

THE PORT AUTHORITY OF NY & NJ

REQUEST FOR PROPOSALS FOR CUSTOMER SERVICE REPRESENTATIVE STAFFING FOR LAGUARDIA AIRPORT, JOHN F. KENNEDY INTERNATIONAL AIRPORT, NEWARK LIBERTY INTERNATIONAL AIRPORT, AND NEW YORK STEWAR INTERNATIONAL AIRPORT– FIVE (5) YEAR CONTRACT RFP# 6000002769

The Port Authority of New York and New Jersey (the “Authority”) is seeking to identify firms interested in responding to a Request for Proposals (RFP) for Customer Service Representative Staffing for LaGuardia Airport, John F. Kennedy International Airport, Newark Liberty International Airport and New York Stewart International Airport– Five (5) Year Contract.

PRE-PROPOSAL MEETING

The Port Authority will conduct a Pre-Proposal Meeting via Microsoft Teams on Friday, April 4, 2025, from 10:00 a.m. to 11:00 a.m. EDT to discuss the solicitation document and requirements. You can join the meeting at this link:

[Join the meeting now](#)

SITE INSPECTION

The Port Authority will conduct three Site Inspections:

- John F. Kennedy International Airport, Building 14, South Service Road, Jamaica, New York, 11430: Tuesday April 8, 10 AM – 1 PM. (Meeting location: lobby)
- LaGuardia Airport, Building 30, Flushing, NY 11371: Tuesday April 8, 3:00 PM – 5 PM (Meeting location: attendees should park in Terminal A parking lot and then walk to Building 30. Attendees will meet in the lobby of Building 30.)
- Newark Liberty International Airport, Building One, 1 Conrad Road, Newark NJ 07114: Wednesday April 9, 10 AM – 1 PM (Meeting location: lobby)

RFP# 6000002769 may be obtained online at <https://panynj.bonfirehub.com/portal/?tab=openOpportunities> Addenda to the RFP, if any, will be posted at this website. Monitor the solicitation on this website to ensure your awareness of any changes.

Proposers must register and create a free Bonfire account at the provided link in order to log in and download the referenced solicitation and associated information, and in order to upload proposal submissions. Registration on the Bonfire platform requires a registration that is separate and distinct from all other Authority software platforms.

It is currently anticipated that proposals shall be due by **2:00 PM Eastern Time (ET) on May 5, 2025**, or as otherwise indicated in the document. The Authority shall accept only those proposals in electronic format for which the submission or modification is completed at the time of the Proposal Due Date. Emailed submissions, hand deliveries and mailed deliveries (e.g., UPS, USPS) will not be accepted. ****SEE RFP DOCUMENT FOR SPECIFIC INSTRUCTIONS****

If you have any technical problems accessing the documents online, email us at askforbids@panynj.gov or call us at (212) 435-4600 for assistance. Your email should include the RFP number, your firm name, email address, contact person, mailing address, and phone number.

The **Port Authority of New York and New Jersey (Port Authority)**, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerors that it will affirmatively ensure that for any contract entered into pursuant to this advertisement, businesses will be afforded full and fair opportunity to submit bids in response to this invitation and no businesses will be discriminated against on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in consideration for an award.

Additionally, all bidders (including proposers, and respondents, as applicable) are notified that the Port Authority will ensure that, with respect to any contract/agreement entered into pursuant to this advertisement, disadvantaged business enterprises, minority business enterprises and woman-owned business enterprises, as applicable, will be afforded full and fair opportunity to submit bids, proposals and responses, as applicable, in response to this invitation, and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.