

# **Notice of Amendment # 1**

## **Invitation for Bid**

**IFB # 3160005724**

**Temporary Staffing – Clerical Office**



Mississippi Department of Revenue  
500 Clinton Center Drive  
Clinton, MS 39056

**Contact:** Erica Green-Greenwood, Procurement Supervisor - [erica.green@dor.ms.gov](mailto:erica.green@dor.ms.gov)

***THIS IS AMENDMENT ONE (1) TO THE INVITATION FOR BID.***

**Question # 1**

**What are the pay rates for these positions at each location?**

Answer:

The payrate and/or range for the various positions are as follows:

Clerical - \$11- \$15

Accounting – up to \$20 per hour

**Question # 2**

**If the temporary staffing agency has only been in business for 3 years, does this disqualify the agency from bidding?**

Answer:

Per 4.0 “Minimum Bidder Qualifications to be Deemed Responsible” the first requirement a bidder must meet to be deemed responsible is that the bidder must have been in business a minimum of five (5) years prior to submission of its bid.

**Question # 3**

**What is the expiration date of Contract # 8200057272?**

Answer:

The Department of Revenue entered into this contract as an addition to the previously awarded contracts. This contract was approved under the Preferred Vendor List (PVL), which allows agencies to select a temporary staffing agency without having to go through competitive sealed bids. The expiration date for the contract is May 31, 2023.

**Question # 4**

**What is the estimated timeline for re-solicitation of this bid?**

Answer:

The contract can be extended for 2 additional one-year terms at the discretion of the DOR.

**Question # 5**

**What is the current budget?**

Answer:

The budget for the full term of this contract is \$531,250.

**Question # 6**

**Please advise how we can obtain the current proposals of the awarded contract and what is the current pricing for the current awarded vendor?**

Answer:

Proposals are not available for the vendor awarded as the DOR solicited bids in which bidders were asked to submit a mark-up percentage. The contract was awarded to the lowest mark-up percentage.

In 2019, contract 8200045662 was awarded to 22<sup>nd</sup> Century Technologies, Inc (TSCTI) for Clerical Office and Warehouse Labor at a mark-up percentage of 23.5%.

**Question # 7**

**What is the number of staff under each contract?**

Answer:

The approximate number of temporary workers for the contract associated with this procurement is 10-20 workers. This number usually increases during the months of January through April, which is tax season.

**Question # 8**

**What is the approximate spend under each contract?**

Answer:

The approximate spend for FY 2022 under the clerical contract is approximately \$385,000.

**Question # 9**

**Are we to bid on the two IFBs separately?**

Answer:

Bidders are to submit a separate bid for each solicitation.

**Question # 10**

**Can you provide us with the payrates for the various roles?**

Answer:

Please refer to Question # 1

**Question # 11**

**How many employees currently work under (or will be anticipated to work under) this contract?**

Answer:

Please refer to Question # 7.

**Question # 12**

**Who are the present vendors?**

Answer:

The current staffing agencies for Clerical Office are 22<sup>nd</sup> Century Technologies, Inc and Staffers, Inc.

**Question # 13**

**How many vendors will be awarded as a result of this solicitation?**

Answer:

Per the Invitation for Bid contracts will be awarded to the two (2) lowest bidders.

**Question # 14**

**What are the current billable hourly rates or percentage mark-up rates?**

Answer:

Please refer to Question # 6.

**Question # 15**

**What were the hourly bill rates or percentage mark-up rates at the time of award?**

Answer:

Please refer to Question # 6.

**Question # 16**

**How much was spent (dollar value) on this service last year?**

Answer:

The approximate spend for FY 2022 was \$385,000.

**Question # 17**

**How much is intended to be spent (dollar value) once the contract is awarded?**

Answer:

The anticipated spend for the full term of clerical office contract is \$1,540,000.

**Question # 18**

**Is there a Prevailing/Living wage requirement associated with this project?**

Answer:

No.

**Question # 19**

**Are additional points awarded to firms who are or have Minority Business Enterprise (MBE) partners?**

Answer:

No.

**Question # 20**

**What are the specific skills tests you need to have administered for clerical office positions?**

Answer:

For Clerical, a 10 key typing test must be administered to measure keystrokes per hour. Clerical positions that involve opening mail, batching and scanning will not require a skills test.

**Question # 21**

**What are the pay rates for the different temporary clerical - office positions?**

Answer:

Please refer to Question # 1.

**Question # 22**

**Is this a new requirement? If not, please provide list of the current vendor(s) providing the service?**

Answer:

Is this a new requirement? The DOR is unable to answer this question as it is not clear.

Please see Question # 12 for a list of vendors.

**Question # 23**

**Are there any pain points with the Current vendors?**

Answer:

Obtaining punctual and productive temporary workers who provide quality work. Not holding temporary workers accountable for leaving before the end of their shift as well as for not notifying management. Receiving invoices in a timely manner.

**Question # 24**

**If possible, please share a copy of the proposal of all current mark-up provided by the current vendors?**

Answer:

Please refer to Question # 6.

**Question # 25**

**Could you please provide the previous spending of the Contract?**

Answer:

Please refer to Question # 16.

**Question # 26**

**What is the anticipated budget for the contract?**

Answer:

Please refer to Question # 17.

**Question # 27**

**Contracts will be awarded to the two (2) lowest bidders who are deemed responsive and responsible bidders. The awarded contracts shall be a fixed price agreement. As per the statements above will DOR award contract on Primary and Secondary basis?**

Answer:

No. Contracts will be awarded per the IFB and used simultaneously.

**Question # 28**

**Attachment E and F is not included for submission. Please clarify if you need Attachment E and F with the proposal?**

Answer:

Per Attachment E and F, these attachments are to be returned unsigned and completed by Agency Staff as part of the Reference Check process.

**Question # 29**

**Please clarify we need to include Appendix B along with the proposal? Appendix B is not included in 7.1 Submission Format**

Answer:

Appendix B is not required to be submitted back with the bid package. Appendix B is for the awarded bidders records to use upon selecting a temporary worker. The temporary worker is required to sign this form.

**Question # 30**

**Can DOR please help us understand the difference between “Attachment E” and “Attachment F” as these two are mirror copies of each other.**

Answer:

Please refer to Question 28.

**Question # 31**

**Please clarify if the vendors have to get “Attachment E” and “Attachment F” forms filled out by our current client/s and either of them can be used as they have similar questions?**

Answer:

Please refer to Question 28.

**Question # 32**

**Or would it be DOR team who will call our references and fill these? Therefore, we understand we just need to fill reference name and required details?**

Answer:

Per 7.1.4, “References” each bidder must furnish contact information of at least four current references. At least one reference must be from a customer located in Hinds, Madison or Rankin County. The reference information should include the contact person, address and phone number

for each contract. Failure to list a qualifying client may result in rejection of prospective bidder's bid. DOR will contact these clients as references to evaluate the quality of the bidder's past work and management capabilities. Reference information must be provided as part of the packet submitted for consideration.

**Question # 33**

**Can the vendor use any 2 of the 4 references on Attachment D to fill out the Attachment E or F form?**

Answer:

Please refer to Question # 32.

**Question # 34**

**Please clarify if any vendors who don't have references from the areas mentioned above will be disqualified or if they would be still eligible to bid.**

Answer:

Per 7.1.4, "References" each bidder must furnish contact information of at least four current references. At least one reference must be from a customer located in Hinds, Madison or Rankin County. The reference information should include the contact person, address and phone number for each contract. Failure to list a qualifying client may result in rejection of prospective bidder's bid. DOR will contact these clients as references to evaluate the quality of the bidder's past work and management capabilities. Reference information must be provided as part of the packet submitted for consideration.

**Question # 35**

**Do we need to submit Certificate of Insurance along with the proposal?**

Answer:

No. Per 10.0, "Insurance" Prior to the start of the contract period the temporary staffing provider must provide the DOR Bid Coordinator certificates from its insurer(s) certifying they have appropriate and comprehensive insurance covering incident(s) and/or damages arising from the provider's provision of services arising from this contract. Additionally, DOR shall be named as an additional insured on such required coverage.

**Question # 36**

**It is suggested that if a bid is mailed to MDOR, it should be posted in certified mail with a return receipt requested. The only acceptable evidence to establish the date of mailing is the U.S. Postal Service postmark on the wrapper or on the original receipt from the U.S. Postal Service.**

Answer:

That is correct as this is the only acceptable evidence to establish the date of the mailing. If a bid is hand-delivered, the bid will be date stamped open receipt.

**Question # 37**

**As per the above statement, if MDOR needs certified mail, can we use FedEx to mail/ship the bid package?**

Answer:

The bidder may use whatever mailing options they wish to use. However, bids must be received on or before 12:00 p.m. CST on May 22, 2023.

**Question # 38**

**Furthermore, FedEx also provides a tracking label with date when label was created and date of delivery, shipment address and estimated time of delivery. Would this suffice, do you still need a hand cancellation postmark?**

Answer:

Per, 7.2.11, All bid packages must be received by MDOR on or before 12:00 p.m. CST on May 22, 2023. Bids submitted via facsimile (fax) **will not** be accepted. It is suggested that if a bid is mailed to MDOR, it should be posted in certified mail with a return receipt requested. The only acceptable evidence to establish the date of mailing is the U.S. Postal Service postmark on the wrapper or on the original receipt from the U.S. Postal Service. If the postmark does not show a legible date, the contents of the envelope or package shall be processed as if mailed late. "Postmark" means a printed, stamped, or otherwise placed impression, exclusive of postage meter impression, that is readily identifiable without further action a having been supplied and affixed by the U.S. Postal Service on the date of mailing. Bidders should request postal clerks to place a hand cancellation postmark (often called a bull's eye) on both the receipt and the envelope or wrapper, MDOR will not be responsible for mail delays or lost mail.

**Question # 39**

**And as per our experience FedEx have delivered packages on time as compared to USPS, and we often choose 3-day delivery, i.e. packages are shipped 3 days before due date. Therefore, do we have the option to choose what carrier we choose as long as the package is delivered well before time?**

Answer:

The bidder may use whatever mailing options they wish to use. However, bids must be received on or before 12:00 p.m. CST on May 22, 2023.

**Question # 40**

**Is this a re-compete RFP? If yes, could you please share the name of current suppliers (who are currently providing services to Agency)?**

Answer:

This is a new procurement as the current contract expires July 31, 2023.

**Question # 41**

**Can you provide the current pay rates for the positions in scope of this IFB?**

Answer:

Please refer to Question # 1.



**Question # 42**

**What are the current pain points?**

Answer:

Please refer to Question # 23.

**Question # 43**

**What is the anticipated spend under this contract?**

Answer:

Please see Question # 17.

**Question # 44**

**How many vendors does the DOR anticipate awarding?**

Answer:

Per Section 1.0, "Purpose" Contracts will be awarded to the two (2) lowest bidders who are deemed responsive and responsible bidders.

**Question # 45**

**Is sub-contracting required for this contract?**

Answer:

No.

**Question # 46**

**What is the average temporary staffs' tenure?**

Answer:

The average tenure for clerical office temporary worker is as follows:

Data Assembly - 3 months (March, April, & May) as well as a few others during the months of September & October. A few are maintained to work year-round.

Data Entry - 15 temporary workers from February to July and about 4 from October to December.

Scanning - 1 temporary worker year-round, 4 from February to May and 2 from September and October.

Titles – 2 temporary workers year-round

**Question # 47**

**Will the requesting Department interview/approve workers prior to placement?**

Answer:

The vendor must submit the background checks and applications to our HR for approval prior to placement. We typically do not interview applicants, but we want to reserve the right to do so.

**Question # 48**

**Does DOR expect any active contingent personnel to be transitioned to the new talent supplier? If so, how many resources are in the affected population?**

Answer:

We estimate the number of active contingent temporary workers to transition to be between 20 and 30.

**Question # 49**

**Does the DOR have tenure limits for contingent labor? If so, how are they enforced?**

Answer:

No. However, per 5.1.10, the Temporary Staffing Agency must allow for movement of an individual from contractual status to a DOR position after 8 weeks of employment with Temporary Staffing Provider with no fee to the DOR.

**Question # 50**

**Does the DOR expect vendors to provide timecard management or time clocks or does the County intend to leverage an existing internal time management process?**

Answer:

The DOR will submit time sheets to the Temporary Staffing Agency.

*Please sign and return with Attachment H.*

Company: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_