TO: All Holders of Request for Proposal No. 19-04
Temporary Technical and Temporary Clerical Support Services

DATE: September 5, 2019

SUBJECT: Answers to Questions Posed by Interested Parties

The information provided herein below is for informational purposes only. Any changes to the RFP will be by written addendum only and nothing stated in the following material shall be construed as a change or qualification, in any way, to the provisions of the RFP.

QUESTION #1:

Can you tell me what the estimated annual spend/budget for this contract is? If unknown please specify previous spending.

RESPONSE #1:

The agreement is based on an as-needed basis. Please refer to the Summary of Cost, which will be negotiated and finalized when an agreement is awarded.

QUESTION #2:

Is this a new requirement? If not, please provide the current vendor(s) providing the service and how are the current services being procured?

RESPONSE #2:

This is a new Request for Proposal (RFP) for an existing service. The current vendor(s) awarded Agreements R14-06 for the initial 3 years are the following: (a) Marsetta Lane; (b) Gregg Staffing; (c) Staffmark; and (d) Diversity Group. The Authority exercised the option to extend the term of the agreements for 2 additional years with the following: (a) Marsetta Lane and (c) Staffmark. RFP 14-06 was procured as a Request for Proposals for the same services.

QUESTION #3:

Please provide name of the current vendor. Apart from end of tenure, is there any other reason to release this solicitation? Are there any pain points? Are you satisfied with incumbent performance?

RESPONSE #3:

Please review question and answers #2 for current vendor information. The end of the contract is the reason for the release of this solicitation. The Authority does not give public opinions on its satisfaction level with existing contractors.

QUESTION #4:

Provide the total number of temporary staff on current assignments? Provide the job classification of each worker, vendor assigning the temporary employee, and the pay/bill rate for the temporary employee.

RESPONSE #4:

Port Authority recently had the following temporary assignments: three customer service representatives, one clerical person, one manager of employee relations, one assistant manager of payroll, one production coordinator, and one benefits specialist. Temporary assistance supplied by Marsetta Lane Temp Services and Staffmark. Bill rate range from $20.00 - $50.00 an hour.

QUESTION #5:

Please provide a copy of the proposal of all current vendors providing temporary staffing, including rate/cost sheets.

RESPONSE #5:

The Authority is opening a "viewing" period of the winning proposals for RFP 14-06 from September 5th to September 15th by appointment only. Please contact Fred Buckner between the hours of 8:00am to 3:00pm Monday through Friday to schedule an appointment at (412) 566-5467 or via email at FBuckner@portauthority.org.

QUESTION #6:

What are the most frequently used job categories in the subject matter RFP?

RESPONSE #6:

Secretarial, Customer Service Representatives, Clerical Person and Workers' Compensation Specialist.

QUESTION #7

What is the average length of the assignment?

RESPONSE #7

The average length of an assignment is 3 to 6 months. The assignments depend on the Authority's needs at the time and what positions are vacant.

QUESTION #8

Is there any preference to local vendor?

RESPONSE #8

The Authority does not give preferential treatment to any prospective vendor.

QUESTION #9

To offer you a competitive pricing structure, we would like to know current pay rates. Could you please provide us the information regarding the same?

RESPONSE #9

The Authority is unable to disclose this information. Proposers should provide their costs in accordance with the response to the RFP requirements.

QUESTION #10

In EXHIBIT 5 SUMMARY OF COSTS what does Other Services mean?

RESPONSE #10

In EXHIBIT 5 SUMMARY OF COSTS, "Other Services" provides an opportunity for Proposers to reveal other positions they have available and their rate range per hour.

QUESTION #11

On Page 16 of the solicitation document kindly explain 2.2.5 Personnel and Operations Policies.

RESPONSE #11

RFP Section 2.2.5 , Personnel and Operations Policies, requires a statement that explains your fee structure. The "reserved" items were removed as they were not relevant to this RFP, item'd' requires that you define your fee structure if it differs from the typical hourly rate structure used for services such as these. If it does not differ, a statement to that effect is required.

QUESTION #12

We believe offering health insurance is also a key factor for attracting and sustaining employees can you make that as a standard percentage consideration for mark-up rate finalization?

RESPONSE #12

Yes. Please refer to Section 2.6, Summary of Costs. In addition to an hourly rate structure, Proposers are encouraged to propose alternate fee structures that will be cost effective to Authority. Alternate billing arrangements may be offered as options for any and all categories of the Contract Services.

QUESTION #13

Can you please provide minimum and maximum qualification and experience requirement for each position?

RESPONSE #13

Some of Authority's temporary positions include, but are not limited to the following:

- Secretarial/Administrative assignments: 1 – 5 years secretarial/administrative experience; testing of Microsoft Windows, Word, Excel, PowerPoint.
- Customer Service Representative Assignments: 1 year customer service experience on the phone or in a call center environment handling large volume of customer calls; testing of Microsoft Windows and Word and Port Authority's Call Center Simulation test; must be able to work various shifts including weekends and holidays.
- Workers' Compensation Specialist assignment: Associate Degree in Business or related field from an accredited school. Related experience maybe substituted for the education on a year-for-year basis; 4 years workers' compensation experience handling and investigative claims including compiling and reviewing medical records; testing of Microsoft Windows and Word.

QUESTION #14

What is the number of openings/positions your team is looking to fill?

RESPONSE #14

The assignments depend on the Authority's needs at the time and what positions are vacant. This varies on an as-needed basis.

QUESTION #15

Can you provide any insight into your expected spend for contract labor in 2020?

RESPONSE #15

Please refer to question and answer #14

QUESTION #16

In regards to Exhibit 5 Summary of Costs; considering the employer taxes, benefits and medical insurances etc., the markup rate generally is around 60%. What specific documentation will you require to support that markup?

RESPONSE #16

Proposer shall provide support in sufficient detail satisfactory to Authority to justify markup rate over 30% rate. Supporting documentation may include, but not be limited to: copies of quotations, in-house estimates, other customer invoices, GSA pricing, etc., to demonstrate that such rate is fair and reasonable and consistent with the industry practices.

QUESTION #17

The RFP requests for Diverse Business Subcontractor Utilization. We are a Diverse Business and hold the certification from National Minority Supplier Development Council, do we still need a subcontractor to fulfill the DB utilization?

RESPONSE #17

If the firm is a certified Diverse Business they can count themselves on the Diverse Business Subcontractor Utilization. They will need to provide a copy of their current certification.

Fred Buckner
Professional Services Associate Contract Specialist

cc: Project File