

# THE PORT AUTHORITY OF NY & NJ

PROCUREMENT DEPARTMENT  
2 MONTGOMERY STREET, 3<sup>RD</sup> FL.  
JERSEY CITY, NJ 07302

5/6/2014

## ADDENDUM #1

To prospective Bidder(s) on Bid # 37221 for PATH'S SMARTLINK CUSTOMER AND FULFILLMENT SERVICES

Due back on 5/13/2014, no later than 11:00AM

### I. BIDDERS' QUESTIONS AND ANSWERS

The following information is available in response to questions submitted by prospective Bidders. The responses should not be deemed to answer all questions that have been submitted by Bidders to the Port Authority. It addresses only those questions, which the Port Authority has deemed to require additional information and/or clarification. The fact that information has not been supplied with respect to any question asked by a Bidder does not mean or imply, nor should it be deemed to mean or imply, any meaning, construction or implication with respect to the terms.

The Port Authority makes no representation, warranty or guarantee that the information contained herein is accurate, complete or timely or that such information accurately represents the conditions that would be encountered during the performance of the Contract. The furnishing of such information by the Port Authority shall not create or be deemed to create any obligation or liability upon it for any reason whatsoever and each Bidder, by submitting its Bid, expressly agrees that it has not relied upon the information contained herein and that it shall not hold the Port Authority liable or responsible therefor in any manner whatsoever. Accordingly, nothing contained herein and no representation, statement or promise, of the Port Authority, its Commissioners, officers, agents, representatives or employees, oral or in writing, shall impair or limit the effect of the warranties of the Bidder required by this Bid or Contract and the Bidder agrees that it shall not hold the Port Authority liable or responsible therefor in any manner whatsoever.

The Questions and Answers numbering sequence will be continued sequentially in any forthcoming Addenda that may be issued.

<b>Question #1</b>	Last bid the PA mandated the Managers minimum annual Salary. Is this still a requirement?
<b>Answer #1</b>	Managers are not required to have a minimum annual salary.
<b>Question #2</b>	Ref . Part V- Section F.3.

	We use a web based time keeping system for our employees. Will the employees have internet access to enable them to clock in and out using this system?
<b>Answer #2</b>	Yes, internet access will be available to the employees.
<b>Question #3</b>	The requirements for all new employees include background testing, drug testing and annual physicals. To the extent we hire the existing employees, are these tests required of them prior to the start of the contract?
<b>Answer # 3</b>	Yes, this testing must be performed prior to the start of the contract.
<b>Question #4</b>	Ref. Part II - Section 12.(a) A statement is required from the Contractor that states that current employees would not suffer any diminution in wage rate under this Contract. Can the current salaries of the employees be provided?
<b>Answer #4</b>	See attachment
<b>Question #5</b>	The September 2013 Jersey City Sick Leave Ordinance requires employees receive 1 hour of sick pay leave for every 30 hours worked, accruing up to 40hrs paid sick leave per year. Is NY/NJ Port Authority exempt?
<b>Answer #5</b>	In the Bid documents, refer to attachment “Standard Contract Terms and Conditions”, Section 18 “General Obligations”
<b>Question #6</b>	Part II-3, item 12 states Bidders should include statement that an employee who performed a similar role .... would suffer no diminution in wage rate. Can you indicate which of the current employees earn wages that are greater than the minimum hourly wages listed in Part V, item C, pg. 17?
<b>Answer #6</b>	See attached Wage Sheet.
<b>Question #7</b>	Are the current employees members of a union?
<b>Answer #7</b>	No.
<b>Question #8</b>	Can the authority provide daily, weekly, or monthly call and fulfillment volumes. If possible, can the authority provide average handle times for both calls and mail fulfillment?
<b>Answer #8</b>	Call volume is approximately 2,200 per month, each call averaging 3-5 minutes. Mail fulfillment volume is approximately 1,000 pieces per month, averaging 3-5 minutes depending on the order type.
<b>Question #9</b>	Does the call center and fulfillment location provide internet connectivity? Is there additional space within the call center for additional management offices, recruiting, and training?
<b>Answer #9</b>	Internet access is available at the call center and fulfillment location. There is a small area with two computers available for

	training purposes; no additional space is provided. Each employee also has a computer with internet access in his or her own workspace.
<b>Question #10</b>	Could the authority provide ratios for single employee vs. employee with a family for current employees? Are there any employees who have not elected benefit coverage?
<b>Answer #10</b>	The Port Authority does not have information on the ratios or benefit coverage pertaining to the question 10 above.

This communication should be initialed by you and annexed to your Bid upon submission.

In case any Bidder fails to conform to these instructions, its Bid will nevertheless be construed as though this communication had been so physically annexed and initialed.

THE PORT AUTHORITY OF NY & NJ

KATHY LESLIE WHELAN  
ASSISTANT DIRECTOR  
COMMODITIES AND SERVICES DIVISION

BIDDER'S FIRM'S NAME: \_\_\_\_\_

INITIALED: \_\_\_\_\_

DATE: \_\_\_\_\_

QUESTIONS CONCERNING THIS ADDENDUM MAY BE ADDRESSED TO LESLEY BROWN, WHO CAN BE REACHED AT (201) 395-3469 or at lbrown@panynj.gov.

<b>Employee Number</b>	<b>Part-Time</b>	<b>Full-Time</b>	<b>Direct Wage</b>	<b>Seniority Date</b>
<b>1</b>		x	18.58	3/1/2007
<b>2</b>		x	10.93	5/1/2007
<b>3</b>		x	10.93	3/10/2010
<b>4</b>		x	10.93	7/27/2008
<b>5</b>		x	10.93	11/19/2013
<b>6</b>		x	10.93	2/25/2014
<b>7</b>		x	10.93	3/1/2008
<b>8</b>		x	10.93	9/23/2013
<b>9</b>		x	10.93	5/6/2014