

ADDENDUM 2
(Issue date: 6/14/2024)

(Please sign and return with the submittal)

QUESTIONS AND ANSWERS:

Note: Spelling, grammar, and punctuation of the questions are shown exactly as submitted by the potential respondents.

No.	Question	Answer
1.	What kind of family support does COP currently offer its employees?	The City is providing the link to the City's Active Employees Benefits guide for a list of City offered benefits. COP 2024 Active Employees Benefits Guide
2.	Regarding Scope of Work, Section 2.1.1/2, Back-Up Care Services: Would the City of Phoenix consider an alternative approach to providing Back-Up Care Services by offering a financial equivalent of the average cost of a Back-Up Care day in the city, multiplied by the specified number of days (150) for eligible employees, as outlined in section 2.1.1 of the RFP? This approach could offers greater flexibility and value to both the City and its employees, allowing them to access care based on their individual needs, preferences and work schedules, considering the wide variety of care costs associated with different child care providers and caregivers.	No.
3.	Regarding Scope of Work, Section 6, Scheduling Services: List all the language(s) City of Phoenix employees use and if it is preferred or mandatory that the winning Contractor support those languages within their services and support team.	Languages were not identified in the solicitation. Offerors can identify languages that are offered in the Method of Approach section.

(Continued)

No.	Question	Answer
4.	Regarding the Submittal Instructions and Evaluation Requirements, Section 5.2.9, Technology / Data Security: Is it preferred or mandatory that the winning Contractor be SOC 2 Type II certified?	Please refer to the RFP Section 2.7.27 for additional SOC information. It is the City's preference but not a requirement to have a SOC 2. The City will review the Offeror's response(s) as it relates to Data Security and may ask additional clarifying questions if needed.

The balance of the specifications and instructions remain the same. Offeror must acknowledge receipt and acceptance of this addendum by signing below and returning the entire addendum with the proposal submittal.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____