



**RFQ: Temporary Staffing Services  
Lottery Syracuse Regional Office**

**VENDOR ACKNOWLEDGEMENT OF ADDENDUM**

Amendment Number: One\_\_\_\_\_

Date Issued: July 18, 2014\_\_\_\_\_

Summary: Includes Questions and Answers\_\_\_\_\_

By signing below, the bidder attests to receiving and responding to the amendment number indicated above.

FIRM NAME: \_\_\_\_\_

REPRESENTATIVE SIGNATURE: \_\_\_\_\_



REQUEST FOR QUOTATIONS  
FOR TEMPORARY STAFFING SERVICES

Questions and Answers

July 18, 2014

Q.1: Is there a current person working in this position?

a. If so, what is their current pay rate?

**A.1: Yes, the position is currently filled. The rate of pay is unknown. The bill rate is \$16.80 per hour.**

Q.2: The RFQ states there is parking behind the building, is the parking free for the temporary associate?

**A.2: Yes, parking is free.**

Q.3: Is there a specific background check that would need to be performed or can we run our normal background check?

a. If there is a specific background check (ex. Specific company we are required to use) what is it?

**A.3: We required State and County criminal history background checks.**

Q.4: Is this RFQ for one position?

**A.4: Yes.**

Q.5: Will there be additional positions open or will this one position be it?

**A.5: The RFQ only applies to this one position. If another position opens up in this area then another solicitation will be necessary.**

Q.6: You are requesting a 20% MWBE goal. How should that be met with one position?

**A.6: As a New York State agency we are required to state a 20% goal in all solicitations. If such goal cannot be met we need to go to the Division of State Operations and obtain a waiver. Since there are MWBE companies**

**that provide this service, we have solicited those companies directly to respond to this RFQ. That does not mean that others cannot respond. However, we do have discretion, depending upon the outcome of the bids to award to an MWBE.**

Q.7: Is this RFQ only for MWBE in order to meet the 20% goal?

**A.7: See response to question 6.**

Q.8: If a bidder is successful in being awarded this bid will that open the bidder up for additional orders?

**A.8: No. There was a statewide award for this service under the State Office of General Services; however, there was no award for this location. Therefore, we have the authority to bid out only this location to obtain the services needed.**

Q.9: Is there an incumbent vendor providing these services? Who is the current vendor?

**A.9: Yes, Stafkings of Binghamton, Inc. is the incumbent.**

Q.10: If there is an incumbent, why is this floated again?

**A.10: State procurement guidelines require a competitive procurement based on the value of services.**

Q.11: Is there an employee currently in the position or is it a new position?

**A.11: There is an employee currently in the position.**

Q.12: If there is an individual in this position, will the person be transitioned to the new vendor?

**A.12: That is the discretion of the successful bidder and the staff assigned to the position.**

Q.13: Is this a 40-hour per week job?

**A.13: This is a 37 ½ hour work week.**

Q.14: Expected start date?

**A.14: As soon as practicable following the November 1, 2014 contract start date.**

Q.15: Is there a budget allocated for the requirement as part of this RFP?

**A.15: No**

Q.16: Location?

**A.16: New York State Gaming Commission – Division of Lottery, Syracuse Regional Office located at Deys Centennial Building, 401 Salina St., Syracuse, New York 13202.**

Q.17: Remote or Part Remote option?

**A.17: No.**

Q.18: How many Agencies may be awarded this contract?

**A.18: One.**

Q.19: What is the Job Description?

**A.19: The candidate selected for this position will be required to perform duties including, but not limited to the following:**

- **Meet and greet customers entering the lobby area.**
- **Interact with customers in person or via phone and respond to customers' requests and questions regarding service, products, or other related materials.**
- **Answer, screen, and/or direct incoming calls.**
- **Maintain inventory records and files.**
- **Assist with marketing activities, such as mailing promotional information as well as merchandise for events.**
- **Accept and sort deliveries, as well as mail shipments, and verifying quantities shipped.**
- **Manage a large (approximately 600) mail merge database.**
- **Serve as a backup person for retailer ordering. Will learn and become familiar with in house software to facilitate retail ordering.**

Q.20: Qualification Criteria?

**A.20: Any bidder submitting a quote in response to this RFQ must meet the minimum qualifications listed below. Information demonstrating the qualifications defined below must be incorporated into the bidder's response to Part 4 of this RFQ – Information Required from Bidders.**

1. **A bidder shall submit with its quote satisfactory evidence that it has had previous experience, adequate financial resources, and organization to**

perform the type, quality and magnitude of work specified as indicated in this RFQ.

2. The candidate(s) offered by the Contractor must possess the following minimum skills:

- Proficient using Microsoft Office programs including WORD, EXCEL, and OUTLOOK. Candidate(s) should also be familiar with creating a database, using a database and performing mail merges.
- Basic knowledge of desktop publishing using either WORD or PUBLISHER to create posters and flyers.
- Excellent customer service and organizational skills.
- Ability to communicate clearly and professionally.
- Must be able to lift up to 25lbs.
- Experience in handling sensitive and confidential business matters with discretion.
- High school diploma.

Q.21: Skillset Requirement (Technical Skills/Experience)

**A.21: See answer to question 20.**

Q.22: What is your Hiring Process?

**A.22: The successful bidder will be asked to submit resumes for available candidates, and such candidates will be interviewed by the Lottery Regional Office supervisors. The successful bidder will be notified of the Lottery's selection.**

Q.23: Is face to face interview required?

**A.23: Yes, please see answer to question 22.**

Q.24: What is the current hourly Bill Rate?

**A.24: See answer to Question 1.**

Q.25: Will agency reimburse Travel/Relocation?

**A.25: Travel from home to the assigned work location will not be reimbursed. Job related assignments that require travel will be reimbursed according to regulations promulgated by the Office of the State Comptroller for Management / Confidential Employees.**

Q.26: Where will the position be filled?

**A.26: New York State Gaming Commission, Division of Lottery, Syracuse Regional Office located at Deys Centennial Building, 401 Salina St., Syracuse, New York 13202.**

Q.27: Does a completed copy of form ST-220 TD need to accompany the bid or is it like ST-220-CA where it only needs to be supplied at the time of contract execution?

**A.27: The ST-220 TD needs to be completed upon contract award.**

Q.28: As we ourselves are an MBE, we would intend to fulfill this contract with one of our employees. We have a question regarding the M/WBE and EEO Policy Statement.

- We would not intend to reach out to other firms, is this acceptable?
- If we do not reach out to other firms, do we need to designate a Minority Business Enterprise Liaison?
- Since we are an MWBD firm are we required to complete all the MWBE forms?

**A.28: The MWBE goals may be met by utilizing a certified firm to provide services. It is not a requirement to reach out to other firms or provide a MWBE Liaison. The MWBE forms are required as prescribed in the RFQ.**

Q.29: Is this a single or multi awarded contract?

**A.29: This is a single award.**

Q.30: Do we need to submit resumes as well? If yes, how many?

**A.30: Resumes should be submitted upon contract award for any available candidates.**

Q.31: Is there a page limit?

**A.31: No.**

Q.32: Is there any previous incumbent? If yes, please provide the contract no. and value?

**A.32: Stafkings of Binghamton, Inc. is the incumbent. There is no contract number, this was processed on a Purchase Order.**

Q.33: What is the mode of submission, hard copy, email, or portal?

**A.33: Bids may be submitted via hard copy or email.**

Q.34: What is the estimated budget of this project?

**A.34: A budget was not assigned to this project.**

Q.35: Can we submit non-local candidates?

**A.35: There is no requirement for residency.**