution(s). Include the client name, point of contact information, and government contract number (if applicable).

5.1.3 Business Model Overview

1. Please explain the business model(s) you use for your business. In other words, describe the companies you may partner with, what types of customers you support (e.g. small, medium, large, e-businesses, etc.), Include any companies similar to JEA (Utility including both electric and water/sewer service).
2. Please provide the percentage of revenue that is generated from the Commercial Security Deposit Option.
3. Please provide an indication of the size of your company in terms of revenues, number of employees, regions of the United States you serve, etc.

5.1.4 Business Process, Integration, and Functionality

1. Describe the general ability of the proposed solution to complete the following tasks:

- In your experience in establishing policies with utilities, what are some of the key obstacles to successful implementation?
 - From JEA's perspective, how would the process of establishing a policy program with the Company work?
 - Factors used to determine the cost of policy. For example, Do you segment customers with a great credit rating apart from customers with a poor credit rating. What are the factors that you use to determine whether a company pays more or less than the next company?
 - Do the levels of coverage have a floor or ceiling? Is there a dollar range?
 - Is there a break point so that companies with great credit factors are not significantly penalized monetarily by being in the same insurance grouping with those companies with less than great credit factors?
 - If we were to make a claim, would that claim impact other companies under the JEA policy?
 - Allocate cost for individual accounts covered by policy so that individual accounts pay costs and not JEA
 - Process for addition/deletion of covered accounts or increase/decrease amount of coverage required
 - Renewal process
 - Claim volume on a per annum basis
 - % of Claims satisfied for each of the last 3 years
 - What would be the process for JEA if we were to establish a claim?
 - What is the average length of time to award a claim once it is established?
2. If your product is a suite of products with additional modules that by default and at no extra cost would be included / activated if all the above functions are provided, please provide a description of these additional modules and their functionality.

5.1.5 Implementation

1. Describe your experience with utility policies for receivables coverage

5.1.6 Maintenance & Consulting

1. Describe the maintenance process post implementation that is required for any policy/policies

5.1.7 Solution Security

1. Please provide any information relevant to policy/account access and management.

5.1.8 Training, Documentation, and Support

1. Please describe any training you provide (if applicable) and any available options – i.e. on-site training, webinars, etc.
2. Explain the type of documentation/user guides you provide.
3. Please explain the available customer support, the assignment of a support agent to JEA and implementation options.

5.1.9 Budgetary Cost Estimates

Cost estimates have been requested for budgetary as well as cost effectiveness purposes and should be based upon the parameters defined within this document.

1. Please provide an estimated price for the product/application.
2. Please provide the estimated pricing structure for policies (annual costs as well as estimated renewal costs over a five (5) year period).

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3. Please provide a cost estimate for services if applicable – identifying both required and optional services with pricing. Estimates should be categorized and include all potential charges. If price ranges are used please specify what is provided at each end of the range.
4. Include the time to implement your product as well as the roles and responsibilities of the human resources who will be a part of the implementation and ongoing support teams.
5. Please provide a cost estimate for annual support and maintenance, if applicable.