

THE PORT AUTHORITY OF NY & NJ

REQUEST FOR QUOTATION

The Port Authority has temporarily ceased public bid openings and will allow for the electronic submission of bids. Please refer to the solicitation document for specific bid submission instructions.

SOLICITATION #: 6000002845

TITLE: Intergrated Absence Management Call Center

DESCRIPTION: Port Authority of New York and New Jersey (PANYNJ) employs 8,000 employees and requires a call center to receive calls reporting absence from work for sickness, injury on duty, and family medical leave. These calls average 100-150 calls per day and are answered 24 hours, 7 days a week and 365 days a year.

Tasks include follow-up calls averaging 100 per day to employees for additional administrative procedures. Monthly and annual reports to Port Authority management are required and include the following types of reports:

Monthly Reports:

1. Overtime Steering Committee Report and Highlight Summary
2. Analysis Absence Program Detail Report
3. Absence and Compliance Summary Report for all departments
4. Department Specific Absence and Compliance Summary Report
5. Department Specific Non-Compliance Detail Report

Annual Reports:

1. Annual Absence Program Summary Report
2. Overtime Steering Reports (OTS Reports) will be made available to PANYNJ within five (5) business days of receipt of requisite data
3. The Integrated Absence Report will be made available to PANYNJ within five (5) business days of the requisite data
4. Provide weekly Return to Work report for Port Authority Trans-Hudson (PATH) subsidiary each Monday

Staffing Requirements:

- 3 full time call center coordinators dedicated strictly to PANYNJ account
- Call center coordinators that are available for off-hour calls (2 or more employees)

DUE DATE: 05/27/2025

NIGP CODE(S): 91549 – High Volume Telephone Call Answering

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.

The solicitation document is available on-line at <http://www.panynj.gov/business-opportunities/bid-proposal-advertisements.html?tabnum=5>. Addenda to the Bid, if any, will be available on Bonfire and The Port Authority website. Monitor the advertisement on these sites to ensure your awareness of any changes.

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.