



ADDENDUM No. 1
ISSUE DATE: May 24, 2024

**REQUEST FOR BID 24-0062LEB:
TEMPORARY EMPLOYEE PAYROLLING SERVICES FOR
CUSTOMER SERVICE AMBASSADORS FOR LCPA**

Interested parties are officially informed that the referenced solicitation is hereby revised, changed, and/or supplemented as set forth below. The information in this addendum is incorporated into and made a part of the solicitation documents as if contained in the originally issued document.

QUESTIONS AND RESPONSES: The following questions were received on or before the date and time set for receipt of questions and clarification requests. Responses are provided as follows:

Q1: Is the copy of insurance required with the submission of the bid? If yes, can we attach a sample copy of it?

Answer: No, See PART D INSURANCE, INDEMNIFICATION AND BOND REQUIREMENTS in the RFB - [Insurance Requirements](#). Bidders should furnish proof of insurance or a written statement of assurance of Bidder's ability to meet the insurance coverage types and limits indicated below. No agreement will be approved or entered into pursuant to this Request for Bids until all insurance coverage(s) indicated herein have been obtained.

Q2: Who has the responsibility of staffing outside of the peak season (December through May), the Authority or the successful Bidder?

Answer: The Authority has the responsibility to recruit, interview, select and train all potential employees, as well as manage the work schedule of the selected employees.
For more information see C.04 RESPONSIBILITIES OF THE AUTHORITY.

Q3: Could you please provide the list of holidays? Are there any mandated Paid Time Off, Vacation, etc.?

Answer: For a list of Holidays, see attached file.
Part time customer service ambassadors may be requested to work during holiday(s) as needed. There is no mandated Paid Time Off or supplemental benefits associated with part-time customer service ambassador positions.

Q4: Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

Answer: No, resumes are not required for this RFB response and should not be included with your bid.

Q5: How many candidate resumes can we submit?

Answer: See response to Q4.

Q6: Is it entirely onsite work or can it be done remotely to some extent? Does the services need to be delivered onsite or is there a possibility for remote operations and performance?

Answer: The responsibility of payrolling services for the Customer Service Ambassadors at LCPA will be conducted off-site from LCPA. The actual individuals selected by the Authority to fulfill the role(s) as Customer Service Ambassadors for LCPA will be expected to work on-site at either the Page Field Airport or Southwest Florida International Airport.

Remove section B.07 PERSONNEL from the RFB in its entirety.

Q7: Can we provide hourly rate ranges for the given positions?

Answer: No, Bidders are to provide their mark-up percentage submitted through IonWave as directed in the RFB.

See PART B.06 BID PRICES. Mark-up Rates submitted in response to this solicitation must be fixed and firm inclusive of all charges, fees and incidentals necessary to perform the services that are the subject of this RFB. Mark-up Rates will remain firm for the initial term and for any renewal periods.

Q8: If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?

Answer: The Authority has the responsibility to recruit, interview, select and train all potential employees, as well as manage the work schedule of the selected employees.

In accordance with C.04 RESPONSIBILITIES OF THE AUTHORITY - The Authority shall perform the following tasks:

- a. Recruit, interview, select and train all potential employees.
- b. Manage the work schedule of the selected employees.
- c. Provide supervision and oversight of performance of the selected employees.
- d. Provide a bi-weekly summary of hours worked to the successful Bidder.
- e. Approve all hours to be paid.
- f. Reimburse the actual costs of the drug screening.
- g. Exercise its option to convert employees to the Authority payroll at any time.

Q9: How many positions were used in the previous contract?

Answer: There were approximately 15 part-time customer service ambassador positions utilized under the current contract.

Q10: Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?

Answer: There are no mandatory subcontracting requirements for this contract.

Q11: Could you please share the previous spending on this contract, if any?

Answer: The amount spent from 11/06/2019 through 5/7/2024 was \$243,307.63.

Q12: Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?

Answer: This RFB will result in a new service contract. Lee County Port Authority (Authority) invites the submission of bids from interested and qualified individuals, corporations, partnerships, and other legal entities authorized to do business in the state of Florida with demonstrated expertise in providing the goods and/services as described in this Request for Bids (RFB). In order to receive

consideration, Bidders must meet the minimum qualifications stated in Part B and comply with the Instructions for Bidders contained in Part A. For information concerning the existing agreement, please submit a public records request through publicrecords@flylcpa.com.

Q13: What is the work location of the proposed candidates?

Answer: Customer Service Ambassadors for LCPA under this RFB contract may be located at the Page Field Airport and/or the Southwest Florida International Airport. Both airports are located in south Fort Myers, Florida.

Q14: Please provide the evaluation criteria for evaluating the bids for this RFB.

Answer: Refer to PART A INSTRUCTIONS FOR BIDDERS, A.31 BID EVALUATION in this RFB.

Q15: What is the tentative start date of this engagement?

Answer: The tentative starting date for this contract is expected to be 11/05/24.

Q16: Please provide us with an estimated NTE budget allocated for this contract.

Answer: The allocated budget for FY 24/25 is proposed to be \$130,000. Future years are not budgeted at this time.

Q17: What would be the number of awards you intend to give (approximate number)?

Answer: The Authority intends to award a contract to the lowest, responsive, responsible Bidder.

Q18: Who is the current incumbent vendors and what is \$ amount spend to date on these services since the inception incumbent contract?

Answer: See response to Q11.

Q19: Is there any local preference?

Answer: Refer to PART A INSTRUCTIONS FOR BIDDERS, A.21 LOCAL VENDOR PREFERENCE in the RFB document.

Q20: What is the pricing of the incumbent vendor? Is it possible to share the proposal or contract of the previous vendors?

Answer: Regarding the pricing of the current vendor, see response to Q11.

Q21: What is the estimated award date for this contract?

Answer: The estimated Board award date for this contract is 09/05/24.

Q22: Confirming that there is no bid bond required for this submission?

Answer: Correct. Refer to PART D BID GUARANTY AND BOND REQUIREMENTS in the RFB.

Q23: With regard to payroll data processing, can Paycor be an option?

Answer: No, see PART C SPECIAL INSTRUCTIONS AND REQUIREMENTS, C.03 SCOPE OF WORK AND REQUIREMENTS, part 3 PAYROLL DATA PROCESSING, item a.

Q24: What is the duration of the contract?

Answer: Refer to PART B SPECIAL INSTRUCTIONS AND REQUIREMENTS, B.03 TERM SERVICE PROVIDER AGREEMENT in the RFB.

Q25: What is the anticipated number of awards?

Answer: See response to Q17.

Q26: Is this a new initiative? a. If not, who are the current vendors? b. Please share their pricing file.

Answer: See response to Q12.

Q27: The Authority is looking for customer service ambassadors or representatives. Is this correct?

Answer: No. This RFB is for the payrolling services for the Customer Service Ambassadors for LCPA. Refer to PART C SCOPE OF SERVICES, C.03 SCOPE OF WORK AND REQUIREMENTS in the RFB.

Q28: Is the vendor REQUIRED to furnish any materials, equipment, or supplies?

Answer: No, refer to PART C SCOPE OF SERVICES, C.03 SCOPE OF WORK AND REQUIREMENTS in the RFB.

Q29: What are the historical annual spending volumes in the project?

Answer: See response to Q18.

Q30: What is the estimated budget for this project?

Answer: See response to Q16.

Q31a: What is the reason for the RFP?

Answer: The current contract is set to expire 11/04/2024; therefore, this RFB is to replace the expiring current contract.

Q31b: Are there issues with the current vendor?

Answer: There are no issues with the current vendor.

Q31c: How many employees were payrolled last season?

Answer: See response to Q9.

Q31d: The request mentions a biweekly payroll reporting, we complete this on a weekly basis will this be an issue? (The same with biweekly summary of hours)

Answer: Refer to Part C.03 SCOPE OF WORK AND REQUIREMENTS, item 3c, for payroll data processing and Part C.03 SCOPE OF WORK AND REQUIREMENTS, item 4 for reporting requirements.

Q31e: In section C.03:3 b. "transmit collected payroll data to the successful Bidder's payroll service", will you clarify if this is statement or a question of process?

Answer: This is a statement regarding some of the services the successful Bidder must provide to meet the Authority's goals and objectives.

Q31f: 7. C regarding transitions event...including I9 verification, will you clarify?

Answer: Part C.03, item 7c states: "The successful Bidder shall be required to organize a transition event to accommodate the enrollment and processing, including I-9 verification, of all approved existing customer service ambassadors. The event must be coordinated with the Authority."

The transition event is the process and procedures performed and/or developed by the successful Bidder to ensure smooth transitioning from the current contracted firm to successful Bidder for these services.

Q32: Who does LCPA accept for signatures?

Answer: See A.32 EXECUTION OF AGREEMENT, paragraph 2, states: "Successful Bidder acknowledges that electronic signatures are true and valid signatures for all purposes related to the Agreement and the successful Bidder agrees to be bound to the same extent as that of an original signature. Any electronic signature must be of sufficient quality to be legible electronically or when printed as a hardcopy. The Authority will determine legibility and acceptability for public record purposes."

Also see Part PART E – FORMS, FORM 1: BIDDER'S CERTIFICATION.

Q33: How much importance or weight for local presence for award?

Answer: See response to Q19

Q34a: How many resources are providing services in the position of Customer Service Ambassador?

Answer: See answer to Q17.

Q34b: Do we need to run payroll only, or will we also be responsible for providing any benefits?

Answer: Refer to Part C.03 SCOPE OF WORK AND REQUIREMENTS

Q34c: Are there any preferences for MBE, WBE, or DBE companies?

Answer: No, although Disadvantaged Business Enterprise (DBE) and Woman/Minority-Owned Business Enterprises (W/MBE) companies are encouraged to submit a bid.

Q34d: Can you please share the agency's names whose Diversity certificates will be considered for preferences, if any?

Answer: Not applicable.

Q34e: Are you satisfied with the Current vendor performance? Do you have any suggestions/ required improvements from vendors on this contract?

Answer: There are no issues with the current vendor under this current contract. The RFB advertised will be a new contract to be set in place when the current contract expires. Any suggestions or improvements from previous contract have been addressed with the RFB advertised. Refer to Part C.03 SCOPE OF WORK AND REQUIREMENTS

Q34f: Will County reimburse the cost of background and drug tests?

Answer: Refer to Part C.03 SCOPE OF WORK AND REQUIREMENTS, item 2 PRICING.

Q34g: Will the County complete these hirings, and are the vendors supposed to run payroll only? Please confirm.

Answer: Refer to Part C.03 SCOPE OF WORK AND REQUIREMENTS.

Q34h: Can you please share the proposal/response-making instructions for this RFP?

Answer: The responding Bidder must provide the completed Requested Attachments, acknowledge all Bid Attributes, and submit all Bid Line item(s) as requested and directed in IonWave.

Q34i: Can you please let us know which documents we need to return with our response?

Answer: The responding Bidder must provide the completed Requested Attachments, acknowledge all Bid Attributes, and submit all Bid Line item(s) as requested and directed in IonWave.

Q35a: Do we need to provide any references? If yes, how many references do we need to provide?

Answer: No. References are not required for this RFB response and should not be included.

The responding Bidder must provide the completed Requested Attachments, acknowledge all Bid Attributes, and submit all Bid Line item(s) as requested and directed in IonWave.

Q35b: Will it be a single or multiple award? Please suggest.

Answer: See response to Q17.

Q35c: How many active resources are there on the incumbent payroll? Please share the number of active resources.

Answer: See response to Q9.

Q35d: Can you please let me know the meaning of the principal place of business?

Answer: In accordance with Lee County Ordinance 22-06, Any Vendor whose physical business address, in the sole opinion of the Authority, is located within the boundaries of Lee County, Florida; at least two (2) full time employees in Lee County; and a Local Business Tax Receipt issued by Lee County at least one year prior to solicitation opening.

Q35e: Do you have any local preferences in this RFP? Can you please share local preferences criteria if any?

Answer: See response to Q10.

Q35f: To be considered for local preferences, can we use our local office address, or will only those companies get preferences incorporated in Lee County? please suggest

Answer: See response to Q35d.

Q35g: Will these payrolling employees count as qualified vendor employees or County employees? Please suggest.

Answer: Customer Services Ambassadors are considered Lee County Port Authority employees.

Reminder: Submittals are due before 2:00 p.m. on Thursday, May 30, 2024.



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Senior Procurement Manager

ATTACHMENTS:

1. LCPA Holidays.pdf

A. Holidays for Shift Work Employees

1. Shift work employees provide service across all 24 hours of the clock each day of the week (24/7). Shifts are divided into set periods of time during which different groups of employees perform their duties.
2. Lee County Port Authority observes the following holidays for shift workers:

New Year's Day	December 31 and January 1
Martin Luther King's Birthday	As designated
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Fourth Friday in November
Christmas Day	December 24 and December 25
Personal Leave Day	Designated as the employee's birthday, to be observed on the birthday, or within 30 days thereafter, with sufficient prior notification to the Supervisor.

B. Holidays for Non-Shift Work Employees

1. Lee County Port Authority observes the following holidays for non-shift work employees:

New Year's Day	January 1
Martin Luther King's Birthday	As designated
Memorial Day	Last Monday in May
Independence Day	As designated
Labor Day	First Monday in September
Veteran's Day	As designated
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Fourth Friday in November
Christmas Day	December 25
Personal Leave Day	Designated as the employee's birthday, to be observed on the birthday, or within 30 days thereafter, with sufficient prior notification to the Supervisor.






24-0062LEB Addendum 1 w attachment - 05-24-24

Final Audit Report

2024-05-24

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