



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

April 3, 2026

ADDENDUM NUMBER: Two (2)

TITLE: ITN Contingent Workforce Staffing Program – 1412127849

RESPONSE DUE DATE: April 21, 2026

TIME OF RECEIPT: 12:00 PM ET

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

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

Answer: See below.

Spend by Labor Category FY 2025

Labor Category	Sum of Amount Total
Field Operations	\$ 4,088,431
Technology	\$ 3,903,465
Professional	\$ 2,175,017
Engineering	\$ 674,038
Customer Care	\$ 298,345
Leadership	\$ 229,920
Grand Total	\$ 11,369,215

- 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: The requested RFP Responses have been attached as Addendum 2 – JEA 157003 Staffing Services 2016 and Addendum 2 – JEA10687 MSP Contract 2019. These documents can be found in Zycus.

- 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:

JEA Assignments FY 2025 with Conversion rate

Labor Category	Assignment Headcount	Assignment New Starts	Assignment Ends	Converted Assignment	Conversion rate
Customer Care	13	13	11	5	38.46%
Engineering	8	4	6	3	37.50%
Field Operations	124	86	100	30	24.19%
Leadership	1	0	0	0	0.00%
Professional	42	23	24	9	21.43%
Technology	36	20	16	0	0.00%
Total	224	146	157	47	20.98%

4. **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: We do not currently have KPIs established. Our intention is to develop them with the awarded Companies, using a balanced approach to measure performance across speed, quality, delivery, and strategic value, with added emphasis on quality and retention for niche roles.

5. **Question:** Section 9(I) states that a "similar contract" is defined as a minimum annual billing volume of 160,000 hours. Does this threshold apply to a single contract with a single client, or may a respondent aggregate billing hours across multiple contracts with the same client during the same annual period to reach the 160,000-hour threshold?

Answer: Please refer to Addendum 1 #85.

6. **Question:** Section 9(II) requires "a formal bank letter disclosing the amount of immediate cash available." Please clarify: does "immediate cash available" mean (a) the current cash balance in a specific bank account, (b) the total available credit under an existing line of credit or credit facility, (c) a combined figure of cash plus available credit, or (d) some other measure? We want to ensure the letter we obtain from our bank addresses the specific disclosure JEA requires.

Answer: Cash plus credit balance.

7. **Question:** The bank letter must demonstrate that available cash "cover[s] at least a one-month CY2025 average of the Company's total payroll obligations." Does "total payroll obligations" refer to the respondent's total company-wide payroll (all clients, all divisions), or only payroll attributable to government/public-sector staffing contracts, or only payroll that would be attributable to a potential JEA contract?

Answer: Total company-wide payroll.

8. **Question:** What is the acceptable date range for the bank letter? Must it be dated within a specific number of days before the April 21, 2026, response deadline (e.g., within 30 days, 60 days), or will a letter dated at any point during 2026 be accepted?

Answer: Within 60 days.

9. **Question:** Technical Specification Section 1 states the company "shall maintain a highly experienced and well-trained team proficient in Beeline." For evaluation purposes, what constitutes demonstrated Beeline proficiency? For example: (a) named staff who currently use Beeline on active contracts, (b) Beeline certification or credentialing of specific staff, (c) prior contracts where Beeline was the designated VMS, or (d) written attestation of proficiency? What level of evidence will score highest under the Design Approach criterion?

Answer: We cannot provide specific guidance on how to achieve the highest possible score. However, proposers should identify a dedicated team member with prior experience working with a Vendor Management System (VMS). Experience with Beeline is preferred and should be supported by relevant background, such as two (2) or more years of hands-on use and clear examples of its application in prior or current engagements. If the proposed resource has experience with a different VMS, they must demonstrate a willingness and ability to train on Beeline to effectively support JEA. All submissions will be evaluated based on the strength and relevance of the information provided under the Design Approach criterion.

10. **Question:** Will JEA provide awarded vendors with access to its existing Beeline instance for a transition/onboarding period before go-live, or are vendors expected to be independently configured in Beeline prior to contract start? If an onboarding period is provided, what is the anticipated duration?

Answer: The companies will not receive access to the existing Beeline instance as that is part of the MSP agreement. JEA intends to continue to utilize a similar process and import as much of the historical data as possible. JEA is in the process of executing an agreement with Beeline and the implementation process has not begun. A request has been made to Beeline to provide additional details on this process. If that information is received it will be included in a future addendum.

11. **Question:** Technical Specification Section 3.4.1 requires the primary and secondary account managers to have "direct experience managing similar Contingent Workforce accounts with respect to size, scope and/or related industry." What is JEA's definition of "similar" for this purpose? Specifically: (a) Is a utility-sector account (electric, water, gas) required, or is any government or public-sector account of comparable scale sufficient? (b) Is there a minimum number of active contingent workers or contract value that constitutes "similar size"?

Answer: JEA is a public utility. For the purposes of this requirement, "similar" experience includes managing contingent workforce accounts of comparable size, scope, and complexity, preferably within a public-sector or utility environment. While utility-specific experience is relevant, comparable public-sector experience may also be considered. Currently, our contingent workforce consists of approximately 87 workers, with historical volumes exceeding 100+. All proposals will be evaluated based on how well the experience presented aligns with these factors.

12. **Question:** The Response Workbook requires "Entry" and "Experienced" Bill Rates for most positions. The instructions state some cells have "NA" and an Experienced rate is not requested. For roles where an Experienced rate is not requested, does JEA intend to use only the Entry rate for all placements in that role regardless of the worker's actual experience level, or will experienced candidates in those roles be billed at the Entry rate with no variance?

Answer: Yes, for roles where an Experienced rate is not requested, only the Entry rate will be used for billing purposes regardless of the worker's experience level. Any rate adjustments or increases will be at JEA's discretion.

13. **Question:** The Response Workbook evaluates the three industries separately, and JEA "intends to award the three Industry sections separately." If our Company is awarded Industry 1 and Industry 3 but not Industry 2, can JEA still request our Company to fill a Field Services role at a negotiated rate under one of the awarded industry contracts, or does JEA reserve that exclusively for the Industry 2 awardee?

Answer: JEA reserves the right to utilize the other awarded Industry contracts at a negotiated competitive rate if it is in our best interest.

14. **Question:** Technical Specification Section 1.6 states the company must secure occupational health services from "a medical facility that is located within Jacksonville, Florida." Does this require the facility to be physically located within Jacksonville city limits, or does it include Duval County and the surrounding counties (St. Johns, Clay, Baker, Nassau)? Can a national occupational health provider (e.g., Concentra, CareNow) satisfy this requirement if they have locations within Jacksonville?

Answer: The required medical facility must have a physical location within Jacksonville, Florida. The intent is to ensure convenient access for the majority of the workforce. While facilities in nearby areas such as Fernandina Beach or Ponte Vedra may be beneficial for employees working in those regions, they do not replace the requirement for a Jacksonville-based location. Use of a national occupational health provider is acceptable, provided they maintain a location within Jacksonville, Florida.

15. **Question:** The Subcontractors Form must be submitted with the response. If our Company does not intend to use subcontractors at the time of submission but later determines a subcontractor is needed during contract performance, what is the process for adding a subcontractor post-award? Does JEA need to approve subcontractors in advance, and if so, what is the expected approval timeline?

Answer: If your company determines that it would need to utilize a subcontractor after their contract has been executed, the company must contact the JEA Program Manager Contingent Workforce to discuss this change. Prior to using subcontracted services, the company shall have received JEA's approval in writing. The approval timeline will vary based on individual circumstances. Once request is approved JEA will review and respond as quickly as possible.

16. **Question:** The ITN states the JSEB program is optional. If our Company chooses to partner with a JSEB sub-vendor for specific labor categories, would JSEB participation be evaluated as a scored element under any criterion (e.g., Design Approach), or is it purely optional with no scoring impact?

Answer: It is optional and does not impact the scoring.

17. **Question:** If we propose to open an office in Jacksonville prior to the start of the contract, can we receive full points for this requirement?

Answer: All bids will be evaluated by a team of evaluators and scored according to the established criteria. Proposals to open an office in Jacksonville prior to the start of the contract will be considered as part of that evaluation but do not guarantee full points for this requirement.

18. **Question:** I am not seeing in the JD's the requirement for driving or positions where driving a company vehicle is required, can you tell me approximately how many contract employees drive in their positions?

Answer: This Driver's License Requirement is provided for each job title in Appendix B - Response Workbook.

19. **Question:** If there is an accident with the company vehicle, is the staffing agency responsible for repairs or replacement of the vehicle?

Answer: Yes, the staffing agency is responsible for repairs or replacement of the company vehicle in the event of an accident, in accordance with the terms of our agreement. The insurance requirements are listed in Section 2.52 of the Solicitation.

20. **Question:** Can you outline the Apprenticeship Program a little more thoroughly and explain the climbing requirements as it might relate to risk and insurance requirements for a contractor?

Answer: The Apprenticeship Program events have been described below. The insurance requirements are listed in Section 2.52 of the Solicitation.

- **Pole Climbing:** This event provides basic instruction on proper equipment use and climbing technique. The participation spans four days, during which pole sizes will range from 5 ft to 50 ft.
- **Cross-Arm Cut and Measure:** This event is intended to demonstrate candidate's ability to use measurement and hand tools, as directed.
- **Transitioning-** This event provides basic instruction on proper transitioning around obstacles and/or equipment on the pole to ascend the pole.
- **Hand-off:** This event is intended to build the candidates trust in the equipment and become more comfortable with hands off the pole.
- **Set and Remove Hard Heads:** This event is intended to demonstrate a candidate's ability to safely install and remove a hard head lag screw into a pole at an elevated location.
- **Knot Tying:** This event is intended to demonstrate a candidate's ability to tie knots following specific directions.
- **Bolt Assembly:** This event is intended to demonstrate a candidate's ability to correctly assemble 3 commonly used bolts using provided hardware.

21. **Question:** What are your payment terms?

Answer: Net 30.

22. **Question:** You are asking for audited financial statements, if we prepare our financials in house by our CFO and use a CPA firm for taxes, can we provide our financial statements and tax returns and a letter from our CPA firm to meet audited requirement?

Answer: Refer to Addendum 1 Question #50. 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.

23. **Question:** Would you be interested in a timekeeping system from the contractor that would integrate with Beeline?

Answer: No, we are not currently interested in a contractor provided timekeeping system that integrates with Beeline.

24. **Question:** Our drug testing policy includes, testing when hiring, accidents, as well as suspicion, but not random testing. Is that something we would have to change to do business at JEA?

Answer: Yes, your policy would need to be updated. In addition to pre-employment, post-accident, and reasonable suspicion testing, a random drug testing component must be included for all safety sensitive and DOT positions.

25. **Question:** Can we carve out some positions within a single industry?

Answer: No. A Bill Rate must be provided for each job title for the chosen industry. JEA will evaluate and intends to award the three Industry sections separately. 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.

26. **Question:** Will JEA accept redlines and/or exceptions to the Terms & Conditions listed in the Solicitation document as part of our proposal submission?

Answer: Redlines may be submitted with your response for JEA review but may not be accepted. If submitted, they should be separated from your ITN proposal and labeled as Redlines or Exceptions. Refer to the Alternate Provisions and Conditions section 1.8 in the Solicitation for more information.

ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE RESPONSE FORM