



Procurement Department Bid Section  
225 North Pearl Street  
Jacksonville, Florida 32202

April 25, 2024

ADDENDUM NUMBER: One (1)

TITLE: Employee Assistance Program - 1411677846

RESPONSE DUE DATE: May 3, 2024

TIME OF RECEIPT: 2:00 PM EST

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

1. **Question-** How you learned of our ACI Team?

**Answer-** Not applicable.

2. **Question-** We may not meet minimum requirements, specifically: a. Respondent must have at least one (1) professional located in a local office within Duval County area. (Provide local office address). While we do have one employee in Duval County, we do not have a physical office as the person works remote. Would this disqualify us?

**Answer-** The Employee Assistance Program (EAP) company itself does not need a local office but it is the intent as specified in the technical specifications that JEA members would have access to a network of local providers for in-person visits. As a minimal qualification we would like the address of one of the providers within that network.

3. **Question-** b. Respondent must provide the name of the dedicated local team member for the EAP services contract. The dedicated local team member must be available and can get to JEA within four (4) hours in the event of an Emergency. We may not be able to commit this person to JEA needs, due to their current role and part-time status. Does the person have to be a staff employee, or could we identify a local Affiliate provider that could be named?

**Answer-** Dedicated local team member for the **EAP service contract** should hold the authority of your company.

4. **Question-** Does the incumbent have a local person today?

**Answer-** The incumbent meets the dedicated local team member for the EAP service contract that can get to JEA within four (4) hours in the event of an Emergency.

5. **Question-** Are all vendors required to submit 2 hard copies of the proposal? To clarify, if we are submitting via the Zycus platform do we still need to submit 2 hard copies? And can we send those following the online due date, or would the 2 hard copies also need to be delivered on 5/3?

**Answer-** Yes, two hardcopies are required as stated in Section 1.3. The electronic submission in Zycus is due by 2pm EST on the due date. The hardcopies do not need to be delivered on 05/03 but should be post marked no later than the due date 05/03.

**ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE RESPONSE FORM**