



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

March 27, 2026

ADDENDUM NUMBER: One (1)

TITLE: ITN Contingent Workforce Staffing Program – 1412127849

RESPONSE DUE DATE: April 21, 2026

TIME OF RECEIPT: 12:00 PM EST

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

1. **Question:** Please provide a brief overview of your current contingent labor program.

Answer: Please refer to the Technical Specifications on Page 10 - 5.0 "Brief Description of JEA Current MSP Process".

2. **Question:** How many suppliers are currently in the program and who are the top suppliers?

Answer: There are currently 16 Suppliers. We have a high volume of contractors in the Field Services and Technical areas so we would consider them as Top Suppliers.

3. **Question:** How many suppliers do you intend to have post this RFP? I clarified this one - how many suppliers you anticipate awarding contracts to once the RFP process is finalized.

Answer: JEA intends to award multiple contracts to the highest ranked firms that address the specific roles we intend to fill. A number has not been specified.

4. **Question:** Do all suppliers receive all requirements at the same time, or do you have any tiering in the program?

Answer: All requirements are received at the same time. A supplier tiering program is not in place.

5. **Question:** What is the total annual spend in the program broken out by IT, Non-IT and Field Services?

Answer: The current total spend is 11.4M (2025 actual). JEA has contacted our MSP for this amount. This question will be answered in Addendum 2.

6. **Question:** What is the current headcount in the program broken out by IT, Non-IT and Field Services?

Answer: The current headcount is 87, broken out by category below:
TS – 34,
Field Operations – 24
Customer Care, Eng, Professional - 29

7. **Question:** What is the monthly volume of new IT, Non-IT and Field Services?

Answer: In 2025 the annual spend is 11.4M, which equaled a monthly spend of approximately 950K. Program remains constant and is not experiencing significant volume growth currently.

8. **Question:** What are the rules of engagement, and can suppliers build direct relationships with the hiring managers?

Answer: The Contingent Workforce Program Manager will be the single point of contact; all communication will go through the Contingent Workforce Program Manager.

9. **Question:** In which cities do most of the hiring managers sit?

Answer: Jacksonville, Florida

10. **Question:** For pricing, should we assume onsite or remote consultants?

Answer: JEA has a hybrid workforce so both onsite and remote should be considered.

11. **Question:** Is use of sub-vendors (single tier only) and/or 1099s allowed in the program or every consultant placed must be on supplier W-2?

Answer: Yes, subcontracting is allowed (vendor responsible) per the terms of the solicitation. 1099 allowed with agent of record (AOR) services and compliance responsibility.

12. **Question:** Is the program currently a rate-card or mark-up based program?

Answer: The program is currently mark up. However, the program is moving to a rate card-based program.

13. **Question:** Do all suppliers have the same rates and mark-up?

Answer: Rates and mark-ups vary dependent on job category. Pricing varies by supplier based on their proposed rates and agreed-upon terms.

14. **Question:** What is that mark-up OR each supplier will be held to the rate card and mark-up provided as part of this RFP?

Answer: The payment process is detailed in Solicitation section 1.17 Quotation of Rates and Appendix A – Technical Specifications section 3.6 Rates.

15. **Question:** What are some of the main challenges you are facing today and plan to address through the RFP?

Answer: At this time, JEA does not anticipate any significant challenges. As the program transitions from an MSP-managed model to a JEA in-house program. We expect the transition process to be smooth. JEA will address any issues proactively to ensure continuity and minimal disruption.

16. **Question:** How important is pricing - mark up – in relation to other weight criteria in the RFP?

Answer: Pricing is a consideration, responses will be scored and ranked by a committee of evaluators see details in the Solicitation, Number 1412127849, Selection Criteria.

17. **Question:** Do you typically select lowest priced suppliers only or aim somewhere in the middle on pricing?

Answer: Responses will be scored and ranked by a committee of evaluators see details in the Solicitation, Number 1412127849, Evaluation criteria.

18. **Question:** Please provide details on any discounts in the current program, such as volume discount, tenure discount, etc.?

Answer: We receive volume discount, tenure discount and payroll discount in the current program. Please refer to Quotation of Rate 1.17 and section 1.21 (3f) Design approach work plan in the solicitation.

19. **Question:** Are there any other fees or discounts associated with the program, such as MSP/VMS fee, volume discount, tenure discount, etc.

Answer: A 1% Vendor Management System fee will be applied. A Tenure discount will be applied after 6 months. Vendors may propose an additional tenure discount after 2 years. There will not be a volume discount.

20. **Question:** Do you typically convert resources to FTE and if so, what are the typical conversion timelines and fees currently?

Answer: JEA reserves the right to convert contingent resources to FTE based upon business needs. There is not a timeline associated with conversion. Please refer to 3.8 Transitional Contingent workers for additional information.

21. **Question:** Please provide details (if any) on tenure limits timing and %?

Answer: JEA does not have a specific tenure limit for contingent workers, as assignments are typically based on business needs.

22. **Question:** Is the RFP being sent to only new potential suppliers or are incumbent suppliers also being re-evaluated?

Answer: The RFP was sent to all suppliers new and incumbent, as all suppliers will be evaluated. JEA does reserve the right to contract directly with current suppliers.

23. **Question:** Will JEA provide laptop or is supplier expected to provide laptops?

Answer: JEA will provide all necessary equipment to Contingent Workers.

24. **Question:** In the minimum qualification forms, there is a reference to past contract requirement that is defined as a minimum annual billing volume of 160,000 hours. This translates to about 80 consultants on billing (@2000 hours * 80 consultant). Many small businesses like our company don't have that many consultants on billing with a single client. We just want to confirm whether this number is correct?

Answer: The number is correct.

25. **Question:** Are you expecting a bidder to bid on all labor categories, or can we submit pricing only for IT/Data related labor categories?

Answer: JEA will evaluate and intends to award the three Industry sections separately. The three industry sections include: Industry One (Customer Care, Engineering and Professional Services), Industry Two (Field Services) and Industry Three (Technology). While bidding on all industry sections is optional, Respondents must provide pricing for all job industries and titles within any section they choose to submit. You can submit pricing for just the Technology Industry section.

26. **Question:** Request the awarded RFP for the prior and current staffing partner and MSP. Confirming that the current MSP contract and previous supplemental staffing services contracts are requested.

Answer: This question will be answered in Addendum 2.

27. **Question:** What volume and types of requisitions do you anticipate annually across Administrative/Support, Professional, Technician, and Skilled Craft roles?

Answer: Our current headcount breakdown is listed below, and we anticipate maintaining a similar mix of requisitions.

TS – 34

Field Operations – 24

Customer Care, Eng, Professional - 29

28. **Question:** Are there anticipated changes in staffing needs, such as seasonal peaks or expansions?

Answer: At this current time, we do not anticipate any seasonal peaks or expansions.

29. **Question:** What are the common challenges or pain points from prior vendors in this program?

Answer: Finding suitable candidates.

30. **Question:** What volume is expected per industry category in Year 1, and how will requisitions be allocated among multiple awarded vendors?

Answer: As JEA hires based upon business need, it is difficult to determine the anticipated volume. Requisitions will be presented to vendors that have identified a particular industry and the requisition allocation will be based upon the candidate selected.

31. **Question:** Can JEA provide examples of historical turnover issues or retention challenges by industry category to inform our mitigation strategies?

Answer: JEA has some unique business needs, and historically challenges have been ensuring the right candidate is presented to the business that aligns with the knowledge, skills and abilities need to fulfill the role. Additionally, ensuring the vendors meet the financial obligations to ensure contingent workers are paid timely and lastly, ensuring that vendors are aware and can meet the driving insurance requirements as noted by the JEA's risk department.

32. **Question:** Can the requested information in “Appendix B – Response Form” be drafted in a separate document, or does it need to be entered in the same Word document?

Answer: It can be drafted in a separate document but must include all the same information.

33. **Question:** Will JEA permit vendors to E-sign the documents (Word/PDF)?

Answer: Yes.

34. **Question:** Will JEA permit vendors to convert the provided Word documents to PDF while submitting the bid?

Answer: Yes.

35. **Question:** Can you provide a breakdown of annual usage (spend, hours or headcount) by category (Industry One (Customer Care, Engineering and Professional Services), Industry Two (Field Services) and Industry Three (Technology))?

Answer: Refer to Addendum Q/A #5, #6 and #27.

36. **Question:** Can you provide a list of all insurance requirements not mentioned in section 1.11 of the solicitation document?
- Answer:** Insurance requirements can be found in Solicitation section 2.45 on pages 24 and 25.
37. **Question:** Which roles in scope would be considered 1099/IC?
- Answer:** Most roles classified as 1099/Independent Contractors fall within the Technology function.
38. **Question:** We have a follow-up question: Due to the sensitive nature of trade secrets, we would prefer to submit our financial statements and bank letter separately via email. Would this be acceptable?
- Answer:** All documents are expected to be uploaded in Zycus, but if you have a particular concern, please reach out to the Buyer to discuss. Respondents should utilize the procedure set forth in Section 1.39, "Sunshine Law," of the Solicitation for the submission of documents, data or records that Respondents believe are confidential or otherwise exempt from Florida's Public Records Law.
39. **Question:** We are staffing firm based out of Texas. This was mentioned in the bid - each contract should have handled at least 160,000 billable hours per year. Is this mandatory? Can you elaborate on this?
- Answer:** Yes, this is mandatory and see question 24 for details.
40. **Question:** I want to make sure I am seeing the correct area for submitting all the documents for the RFP. Please confirm where documents should be uploaded.
- Answer:** After you have confirmed participation, you will want to move to *Prepare Response*. In that section you will see: Form Submission 1.1 – Confirm you intend to submit required forms and select *Yes*, Form Submission 1.2 – Attach required forms/proposal and type attached in the text box below and for Quotation of Rates 2.1 – Enter a “0” in the pricing table. You may have to scroll to the right to see the box. Once you have completed those three sections you should have a green light and be able to complete your response.
41. **Question:** Minimum Annual Billing Volume for Small Businesses: The Minimum Qualifications Form requires that each similar contract reflect a minimum annual billing volume of 160,000 hours. Our company is a certified small business. Given the significant scale of this threshold, does JEA offer any alternative qualifying pathway or adjusted threshold for small businesses to demonstrate relevant experience? If no alternative is available, please confirm that the 160,000-hour minimum applies uniformly to all respondents, regardless of business size.
- Answer:** There is no alternative and the 160,000 applies.
42. **Question:** Use of Subcontractor's Annual Billing Volume: If a Respondent's subcontractor independently meets or exceeds the 160,000-hour minimum annual billing volume requirement, may the Respondent include and apply the subcontractor's volume toward satisfying the similar contract experience qualification? If so, please clarify what supporting documentation JEA would require to verify the subcontractor's qualifying volume.
- Answer:** There is no alternative and the 160,000 applies.
43. **Question:** Joint Venture with our company as Prime Contractor: May our company form a Joint Venture (JV) with another qualifying company and submit a response as the Prime Contractor? If permitted, would the combined billing volume and contract history of the JV satisfy the similar contract minimum qualifications? Please describe any documentation or teaming agreement requirements that would apply.
- Answer:** For this solicitation, joint ventures will not be permitted.

44. **Question:** Our company as Subcontractor to a Qualifying Prime: Alternatively, may our company participate in this solicitation as a subcontractor to a Prime Contractor that independently satisfies the 160,000-hour minimum billing volume requirement? If so, would our company be required to independently meet any portion of the minimum qualifications, or would the Prime's qualifications suffice for purposes of the submission?

Answer: The prime will need to meet the minimum qualifications. The subcontractor will not need to meet the requirement.

45. **Question:** Number of Subcontractors Permitted in a Joint Venture: If a Joint Venture structure is permissible under this solicitation, is there a maximum number of subcontractors or JV participants allowed? For example, may a JV include more than two (2) subcontractors in addition to the Prime?

Answer: See answer to question number 43.

46. **Question:** Bank of America Verification Limitation: The Minimum Qualifications Form requires a formal bank letter disclosing immediately available cash, along with a designated bank contact that JEA may contact to verify the letter's authenticity. Our companies banking institution is Bank of America. It is our understanding that Bank of America does not issue third party-verifiable bank letters in the format typically required for government procurement. Will JEA accept an alternative form of financial documentation from Bank of America (e.g., an official account summary letter or a statement on bank letterhead), provided that a designated bank contact is included? Please advise on any acceptable alternative process for respondents whose banking institutions do not provide verifiable bank letters in the standard format.

Answer: Yes, an account summary or statement with a bank contact name and phone number is sufficient.

47. **Question:** Substitution of Payroll Records or Bank Statements: In lieu of a formal verifiable bank letter, will JEA accept payroll records and/or official bank statements as alternative documentation to demonstrate that a Respondent's available cash is sufficient to cover at least one (1) month of the Company's average CY2025 payroll obligations? If acceptable, please specify the format and period of records required.

Answer: Yes, payroll records and an account summary or statement with a bank contact name and phone number is sufficient.

48. **Question:** Existing JEA Supplier Status via MSP: Our company is currently an active supplier to JEA through the existing Managed Service Provider (Workspend/MSP) program. Will our companies existing performance history, established relationships, and current workforce on assignment at JEA be considered as part of the evaluation process? Will incumbent MSP suppliers receive any preferential consideration or scoring advantage under this ITN?

Answer: Existing MSP suppliers may have familiarity with the organization's processes, but all suppliers, whether existing or new, will be evaluated based on their ability to meet the requirements outlined in the solicitation and based on the content provided in the Response submitted.

49. **Question:** Number of Awards Under the New Contract Term: JEA's solicitation indicates its intent to award multiple contracts to the highest-ranked firms. There are currently more than 100 staffing suppliers participating through the existing MSP program. Can JEA provide any additional guidance on the anticipated number of suppliers that will be awarded contracts under this new direct-staffing model? Understanding the scope of intended awards will assist Respondents in calibrating the competitiveness of their submissions.

Answer: JEA does not have 100 staffing suppliers participating through the MSP. JEA intends to award multiple contracts to the highest ranked firms that address the specific roles we intend to fill. A number has not been specified.

50. **Question:** CPA-Prepared Financial Statements as Audited Financials: Section 1.18 references "audited financial statements" as part of the evaluation of Financial Stability and Payroll Capacity. Our company's financial statements are prepared by a licensed Certified Public Accountant (CPA). Do CPA-prepared financial statements qualify as "audited financial statements" for purposes of this criterion? If not, please clarify the standard of financial statement preparation that JEA requires (e.g., compiled, reviewed, or audited by an independent CPA), and whether any alternative financial documentation will be considered for small businesses that may not be subject to a full independent audit requirement.

Answer: We will accept unaudited financial statements with the understanding that there will be greater weight placed on the bank support in those instances to have a third party confirm financial stability and payroll capacity.

51. **Question:** Is there a document that shows all the pay rates so that I can calculate bill rate?

Answer: A document with listed pay rates will not be provided. Bill rates should be determined by job category. (Technology, Field Operations, Customer Care, Engineering, and Professional).

52. **Question:** Can JEA be used as a reference?

Answer: Yes.

53. **Question:** Assignment Length + Hours - Can JEA indicate the typical assignment lengths and what roles are full/part time?

Answer: Assignment lengths vary depending on the organizations needs, most roles typically last 6 months or longer. Regarding the full-time or part-time status of roles, we are unable to provide specific details in advance, as these will be determined based on the requirements of the business at the time of the assignment request.

54. **Question:** Historic Annual Req Volumes - What is the anticipated annual hiring volume for contingent staff by job category or industry?

Answer: Our current headcount breakdown is listed below, and we anticipate maintaining a similar mix of requisitions.

TS – 34

Field Operations – 24

Customer Care, Eng, Professional - 29

55. **Question:** Historic Annual Req Volumes - Can JEA provide these volumes for the past 3 years (2023-2025)?

Answer:

| Headcount from March each year | 2023 | 2024 | 2025 | 2026 |
|-------------------------------------|------|------|------|------|
| TS | 88 | 60 | 42 | 34 |
| Field Operations | 92 | 87 | 74 | 24 |
| Customer Care, Eng and Professional | 81 | 89 | 68 | 29 |

56. **Question:** Historic Annual Req Volumes - What is your seasonality? Can you provide relevant information by month or quarterly?

Answer: We do not have a defined seasonality. Workload and business needs occur throughout the year, and assignments are distributed based on demand rather than seasonal patterns.

57. **Question:** Historic Performance Data - Will JEA provide visibility into historical data (e.g., fill rates, time-to-fill, turnover) during the RFP process and/or via Beeline for awarded supplier(s)?
- Answer:** This information can be shared with the awarded suppliers as needed.
58. **Question:** Conversions - What has been your historic rate for converting contingent staff from temp to perm, and what is your goal in this program?
- Answer:** This question will be answered in Addendum 2.
59. **Question:** Current Workforce + Transitions - Can JEA provide the current number of active contingent workers?
- Answer:** Our current headcount breakdown is listed below:
TS – 34
Field Operations – 24
Customer Care, Eng, Professional - 29
60. **Question:** Current Workforce + Transitions - Can JEA estimate what % of the active contingent workforce may transition to the awarded supplier?
- Answer:** At this time, we are unable to provide an exact estimate of the percentage of the active contingent workforce that may transition.
61. **Question:** Current Workforce + Transitions - Can JEA provide an approximate breakdown of contingent workers by labor category? (Administrative Support, Skilled Craft, Technicians, Professionals)?
- Answer:** Our current headcount breakdown is listed below:
TS – 34
Field Operations – 24
Customer Care, Eng, Professional - 29
62. **Question:** Work Location Distribution - Can JEA provide an estimated distribution of roles by work environment (onsite, field, remote)?
- Answer:** JEA is a hybrid workforce so both onsite and remote.
63. **Question:** Req Distribution in multi-vendor award model - How will openings be distributed among awarded vendors (e.g., rotation, hiring manager selection, VMS competition)
- Answer:** Job openings will be distributed through Beeline according to the contract awarded by industry category. This ensures that each vendor receives assignments that align with the specific categories and requirements outlined in their contract, allowing for a streamlined and organized distribution of roles. JEA reserves the right to utilize the other awarded Industry contracts at a negotiated competitive rate if it is in our best interest.
64. **Question:** Req Distribution in multi-vendor award model - What is the anticipated number of vendors JEA intends to award per industry category?
- Answer:** JEA intends to award multiple contracts to the highest ranked firms that address the specific roles we intend to fill. A number has not been specified.
65. **Question:** Bilingual per Appendix A 1.2 'at times there may be a need for bi-lingual candidates' - What languages are you looking for candidates to speak?

Answer: Predominantly Spanish speaking.

66. **Question:** Bilingual per Appendix A 1.2 a 'at times there may be a need for bi-lingual candidates' - Do bilingual candidates need to have English fluency? This will help suppliers determine the skill-sets needed on their recruitment delivery team.

Answer: Yes, candidates need to have English fluency.

67. **Question:** Beeline Fee - Can JEA confirm whether the 1% VMS fee will be fixed at the beginning of this new contract period?

Answer: The VMS fee will be 1% and is subject to change with renewals.

68. **Question:** Talent Assessment per Appendix A 1.3 'candidates may be evaluated for eligibility using JEA's assessment tools' - RFP indicates "candidates may be evaluated using JEA tools - will supplier be responsible for administration of assessments" (this relates to appropriately staffing the recruiting-support team)

Answer: JEA assessment tools are administered by JEA personnel.

69. **Question:** Orientation - per Appendix A 1.5 'The Company shall provide new placement orientation to their employees assigned to JEA and ongoing safety training as appropriate to the position. ' Can JEA provide the anticipated time/duration/frequency of orientations and trainings (this relates to appropriately staffing the recruiting-support team)

Answer: Orientation will take place once a candidate has been selected and should cover all necessary requirements of the assignment.

70. **Question:** Historic Rates/Markup Availability - Can JEA share current bill rates and/or markup by role type?

Answer: Historic rates and markups will not be shared.

71. **Question:** When you say "Experienced" on the pricing sheet, what do you want to see? 3+, 5+, 10+ years pricing?

Answer: 5+ years

72. **Question:** Can JEA clarify whether vendors may focus on specific labor categories (e.g., IT/Technology) or if full-spectrum coverage across all staffing categories is expected for competitiveness?

Answer: Companies can provide rates and submit a response for one of the three labor categories.

73. **Question:** How does JEA plan to distribute requisitions among awarded vendors—will there be specialization by category, or a unified vendor pool with performance-based allocation?

Answer: The requisitions will be distributed to awarded vendors based on industry category. JEA reserves the right to utilize the other awarded industry contracts at a negotiated competitive rate if it is in our best interest.

74. **Question:** Can JEA provide an estimated percentage split of demand across IT/technology roles versus field services and administrative staffing?

Answer: The current headcount is 87, broken out by category below:
TS – 34,
Field Operations – 24

75. **Question:** For firms with strong expertise in IT consulting and strategic staffing, how will specialization versus broad staffing capability be evaluated?

Answer: Responses will be scored and ranked by a committee of evaluators see details in the Solicitation, Number 1412127849, Evaluation criteria

76. **Question:** Are there specific expectations regarding integration, reporting capabilities, or prior experience with Beeline VMS that would differentiate vendors?

Answer: Responses will be scored and ranked by a committee of evaluators see details in the Solicitation, Number 1412127849, Evaluation criteria

77. **Question:** What key performance indicators (KPIs) will be used to measure supplier success, particularly for specialized or niche roles (e.g., hard-to-fill IT positions)?

Answer: This question will be answered in Addendum 2.

78. **Question:** How heavily is local Jacksonville presence weighted, and would a hybrid delivery model (remote recruiting with on-site support as needed) be considered competitive?

Answer: Responses will be scored and ranked by a committee of evaluators see details in the Solicitation, Number 1412127849, Evaluation criteria 1.22.

79. **Question:** Will existing MSP suppliers have any operational or performance advantage during the transition, and how will JEA ensure a level playing field for new entrants?

Answer: Existing MSP suppliers may have familiarity with the organization's processes, but all suppliers, whether existing or new, will be evaluated based on their ability to meet the requirements outlined in the solicitation.

80. **Question:** Does JEA anticipate differentiated pricing structures or flexibility for highly specialized or hard-to-find skill sets, particularly within IT roles?

Answer: JEA reserves the right to negotiate Bill Rates for specific roles or levels of experience at its sole discretion, should such adjustments be determined to be in the best interest of the organization.

81. **Question:** What are the anticipated ramp-up timelines and expected requisition volumes in the first 6–12 months post-award?

Answer: We currently have a Go-Live of October 1st. As for volume we are not able to answer as this will depend on the business need.

82. **Question:** The solicitation requires the submission of a bank letter as evidence of financial capacity. As a privately held organization, the disclosure of detailed banking and financial information raises confidentiality concerns. Would the agency consider accepting alternative documentation to demonstrate financial capacity, perhaps summary data or attestations from our CFO, or allowing this information to be provided post-proposal submission under the protection of a non-disclosure agreement (NDA), to satisfy this requirement?

Answer: Respondents should utilize the procedure set forth in Section 1.39, "Sunshine Law," of the Solicitation for the submission of documents, data or records that Respondents believe are confidential or otherwise exempt from Florida's Public Records Law. We can sign an NDA to satisfy this requirement, but we will need a third party to confirm financial stability and payroll capacity.

83. **Question:** Can you provide a recording of the pre-response meeting?

Answer: The recording can be provided but a public records request must be made.

84. **Question:** We do not maintain audited financial statements. However, we can provide internally prepared financial statements, tax returns, and supporting documentation demonstrating our financial stability. Would JEA accept these in lieu of audited financial statements?

Answer: We will accept unaudited financial statements with the understanding that there will be greater weight placed on the bank support in those instances to have a third party confirm financial stability and payroll capacity.

85. **Question:** Section 1.9 of the main ITN document (1412127849 Solicitation - CWF.docx) defines a similar contract as having a minimum annual billing volume of 160,000 hours. Would JEA allow respondents to demonstrate equivalent experience through multiple contracts or programs that collectively reflect similar scope, scale, and operational capacity, if a single contract does not meet the 160,000-hour threshold?

Answer: No, we do not intend to modify the minimum qualification for this solicitation.

86. **Question:** Could JEA confirm whether all financial documents listed in Section 1.18 (audited financial statements, bank letter, payroll funding proof, and credit report) are required for submission?

Answer: Please see answers to questions 46,47,50 and 84.

ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE RESPONSE FORM