Procurement Department Bid Section

March 25, 2025

ADDENDUM NUMBER: One (1)

TITLE: 1411960646 (IFB) Qualified Security Assessor for Annual Report on Compliance

PROPOSAL DUE DATE: March 27, 2025

TIME OF RECEIPT: 12:00 PM EST

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

1. **Question:** How many physical locations process credit card transactions?

    Answer: JEA does not store, process, or transmit credit card data or process credit card transactions. All processing has been outsourced to Third Party Service Provider.

2. **Question:** Please identify any physical locations that are outside Duval County, FL.

    Answer: None

3. **Question:** Please list your credit card acquirer(s).

    Answer: This information will be provided as part of assessment

4. **Question:** Please list your payment processor(s) and/or payment gateways(s).

    Answer: This information will be provided as part of assessment

5. **Question:** Please list your credit card acceptance method(s).

    Answer: JEAs card acceptance methods are identified below
    1. **JEA online payment channel accepts card payment via redirect where all elements of payment page are hosted by TPSP (JEA controls the redirect)**
    2. **JEA Mobile app managed by TPSP**
    3. **JEA POI Kiosk and Handheld devices**

6. **Question:** Are your payment processing solution(s) current valid P2PE solutions approved by PCI?

    Answer: This information will be provided as part of assessment

7. **Question:** Please provide an approximate count of the number of employees who support credit card transactions.

    Answer: AS JEA outsources majority of its credit card processes, number of employees is limited. Estimated <20.

8. **Question:** Do you have any open PCI compliance issues currently open and/or in the process of remediation?

   Answer: No

9. **Question:** Will JEA be responsible for the 'remediation of all gaps' ?

   Answer: Yes

10. **Question:** How many locations have POI devices and how many in total does JEA have?

    Answer: 1 location (JEA HQ Customer Lobby) and 10 POI

11. **Question:** How many network devices are in scope?
    a. Security Devices (Firewalls, IDS/IPS), or virtual devices that perform these functions?
    b. Routers or virtual devices that perform these functions?
    c. Switches or virtual devices that perform these functions?

    Answer: JEA virtual servers upon which redirect exists and supporting VM hosts.

12. **Question:** How many servers are in scope?
    a. Windows
    b. Linux

    Answer: This information will be provided as part of assessment

13. **Question:** How many workstations are in scope?
    a. Admin

    Answer: Zero

14. **Question:** Are there any validated PCI SSC solutions in use, and if so, please provide name/reference number from the SSC's website.

    Answer: This information will be provided as part of assessment

15. **Question:** What is the % of DSS requirements applicable to each payment channel; kiosk for card present, mobile and eCommerce for card-not-present?

    Answer: This information will be provided as part of assessment

16. **Question:** What is the due date for the RoC?

    Answer: JEA ideally would like to complete RoC by end of September 2025

17. **Question:** Is this a 1-year or 3-year contract?

    Answer: JEA is seeking 3 year contract

18. **Question:** Would we be able to receive a copy of the most recent RoC and/or AoC for confirmation of scope?

    Answer: This information will be provided as part of assessment.

19. **Question:** Has JEA undergone a readiness assessment or preparation for the new 2025 requirements going into effect 4/1/2025?

    Answer: JEA has undergone preparation for new 2025 requirements going into effect 4/1/2025 and request those applicable requirements be included as part of RoC/AoC.

20. **Question:** Payment channels - are all online payments accepted only via a compliant third party service provider?

    Answer: All elements of the payment page and payments are accepted only via TPSP

21. **Question:** Are phone calls for MOTO payments recorded, and are these handled by a compliant third party service provider?

    Answer: All payment processing are handled by compliant TPSP.

22. **Question:** Are all card-present payments made via PCI Council-validated P2PE solutions?

    Answer: This information will be provided as part of assessment

23. **Question:** Does JEA have any electronic storage of cardholder data?

    Answer: No, JEA does not have any electronic storage of cardholder data.

24. **Question:** Does JEA utilize the Customized Approach to satisfy any DSS requirements? If so, how many and which requirements?

    Answer: No, JEA does not use customized approach to satisfy any requirements.

25. **Question:** Does JEA utilize compensating controls or known legal or business constraints that preclude it from being in compliance with any DSS requirements?

    Answer: No, this is not applicable to JEA currently

26. **Question:** Is this the first time JEA has needed to have a QSA attestation?
    a. If not, please provide the accurately defined scope of the cardholder data environment contents and populations
    b. If this is the first time, what has JEA defined the in-scope environment to be?
        i. Do you require scoping assistance? According to the disclosure, JEA states the POIs are in scope (population?) are they directly connected to the network or usb/serial connected to POS?
        ii. What network security controls have been tested and verified to validate scope?
        iii. Has JEA been performing quarterly internal and external vulnerability scans?

    Answer: This information will be provided as part of assessment. JEA will provide prior 2024 RoC/AoC at start of assessment.

27. **Question:** The RFP states an initial assessment and identification for GAPs then remediation, followed by validation all ending by September. Is this the beginning or end of September?

   Answer: JEA is hoping to achieve completion by end of September.

ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE PROPOSAL FORM.