

# Notice of Amendment # 1

## Invitation for Bid

**IFB # 3160004244**

### TEMPORARY STAFFING SERVICE



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

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

**Question #1:**

Can you provide an approximate percentage of clerical employees and light industrial employees needed for the contract?

**Answer:**

The Mississippi Department of Revenue is only seeking warehouse workers under this contract.

**Question #2:**

Should there be a separate quote for clerical and light industrial?

**Answer:**

A bid should be submitted for warehouse workers only.

**Question # 3:**

Can the forms be signed with electronic signatures?

**Answer:**

Yes. The forms can be signed electronically.

**Question # 4:**

What is the DOR expecting vendors to add to Attachment C?

**Answer:**

Please indicate your mark-up percentage.

**Question # 5:**

Can you provide the current pay rates for clerical employees and light industrial employees?

**Answer:**

The current pay rate for temporary workers is \$10.00 per hour. We reserve the right to adjust the pay rate at any time.

**Question # 6:**

Can you provide the light industrial workers compensation code currently used for the contract?

**Answer:**

The industrial workers compensation code currently used is unknown.

**Question # 7:**

What elements of your current contingent staffing program are the most successful that you would like to see retained?

**Answer:**

We would like to retain our ability to communicate directly with the Temporary Staffing agency concerning our needs and coordinate with HR. Our ability to release temps and request temps at any time. This is important because we need to be extremely flexible.

**Question # 8:**

What are the issues you face today that you find the most challenging?

**Answer:**

The most challenging issue we face today is not having a full staff of temporary workers to carry out the work assignments. There is increased competition for qualified warehouse employees in the Gluckstadt area where the warehouse is located. This competition comes mostly for the all the automobile manufacturing suppliers in that area.

**Question # 9:**

Who is your current staffing agency?

**Answer:**

The current staffing agency is 22<sup>nd</sup> Century Technologies, Inc.

**Question # 10:**

Can you provide the hours of operation?

**Answer:**

The ABC operates on a Monday – Thursday, 6:00 AM to 5:00 PM and 4:00 PM – until schedule.

**Question # 11:**

Can you provide the exact number of FTEs needed?

**Answer:**

The number of full-time temporary warehouse workers is 15-20.

**Question # 12:**

Will they be working 40 hour weeks throughout the year?

**Answer:**

It is anticipated that the temporary warehouse workers will work 40 hours per week throughout the year. Overtime is also allowed.

**Question # 13:**

Can you provide the exact job titles and job descriptions for each required position?

**Answer:**

The job title for the required positions are temporary warehouse workers. The duties of a temporary warehouse worker is receiving, storing, sorting, stocking and shipping various items. Additional duties involve unloading carriers, maintaining records, and labeling items for shipment and storage in accordance with established operating procedures.

**Question # 14:**

Can you provide the current pay rate and markup for each required position?

**Answer:**

The current rate of pay is \$10.00 per hour with a markup percentage of 23.5%.

**Question # 15:**

Are there seasonal peaks? If so, when and how much does it flex?

**Answer:**

Yes. Typically, October through January are our busiest months. However, the pandemic has also created its own peak which has lasted over twelve months.

**Question # 16:**

Is there any day labor usage within your facilities?

**Answer:**

No. There is no day labor usage.

**Question # 17:**

Are there any locations where the FT employees are unionized?

**Answer:**

No. There are no unionized locations.

**Question # 18:**

Are there any restrictions on temp associates' length of service?

**Answer:**

There are no restrictions on a temps length of service.

**Question # 19:**

What is the average length of the assignment?

**Answer:**

The average length of assignment is four to six months.

**Question # 20:**

How often do temporary staff get converted to a DOR regular position?

**Answer:**

That depends on the number of fulltime positions that we have vacant at the warehouse and the quality of the temporary workers at the warehouse that have worked the required time to convert. So, that number varies.

**Question # 21:**

What is the average length of the assignment prior to conversion?

**Answer:**

Again, the length of time before conversion depends on the variables mentioned above. The current contract allows conversion after six weeks. We have never converted anyone in less than six weeks.

**Question # 22:**

Is converting associates part of your staffing strategy?

**Answer:**

Per the IFB, Section 5.1 “Temporary Staffing Responsibilities” an individual is allowed to move from a contractual status to a DOR position after 6 weeks of employment with a Temporary Staffing Provider. This was added to allow temporary workers, who apply for a position and meet the qualifications of the position, the ability to gain full time employment if selected.

This has been updated to allow an individual to move from a contractual status to a DOR position after 8 weeks (320 hours) of employment with a Temporary Staffing Provider.

**Question # 23:**

What is your annual attrition level today?

**Answer:**

50% for permanent employees including both voluntary and involuntary terminations.

**Question # 24:**

What is your rehire policy?

**Answer:**

Temps can be rehired if they had good attendance and a good work history with the agency.

**Question # 25:**

Will there be a transition of associates from the current agency to the agency selected after the RFP is completed?

**Answer:**

Since this is a contract for a secondary temporary staffing agency. there will not be a need for transition of associates.

**Question # 26:**

What drug screen is required? Please specify which drugs should be included in the panel.

**Answer:**

A full panel (12) is required, which includes cocaine, marijuana, PCP, amphetamines, opiates, benzodiazepines, barbiturates, methadone, propoxyphene, Quaaludes, Ecstasy/MDA, & Oxycodone/Percoset.

**Question # 27:**

Can drug screens be conducted in our branch by certified associates?

**Answer:**

This is a decision the Temp Agency would make as they are the selector of the candidate.

**Question # 28:**

What is the background requirement?

**Answer:**

The background check should include at minimum a search of records in the city, county and federal district in which the applicant resides.

**Question # 29:**

Can reference checks be conducted onsite by a Certified Staffing Recruiter?

**Answer:**

This is a decision the Temp Agency would make as they are the selector of the candidate.

**Question # 30:**

What PPE/uniforms/badging is required, and who is responsible for the cost?

**Answer:**

For Clinton, we provide access badges. Uniforms are not worn at either location. PPE should be provided by the temp agency for the temporary workers at the ABC Warehouse that operate lift trucks. PPE would be lanyards and body harnesses.

**Question # 31:**

Page 6, Item #3 Administer the appropriate skills test with results provided to the DOR – what type of skills test do you require?

**Answer:**

No skills tests are required for the ABC Warehouse Temporary Workers.

**Question # 32:**

What kind of equipment will the employee be expected to operate?

**Answer:**

The temporary employee must be willing to learn how to operate a forklift and stock picker.

**Question # 33:**

For above ground requirements, will the employee be tethered? At what height will they be required to work?

**Answer:**

The temp company must supply protective equipment for their employees. And they are required to be tethered. The temps will be required to work at a height of up to 17 feet.

**Question # 34:**

Please elaborate on the 75-pound requirement (item 5.3 (1))?

**Answer:**

Some of the cases that are required to be picked up, fall between the 50 to 75 pound range.

**Question # 35:**

Regarding item 5.3 (12) please elaborate on “hostile individuals” and “dangerous situations.”

**Answer:**

Stress Tolerance is defined as *Deals calmly and effectively with high stress situations*. The intent is to convey that the employee needs to be able to manage their emotional response in situations where emotions may be elevated. Hostile individuals would be better described as those taxpayers who may be upset due to monies owed or the procedures followed. Currently, our temporary workers have very little if any contact with individuals outside the agency. So, they currently do not have to deal with these types of situations. As for the dangerous situations, the working environments at DOR and ABC are really no different or any more dangerous than any other clerical or warehouse assignments that a temporary worker would be assigned with a similar private sector employer.