

**Addendum 1**  
**To RFP 24-1045 for Temporary Staffing Services**  
**Questions and Answers**

*Issued on May 10, 2024*

RFI #	Question/RFI	Answer/Clarification
1.	Is this a new contract or renewal of an existing contract?	This is a new contract.
2.	If there is an existing contract, could Corporation please share the names of the current Contractors and pricing?	N/A. There is no existing contract.
3.	To be considered responsive for this RFP, is it mandatory for Contractor to bid on all positions?	Yes. It is mandatory for both temporary staffing types to be Bid.
4.	What is the estimated budget for this contract?	Corporation has funding for this project to cover the anticipated costs.
5.	Is it mandatory to subcontract?	No.
6.	Please provide information on the daily duration of shifts required for the necessary professions. For example, the number of hours per day?	Please refer to Section 2 of the RFP – Scope of Work, subsection 3.0 Schedule for shifts and hours per day that services are being requested.
7.	Is Contractor required to be registered with the State of California before it can conduct any business?	Contractor must be able to conduct business in the State of California (CA). Contractor needs to be able to comply with CA labor, payroll, other business laws, and living wage requirements.
8.	Is there a local Contractor preference on the bid?	Corporation requires a Contractor that can complete all scope of work and timeline requirements.
9.	Is this a new initiative? If not, who is the current Contractor, and can Corporation please share the pricing file?	This is a new initiative.
10.	Is Contractor required to submit all job titles?	Yes. Corporation is requesting both Cleaning Services Workers and Guest Services Representatives.
11.	What are the historical annual spending volumes for this project?	That is not information Corporation can provide. Corporation has funding for this project to cover the anticipated costs.

12.	Is a Certificate of Insurance (COI) required to be submitted along with the bid or upon award?	The COI will be required upon contract award.
13.	Apart from Section 3 - Bid Form, are there other attachments or forms required to be submitted together with the proposal?	Yes. Please refer to Section 3 of the RFP – Bid Form. In addition to the Bidder questions and Bidder requested rates, Corporation requires the following to be included and/or attached to Contractor Bid submittal: Company Resume, Comparable Projects, Terms & Conditions (Exhibit A – Sample Contract), Exclusions and Clarifications, Ability to Meet Corporation’s Requirements, Bidder Qualification signed page, and Business Ownership Declaration.
14.	Is it possible to share the incumbent Contractor’s and pricing? If yes, please share.	No. Corporation does not share this information during the bidding process.
15.	What is the budget for this bid? Or the estimated annual spending in the past under this contract for similar services?	Corporation has funding for this project to cover the anticipated costs.
16.	Does Corporation foresee any challenges fulfilling the needs with the existing contracts for related services or are there any specific improvements Corporation is looking for?	N/A. No challenges or improvements are being sought.
17.	How many Contractors shall be awarded?	Corporation intends to award contract to one (1) Contractor.
18.	What is the exact work location and the working hours?	The Center is located at: 111 West Harbor Drive, San Diego, CA 92101. Please refer to Section 2 of the RFP – Scope of Work, subsection 3.0 Schedule for working hours.
19.	What are the overtime terms and orientation process if required for any role?	Temporary staff will attend one (1) day of orientation prior to the Event days, starting July 19, 2024. Specific dates and times are yet to be confirmed.  Corporation follows standard California law regarding overtime.
20.	Please share the type of background check and drug test required?	The background check minimum requirements are listed in Section 2 of the RFP – Scope of Work, subsection 7.0 Background Screening. No drug test shall be required.

21.	Shall there be a kick-off meeting once the contract is awarded?	Yes. This shall be coordinated after the contract is awarded.
22.	Section 2 of the RFP – Scope of Work, subsection 2.1 Cleaning Services Workers: When Contractor staff remove trash from the designated areas, shall they be required to walk with the trash, and if so, what is the distance they are expected to carry the trash? Or shall workers be removing it from one container and placing it in another container?	Cleaning Services workers are assigned a rolling cart. This cart holds a trash bin to empty trash. However, the temporary staff must be able to occasionally push/pull objects (carts/cleaning equipment) weighing up to 50 pounds.
23.	Section 2 of the RFP – Scope of Work, subsection 6.0 Training: Shall a list of cleaning products be provided in advance to ensure proper training is provided on handling of the products?	Yes. A list of cleaning products will be provided in advance.
24.	Section 2 of the RFP – Scope of Work, subsection 6.0 Training - Safe Lifting: What is the anticipated maximum amount of weight workers would be expected to lift?	The temporary staff must be able to occasionally push/pull objects (carts/cleaning equipment) weighing up to 50 pounds.
25.	Section 2 of the RFP – Scope of Work, subsection 6.0 Training - Heat Stress: shall water be provided by Corporation to temporary staff?	Yes. The building has water fountains and water bottle fill stations available to staff at all times.
26.	Section 2 of the RFP – Scope of Work, subsection 6.0 Training - PPE: Shall this be provided by Corporation?	Yes. Corporation shall provide Personal Protective Equipment (PPE).
27.	Section 2 of the RFP – Scope of Work, subsection 7.0 Background Screening: Shall the cost of the background screening be billed back to Corporation, or shall Contractor be required to absorb the fee?	Background screening costs should be factored into the Contractor proposed mark-up.
28.	What level of guest experience services does Corporation expect?	One (1) year of customer service in any relatable field/industry.
29.	Section 2 of the RFP – Scope of Work, subsections 2.1 Cleaning Services Workers and 2.2 Guest Services Representatives: Is there some type of training on the first day? Shall Contractor be given prior information on what will be discussed?	Yes. Corporation shall provide a training day for temporary staff. Training day/times will be shared with the awarded Contractor.

30.	Section 2 of the RFP – Scope of Work, subsection 6.0 Training: Shall training content for “Best Practices and Tips for Employees” be provided to Contractor no later than June 24, 2024?	Yes. Training content shall be provided to the awarded Contractor by June 24, 2024.
31.	Section 2 of the RFP – Scope of Work, subsection 6.0 Training: What type of Personal Protection Equipment (PPE) shall be provided so the training can be focused on that type of PPE only?	Depending on the assignment, Cleaning Services Workers shall be provided with disposable gloves, face masks, work gloves, and/or a safety vest.
32.	Section 2 of the RFP – Scope of Work, subsection 8.0 Transportation: What are the parking lot rates in the area? With the impact of the Event, how close will parking be available? Are there any shuttles provided from area lots at all hours? What other forms of transportation to the Center are available in the area?	Corporation does not have any detailed information to provide at this time, but Corporation shall provide additional information on parking and transportation options that shall be available for temporary staff prior to Event.
33.	Shall one or more Contractors be awarded this contract?	One (1) Contractor.
34.	Shall Corporation provide Contractor with a not-to-exceed (NTE) budget that is allocated for this contract?	No.
35.	What is the tentative start date for these Event temporary staffing services to begin?	Corporation has scheduled a tentative start date of July 19, 2024.
36.	What locations shall temporary staff be working within the Center?	Temporary staff shall be working in the Lobby areas, Exhibit Halls, Restrooms, and Dock spaces inside the Center.
37.	Is this a new contract or are there any incumbents? If there is an incumbent, could Corporation please let Contractor know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?	This is a new contract.
38.	Are there any problems or issues with the current Contractor?	N/A.
39.	Would Corporation please share the previous spending on this contract, if any?	N/A.

40.	Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?	No.
41.	How many positions were used in the previous contract?	N/A.
42.	How many positions shall be required per year or throughout the contract term?	See Section 2 of the RFP – Scope of Work, subsection 2.1 Cleaning Services Workers and 2.2 Guest Services Representatives for number of positions/temporary staffing being requested.
43.	If the proposed candidates are not available at the time of award, shall Corporation allow Contractor to provide replacement personnel with similar or more skill sets?	Yes.
44.	Can Corporation provide hourly rate ranges for the given positions?	Please see Section 2 of the RFP – Scope of Work, subsection 4.0 Living Wage and Exhibit B – City of San Diego Compliance Department (Living Wage Rates) for hourly wage rates in the City of San Diego for effective dates starting July 1, 2024.
45.	Is this entirely onsite work or can it be done remotely to some extent? Do the services need to be delivered onsite or is there a possibility for remote operations and performance?	Entirely onsite.
46.	Does Corporation require Contractor to submit temporary staff resumes at the time of Bid submittal? If yes, does Contractor need to submit the actual resumes for temporary staff or can sample resumes be submitted?	No. Individual resumes are not a bid submittal requirement; however, Corporation will require individual resumes of the Guest Services Representatives after contract award.
47.	Could Corporation please provide the list of holidays?	No. There is not a holiday during Event.
48.	Are there any Corporation mandated Paid Time Off, Vacation, etc. that Contractor should be aware of?	No.
49.	Does Contractor have the ability to bid on servicing a portion of the request? (i.e., all Guest Services and 20-25 Cleaning Services Workers.)	Corporation prefers that Contractor provide the full temporary staffing required for both positions.

50.	The auto insurance requirement listed in Section 1 of the RFP – Instructions & General Conditions, subsection 19. Insurance Requirements includes Business Auto Liability. Since these positions do not require driving, is it correct to assume that the Contractor shall not be required to maintain this insurance? Will this be an issue?	Corporation shall remove this requirement from contract.
51.	Will Corporation pay for the training day?	Yes.
52.	Is Contractor to assume that each individual temporary staffing employee shall work all seven (7) days, assuming two (2) days of overtime per California Law?	No. Not every temporary staff worker shall be required to work all seven (7) days. Overtime shall be applied per California law if needed.
53.	If a temporary staff worker does not show for a shift without proper notification to their supervisor, will they be allowed to work the remaining days of the Event? If the worker is replaced, what is Corporation’s process for training and badging of these replacement workers?	For those temporary staff that no-show a shift, they will no longer be eligible to work the remainder of the contract. Once a replacement staff has been presented and approved by Corporation, steps to appropriately train and badge the replacement will be made so they can work on the following day.
54.	Is the Guest Services payroll facilitation fee in addition to the mark-up?	If Corporation utilizes temporary staffing placement for Guest Services Representatives, only the mark-up will be applicable. If Corporation does <u>not</u> utilize Contractor’s temporary staff, then only the facilitation fee shall be applicable, as Corporation shall seek to payroll through the Contractor.
55.	How will Corporation decide between a payroll services model versus a traditional temporary services model?	Once a contract is finalized, Corporation shall decide on the approach for Guest Services Representatives. This decision will be made quickly thereafter to give the Contractor time to prepare accordingly.

<p>56.</p>	<p>Referencing Exhibit B – City of San Diego Compliance Department (Living Wage Rates) can Corporation elaborate on the pricing expectations for Column A and B of Section 3 of the RFP – Bid Form, subsection Bid? Is Corporation expecting the living wage (\$17.13 + \$3.29) breakdown to be split between the two columns?</p> <p><b>BID:</b> Please provide rates in the gold-colored highlighted sections below. Rates must comply with the City of San Diego Living Wage Ordinance (San Diego Municipal Code Article 2, Division 42, §§22.4201 through 22.4245).</p> <table border="1" data-bbox="228 510 829 772"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>(A+B)xC</th> </tr> </thead> <tbody> <tr> <td>TEMPORARY STAFFING TYPE</td> <td><b>HOURLY RATE PER EMPLOYEE</b> <i>(amount paid to employee before deductions)</i></td> <td><b>TAXES, INSURANCE, PTO, BENEFITS PER EMPLOYEE</b></td> <td>CONTRACTOR MARK-UP %</td> <td>ALL INCLUSIVE BILLABLE RATE PER EMPLOYEE</td> </tr> <tr> <td>Cleaning Services Worker (Regular Hours)</td> <td>\$</td> <td>\$</td> <td>%</td> <td>\$</td> </tr> <tr> <td>Cleaning Services Worker (Overtime Hours)</td> <td>\$</td> <td>\$</td> <td>%</td> <td>\$</td> </tr> <tr> <td>Guest Services Representative (Regular Hours)</td> <td>\$</td> <td>\$</td> <td>%</td> <td>\$</td> </tr> <tr> <td>Guest Services Representative (Overtime Hours)</td> <td>\$</td> <td>\$</td> <td>%</td> <td>\$</td> </tr> </tbody> </table>		A	B	C	(A+B)xC	TEMPORARY STAFFING TYPE	<b>HOURLY RATE PER EMPLOYEE</b> <i>(amount paid to employee before deductions)</i>	<b>TAXES, INSURANCE, PTO, BENEFITS PER EMPLOYEE</b>	CONTRACTOR MARK-UP %	ALL INCLUSIVE BILLABLE RATE PER EMPLOYEE	Cleaning Services Worker (Regular Hours)	\$	\$	%	\$	Cleaning Services Worker (Overtime Hours)	\$	\$	%	\$	Guest Services Representative (Regular Hours)	\$	\$	%	\$	Guest Services Representative (Overtime Hours)	\$	\$	%	\$	<p>Yes. Corporation requests to see the following:</p> <ul style="list-style-type: none"> <li>• Hourly rate for temporary staff.</li> <li>• Additional costs associated with living wage rates.</li> <li>• Contractor mark-up.</li> </ul>
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<p>57.</p>	<p>Section 2 of the RFP – Scope of Work, subsection 2.4 Conversion to Regular Employees: Please clarify how the Contractor assists in the integration into permanent roles within the Corporation?</p>	<ul style="list-style-type: none"> <li>• Contractor shall confirm with Corporation on which temporary staff are interested in regular employment prior to the end of the Event.</li> <li>• Contractor shall provide contact information for those interested in regular employment.</li> <li>• Contractor shall share any pertinent information as requested by Corporation.</li> </ul>																														
<p>58.</p>	<p>Section 2 of the RFP – Scope of Work, subsection 2.4 Conversion to Regular Employees: How shall Corporation notify temporary staff of an opportunity to convert?</p>	<p>Corporation shall reach out directly to those interested in regular employment.</p>																														
<p>59.</p>	<p>Section 2 of the RFP – Scope of Work, subsection 5.0 Uniform &amp; Equipment: Can Contractor supervisory staff wear company branded shirts and name tags for easy identification by both the temporary staff and Corporation staff?</p>	<p>Yes. However, supervisor staff will be required to wear Corporation temporary badge at all times.</p>																														
<p>60.</p>	<p>Section 2 of the RFP – Scope of Work, subsection 6.0 Training. This section states that Contractor shall attest that all temporary staff have completed the following: California law, AB 547 requires 2-hour, in-person, sexual harassment training for janitorial employees. Is the Contractor financially responsible for providing this mandatory training for the (92) Cleaning Service Workers?</p>	<p>Yes. Since the Contractor is the employer, Contractor is responsible to adhere to California law and administer sexual harassment training for all employees in that role. As the employer, the Contractor is financially responsible for this training.</p>																														

61.	Section 2 of the RFP – Scope of Work, subsection 7.0 Background Screening says Contractor shall conduct background checks on all temporary staff. Will Corporation provide details on the criteria or guidelines that shall determine eligibility of temporary workers if the background check reveals adverse information?	Contractor should have a background check matrix in place to determine employment eligibility.  Corporation can assist the awarded Contractor with guidelines if needed.
62.	Section 1 of the RFP – Instructions & General Conditions, subsection 19. Insurance Requirements. These requirements state that the San Diego Convention Center Corporation, Inc., City of San Diego, San Diego Unified Port District, and the members, officers, directors, agents and employees of each of these three entities shall be named as additional insured. What is the connection between these entities?	The City of San Diego owns the facility in which the San Diego Convention Corporation operates. Additionally, the Port of San Diego owns the land on which the facility is built. As such, we include both as additional insured entities.

**\*PLEASE NOTE:** Page 9 of 13 has been added to RFP 24-1045 (Terms and Conditions & Exclusions and Clarifications) \*See attached to Addendum 1.

**\*PLEASE NOTE:** RFP documents, exhibits, and addenda are available for download at:  
<https://www.visitsandiego.com/procurement/2207311-rfp-24-1045-temporary-staffing-services>



