

Request for Information (RFI)

1411771846 RFI Ethics Hotline Services and/or Policy Management Software Solution

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Software Solution



RESPONSES DUE JULY 15, 2024 AT 2:00 PM EASTERN TIME

All Responses shall be submitted through JEA's E-Procurement and Contract Management Portal which is provided by Zycus Supplier Network which can be accessed at <https://zsn.zycus.com/guest>.

For more information please contact JEA Buyer Danielle Crawford at crawdn@jea.com

1 INTRODUCTION AND PURPOSE OF THE RFI

The purpose of this RFI is to request information regarding your company and your products/services in relation to ethics hotline services and /or a Policy Management Software Solution. This RFI is for informational and planning purposes and is not to be construed as a solicitation or a commitment to issue a solicitation.

2 SCOPE AND SOLUTION OPTIONS

2.1 Background

JEA owns, operates and manages the electric system established by the City of Jacksonville, Florida since 1895. In June 1997, JEA also assumed operation of the water and sewer system previously managed by the City. JEA is located in Jacksonville, Florida, where we proudly serve an estimated 522,469 electric, 396,566 water and 316,441 sewer and 26,902 reuse water customers. JEA is Florida's largest community owned utility and the eighth largest municipal in the United States. JEA has approximately 2,245 employees and approximately 2,800 policy management software users that are comprised of full-time employees, supplemental workforce, as well as contractors.

2.2 Scope

Ethics Hotline: JEA is researching the costs and functionality for an Ethics Hotline Service. This service should enable JEA employees to report any issue or instance of misconduct easily and confidentially. The contact center should be globally accessible 24/7/365 with system availability ensured by end-to-end network redundancy, scalability, and reliability. Interpreter availability should be 98% or higher for all non-English language calls. Live telephone language interpretation should be available for a minimum of 150 languages at no additional cost. Translation of web reports should also be available. The ethics hotline service should support unlimited reports via web, telephone, and internal to a case management software. JEA should be able to delegate specific employees to have access to reporting features. This service should include a web intake site set up, design, and development that includes industry-specific issues with options to modify issue titles and descriptions.

AND/OR

Policy Management Software Solution:

JEA is researching the costs and functionality for a Policy Management Software solution. The solution should include automated reviewing, authoring, and approving documents, such as policies, procedures, guidelines, forms and other reference materials. The solution should also include rule-based workflows and alerts to keep policies moving through the document review process, alerting policy owners when to update or retire policies. Effortless version control for policy and procedure accuracy, customized workflows for review, approval and attestations responsive, consistent experiences for people using policies and completing related training.

JEA will most likely require Azure compatibility. JEA currently has a static link that always points to most recent version, it is the SSOT for policies, which allows categorization, has a dashboard, assigns tasks with due dates, has required attestation, has elective attestation, has reporting capabilities, includes training tools and resources, search capabilities by keyword, full text, title, or reference number, has control number for versioning, allows browsing, has campaigns and assessments.

3 GENERAL INSTRUCTIONS

Please note that this RFI is issued solely for the purpose of obtaining information. Nothing in this RFI must not be interpreted as a commitment on the part of JEA to enter into a contract with any respondent thereof to make any procurement.

3.1 Response Instructions

3.1.1 Response Submission

All responses to this RFI are due by the time specified within JEA's Zycus' e-Sourcing system. Respondents should submit an electronic copy as specified within JEA's Zycus' e-Sourcing system at <https://zsn.zycus.com/guest>.

3.1.2 Response Content

Vendors should include a response to each of the areas set forth under Questions and Vendor Responses (Section 5) of this RFI.

3.1.3 Response Format

JEA requests that all responses be submitted as an attachment within Zycus.

3.1.4 Questions

Potential respondents who have questions regarding this RFI may e-mail them to the contact listed below by **July 10, 2024 by 2PM EST**. 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.

3.1.5 Contact Information

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

Danielle Crawford, Purchasing Agent

E-mail: crawdn@jea.com

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 will 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.

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 and Vendor Responses

- Response must include for each scope Ethics Hotline and/or Policy Management Software Solution:
 - Company Information
 - Company name, mailing address, overnight delivery address (if different from mailing address), phone number, fax number, and phone/e-mail of designated point of contact for RFI.
 - Corporate web site address
 - Number of years on the market
 - Company location(s)
 - Overview of Customer Base:
 - Identify three (3) client references. Include the client's name, point of contact information, and government contract number (if applicable)
 - Preferably one (1) of the references provided should be from a government agency.
 - Business Model Overview:
 - Please explain any analysis you perform. Please define your expectations and deliverables that would be expected from JEA for that analysis, set up, and implementation.
 - Please describe what support and training is available for the solutions provided.
 - Please provide an indication of the size of your company in terms of revenues, number of employees, regions of the country you serve, etc.
 - Please provide technical specifications of how data is stored, integrations and methodology of single sign-on implementation and the timeframe required for implementation. Specify if the data storage is cloud based or out of the country and if support provided is US-based.
 - Experience:
 - How long have you been supplying similar products or services?
 - Design Document:
 - Please provide a design document that details the proposed service(s) for the scope specified in section 2.2.
 - Costs:
 - Please provide a cost estimate for your services – identifying both required and optional services with pricing as well as the pricing structure used (flat fee, fee based on use, fee based on employees, etc). Estimates should be categorized (analysis, design, integration, implementation, testing, etc.) and include all potential charges. If price ranges are used, please specify what is provided at each end of the range. Include details about the invoicing process.

Ethics Hotline:

Responses should also address the following JEA questions listed below.

1. Please provide an overview of the functionality of the ethics hotline service.
2. Does the ethics hotline service have any chart or graphic generating capabilities?
3. What reporting capabilities does the service provide?

4. Are there any bundling opportunities for this ethics hotline services and a policy management software?
5. Finally, please provide any additional information that we should consider or include in a future solicitation for these services that we have not addressed.

Policy Management Software Solution:

Responses should also address the following JEA questions listed below.

1. Please provide an overview of the functionality of the Policy Management Software Solution.
2. What makes your Policy Management Software unique?
3. What reporting capabilities does the service provide?
4. Are there any bundling opportunities for this ethics hotline services and a policy management software?
5. Finally, please provide any additional information that we should consider or include in a future solicitation for these services that we have not addressed.