



Procurement Department Bid Section
Customer Center 1st Floor, Room 002
21 W. Church Street
Jacksonville, Florida 32202

December 6, 2018

ADDENDUM NUMBER: TWO (2)

TITLE: ITN 96043 Background Screening Services

BID DUE DATE: JANUARY 4, 2019

TIME OF RECEIPT: 12:00 PM EST

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

1. **CHANGE DUE DATE:** from December 28, 2018 to January 4, 2019. Time of receipt remains the same.

2. **REVISE and REPLACE:** RESPONSE FORM with ADDENDUM 2 – RESPONSE FORM attached.

Section 1.4.4. ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS – Methodology – add the following under #6.

(6). Provide your implementation timeline for this project.

3. **REVISE:** Section 1.4.5. ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS – Methodology – add the following as #6

(6). Provide your implementation timeline for this project

4. **Question:** What issues do you have with your current provider, and are these drivers to be looking for a new provider?

Answer: There are not issues with the current provider. However, the JEA technical requirements have changed to prefer a supplier that can integrate with Taleo. We currently do not do that.

5. **Question:** Is your current provider part of the RFP process?

Answer: JEA posts all solicitations publicly on jea.com. So if they decide to participate, they can.

6. **Question:** Is the RFP request based on concerns/issues with your current provider, or is this simply a cyclical internal requirement as you approach the end of the current agreement?

Answer: The current contract period will be expiring 5/1/19.

7. **Question:** JEA has numerous requirements that would be typical of a White Glove Best in Class Customer Service for a Fortune 100 client who submits 10s of thousands of orders. Why is Price evenly weighted with this requirement? It would seem that if the Best In Class Customer Service was a top priority, Pricing would be less weighted. It seems these are in direct conflict. Can you express further this area?

Answer: Pricing is very important to JEA. We are a public agency and must get the best total cost for our ratepayers.

8. **Question:** In terms of rating, if your current provider is participating in the RFP, what measure of improvement over them would the winner of the RFP need to produce to gain the business? 1%, 5%, 10% of the rating?

Answer: The evaluation is based on the components of the evaluation methodology list in the solicitation.

ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE BID FORM.