

Pre-Proposal Conference

Aviation Request for Proposal

AVN RFP 22-007

Volunteer and Guest Services Management

September 28, 2021 – 10:00 A.M. via WebEx





Welcome & Housekeeping



- ✈ **Your Device is Automatically Muted.**
- ✈ **Use the “Chat” Function to Submit Your Questions during the Meeting.**

Questions will be answered at the end of the Presentation.

- ✈ **Presentation will be available at:**

☐ <https://solicitations.phoenix.gov/Solicitations/Details/1041>



Introductions

Solicitation Transparency
Policy

RFP Timeline Overview

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Scope of Services

Questions



☐ Aviation Contracts & Services

☐ Michael Soto, Contracts Specialist I – **Procurement Officer**

☐ Cadle Collins, Procurement Manager

☐ Aviation Public Relations

☐ Misty Cisneros-Contreras, Customer Service Manager (**Subject Matter Expert**)



Phoenix City Code, Chapter 43, Section 43-36

- Effective: From date and time RFP is issued (**9/21/2021**) until contract award by City Council.
- All Respondents and their representatives will only discuss matters of this RFP with the Procurement Officer.
- Discussion may occur with the Mayor, City Council members, Deputy City Managers, Aviation staff, etc. ONLY at a public meeting!
- As long as this RFP is not discussed, Proposers may continue to discuss business that is unrelated to this RFP with City Staff.

PROPOSERS THAT VIOLATE THIS POLICY WILL BE DISQUALIFIED!

All questions must be directed, in writing, to the Procurement Officer.



Submit written questions by **Tuesday, October 5, 2:00pm**

2:00 P.M. Local Phoenix, AZ Time

Email: michael.soto@phoenix.gov

Include the RFP Number and Title in the Email

Written questions **ONLY**

Some questions may be answered verbally today

Written answers **supersede** verbal answers

All questions and responses will be published via an addendum

Q&A and all addendums are available at:

<https://solicitations.phoenix.gov/Solicitations/Details/1041>





Proposal Due Date



Thursday, November 4, 2021

At 3:00 P.M.

Local Phoenix, AZ Time

Tabulations, Awards, and Recommendations

<https://solicitations.phoenix.gov/Awards>



Submittal Location



In Person Submittal

Aviation Headquarters
2485 East Buckeye Road
Phoenix, AZ 85034



Electronic Submittal

Submit responses via email to:
avn.solicitations@phoenix.gov



Solicitation Award

- The term of this award is two (2) years commencing on or about April, 2022.
- Three (3) one-year options to extend.



Minimum Qualifications



Each Offeror must submit documentation to demonstrate the Minimum Qualifications in the RFP.

Failure to meet the minimum qualifications will result in your proposal being deemed non-responsive.

Minimum Qualifications

- Offeror will have a minimum of three (3) years' of experience providing volunteer and guest services management or similar services as normal business activity within the past five (5) years.
- Offeror will list specific company names, dates, and reference contact information to demonstrate minimum qualifications.



Evaluation Criteria



Only those Offerors submitting responsive and responsible proposals that meet the minimum qualifications will have their Proposals evaluated.

Method of Approach to Scope of Services	0-300
Key Personnel Qualifications and Experience	0-250
Firm Qualifications and Experience	0-250
Fee Schedule Proposal (Offer)	0-200
Total Available Points	1000 Points Maximum



Fee Schedule



Each Offeror must submit proposed hourly rates for the following Volunteer and Guest Services Management Positions. Omission of the fee schedule will result in disqualification as non-responsive. Submittals Section VI, page 82.

Item No.	Description	Monthly Operating Hours	Proposed Price Excluding Tax	Extended Price Excluding Tax
1.	Manager	392	\$ /Hour	\$
2.	Assistant Managers	392	\$ /Hour	\$
3.	Supervisors	532	\$ /Hour	\$
4.	Coordinators	392	\$ /Hour	\$
5.	Guest Service Representatives	504	\$ /Hour	\$
6.	Monthly Management Fee			\$
			Grand Total	\$



- ❑ Any changes to this RFP will be in the form of an addendum, available at <https://solicitations.phoenix.gov/Solicitations/Details/1041>
- ❑ The Offeror shall acknowledge receipt of any/all addendum by signing and returning the document with the offer submittal.
- ❑ If an addendum is released with material changes and the Offeror does not sign & submit, the proposal will be deemed non-responsive and rejected.
- ❑ It is the Offerors' responsibility to visit the City's website for update(s) to this solicitation including all addendums.



If submitting in-person, proposals must include:

- One (1) original Proposal
- One (1) electronic copy of the Proposal on a USB drive

All proposals, whether submitted electronically or in-person must be organized as follows:

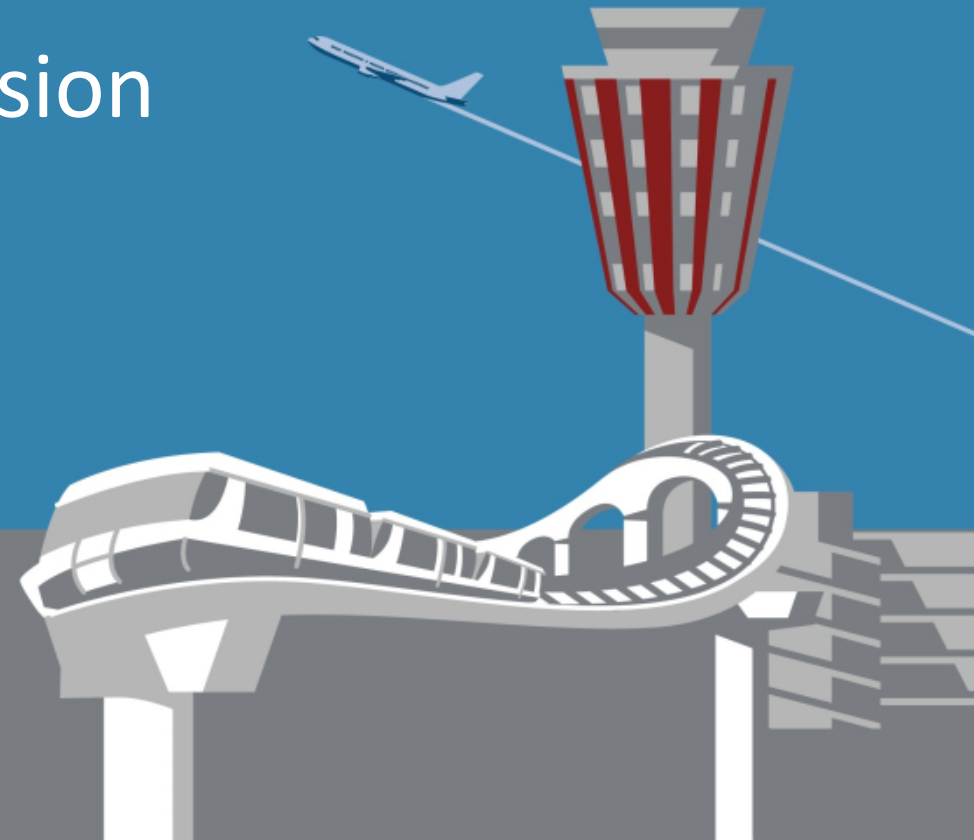
- ✓ Tab 1: Method of Approach (Section V – Scope of Work)
- ✓ Tab 2: Required Personnel (Section V – Scope of Work)
- ✓ Tab 3: Qualifications and Experience (Section V – Scope of Work)
- ✓ Tab 4: Fee Schedule Proposal (Offer) (Section VI – Submittals)
- ✓ Tab 5: Completed Offer Signed & Payment Terms & Options (Section VI – Submittals)
- ✓ Tab 6: Signed Addenda, if Applicable

***Refer to the RFP for specifics**

Scope of Services

Volunteer and Guest Services Management

Public Relations Division





Service Description

Contractor will provide Volunteer and Guest Services Management for Aviation at PHX. Under the terms of this Contract, Contractor will oversee daily operation for both Volunteer Navigator Program and Guest Services.



VOLUNTEER PROGRAM



- Approximately 450 customer service volunteers are scheduled weekly to assist customers airport wide.
- Approximately 50 Navigator Buddies Pet Therapy teams are scheduled weekly to visit customers and employees airport wide.
- Chaplain volunteers are supported weekly as they serve customers and employees in need of their services.
- Teen Navigators are seasonal and work alongside customer service volunteers to assist customers.
- Volunteers are managed out of two offices. Staff coordinate schedules, time off requests, parking, badging, briefings and record hours.
- Volunteers are interviewed and trained.



- Guest Service Representatives are trained to assist customers at 10 information counters airport wide.
- Guest Service Representatives support CBP assisting customers with line queuing.
- Guest Service Representatives provide front desk staffing for AVN Headquarters during workdays.
- Guest Service Representatives support special Airport initiatives i.e. Here for You Crew mask distribution, PHX Pop Up shops and special events.
- Guest Service Representative stock and distribute Airport brochures.



The successful Contractor will recruit and screen for all of the following Staffing Positions.

- Manager – Oversees Assistant Manager, Supervisors, Coordinators, Guest Service Representatives and daily operation of programs.
- Assistant Manager – Deliver training and assist with daily oversight of operation and staffing.
- Supervisors – Supervises both Volunteer Coordinators and Guest Service Representatives.



The successful Contractor will recruit and screen for all of the following Staffing Positions.

- Coordinator – Staffs volunteer offices and Compassion Corner, facilitating volunteer program needs.
- Guest Service Representatives – staff all guest service-related locations including information counters, FIS, COB reception, brochure distribution, retail services and Lost & Found as needed.



Thank You for Attending!

