Addendum #2

Please note the following clarifications are hereby made to the aforementioned RFP.

Update/Change

The due date for the solicitation will be changed from February 2 to **February 9, 2021 at 2:00 pm**

Answers to Questions:

1. UNT Systems requires a physical copy of our response with a 'wet signature.' Considering current corporate "work from home" policies, will UNT consider extending the deadline to 2/9 to ensure a complete and compliant response?

   Answer: The Proposals will now be due on February 9, 2021 at 2:00 pm.

2. Due to COVID-19, our employees are working remotely. Would the University accept email or portal submissions of the response to this RFP?

   Answer: No, the response must be received in accordance with the instructions contained in the solicitation document.

3. Please provide Section 5, Pricing Schedule and Pricing and Delivery Schedule. They were not included in the RFP.

   Answer: Please give a pricing schedule for the service you are providing in your proposal. (For any cost to the University)

4. How does Univ of North Texas intend to procure the equipment? Via lease or purchase?

   Answer: Proposals can be submitted for UNT to fund through a capital investment or through an annual fee paid to the company during the period of the operational contract

5. Do we get use of the space at no charge?

   Answer: There is no charge for utilities. There may be charges based upon needs for special internet access or other types of special required services such as POS.
6. Are we charged for phone and network hook ups?
   
   Answer: Yes

7. How does mail arrive and depart?
   
   Answer: UPS and all other carriers at the Union loading dock.

8. What are the hours of operation?
   
   Answer: Monday-Thursday 7:30 AM-5:30 PM; Friday 7:30 AM-4:00 PM; Saturday 10:00 AM-2:00PM
   Access to the PO Box is available during normal Union Business Houses, 7:00AM-12 midnight during the
   Spring & Fall semesters, hours are adjusted during holidays, spring break & summer.

9. What courier or accountable mail services are in use?
   
   Answer: Mail Courier Services to and from the Post Office are in use Monday thru Saturday

10. How are the UNT Community end users charged for mail services?
    
    Answer: Residents are charged a fee through the housing contract; all others are required to pay a fee
    for access to mail services

11. Are we able to utilize the university’s system for charging the community for services?
    
    Answer: Not required but is an option

12. How many students live on campus?
    
    Answer: Currently, we have 6380 beds and pre-pandemic we operated at an annual occupancy of
    98.6%

13. How many students will be supported through the student union postal center?
    
    Answer: We anticipate 6380 residents, plus a possible 500 additional students.

14. How many packages are received on average, per day?
    
    Answer: Daily Average per Calendar Year is approximately 587 per day.

15. What are the peak daily volumes?
    
    Answer: Peak Volumes can average 1200 to 1500 per day. One day high was 2000.

16. Will we be handling packages for faculty and staff or students only?
    
    Answer: Currently, students. However, all members of the community will have access to the mail
    services.

17. What percentage of incoming parcels are student packages?
    
    Answer: 75%
18. What is the current technology being used for inbound tracking? If so, do you plan on utilizing it? Will this be provided by UNT or the outsourced provider?
   
   Answer: Vendor selected & provided at the discretion of the vendor

19. Is it UNT’s intent to integrate the tracking software with the parcel lockers? If proposed

20. How many handhelds are being used to day? Is the plan to utilize the hardware or replace it?
   
   Answer: None, students currently sign a Signature pad when picking up packages

21. Will any package deliveries be required?
   
   Answer: No

22. Do you plan on utilizing a high-density mail solution to manage inbound white mail?
   
   Answer: Possibly, if proposed

23. Please provide the following volume information:
   
   • In and out bound mail volume

   Break down of 1st class, parcel, accountable (express mail, FedEx, UPS, etc.), and other (bulk and non-1st class)

   Answer: Inbound USPS Mail breakdown is: Letter Mail 1700 to 2000 pieces per day Parcels, Express Mail, FedEx and UPS are all considered Accountable packages and count is listed in question 2.

24. What percentage of outbound parcel mail requires packaging?
   
   Answer: Approximately 30 pieces per day require packaging.

25. Is the solicitation for the Smart Mail Boxes or for postal services or for both?
   
   Answer: Both

26. We ask because in the Section 5.2 – Specifications/Deliverables it states

   **5.2 Specifications/Deliverables**
   Proposer will sort, place or box and forward mail for students
   Proposer will replace the current approximate 6,000 front load, keyed mail boxes with smart technology mail boxes.
   Proposer will provide a smart box/smart file system for mail delivery for residents and student Organizations.
   Proposer shall recommend the number of boxes for an operation the size and scope of UNT.
   Proposer is expected to provide professional postal services to the UNT campus community Including but not limited to: postage sales, Packaging sales, all applicable sales that would be Needed at a USPS mail center
Answer: The question is not clear.

27. If this is the case – would UNT consider breaking the “Services” piece of this project out – so there would be 2 solicitations – one for services as described above and one for the equipment – the Smart Mail Boxes

Answer: We are open to joint proposals for services with two companies.

28. Questions about the equipment piece of this RFP

Answer: Equipment could be purchased by capital investment or purchased by vendor and amortized

29. Number of students and faculty these 6,000 mailboxes serve.

Answer: 6,000

30. Confirming this is 35,000 as I heard during the meeting today,

Answer: 40,000

31. Do they use a postal tracking system (software) today, if so the brand is needed?

Answer: Vendor supplied & selected

32. Method of access / authentication for use (i.e. Student ID card, PIN, QR Code, Mobil App)

Answer: Student information system & housing download of data

33. If Student ID, what type of technology on the card (i.e. Mag Stripe, RFID, BCR). A sample card would need to be provided by UNT if we are awarded so would think that would okay for UNT to provide?

Answer: Currently UNT uses a mag stripe

34. Does this RFP require an ADA key pad and audio jack?

Answer: Yes, all aspects of ADA are intended to be included

35. Can you provide the exact sizes of the individual mailboxes today and the entire bank/s and drawings of the room / walls / area. Is their a “better” drawing that could be provided via AutoCAD with actual dimensions of the mailbox locations and sizes? Can we obtain this prior to the due date for pricing purposes?

Answer: We can provide a floorplan for the area. We are asking for proposals to meet the needs of the student population. (See attached Exhibit A)

36. The system requires a server to host the data… Do you prefer an on-premise server (provided by the university) or a Cloud Hosted solution?

Answer: Optional
37. Please provide the following historical volume by **month** for 2018-19 and 2019-20 school years for Pre-COVID-19 volumes:

   Answer: Here are the USPS Mail Volumes and packages (See attached Exhibit B)

38. Letter mail: USPS see chart above

   Answer: See attached Exhibit B chart

39. Accountable Packages:

   Answer: USPS see chart above (See attached Exhibit B chart)

40. Accountable Packages delivered to the Residential Halls: UPS,

   Answer: FedEx and Amazon Data not available

41. Will Campus Mail (faculty, admin, and staff) be part of the RFP? If so, please provide historical volumes for letter mail and packages.

   Answer: Not at this time.

42. What is the current tracking software being used at the mail center?

   Answer: Software is owned & operated by current vendor

43. Will you be changing the current requirement of UPS, FedEx and Amazon from delivering to the residential halls to a centralized location or will this stay in place?

   Answer: Yes, resident packages will be delivered to the mail center & not housing

44. What process does the Residential Halls use for tracking packages delivered to the halls? How is notification handled?

   Answer: Manual desk employee operations

45. Please provide the number of residential students for the coming year. Expected enrollment increase? What is the bed capacity by residence hall?

   Answer: 6380 Beds, enrollment anticipated at 40,000 +

46. Please provide the dimensions of the space available in Sands Hall for the solution. Assuming a centralized space, please provide clear measurements/dimensions of the mail area available for use with this RFP.

   Answer: The question is not clear - Not sure what Sands Hall is? Please see attached floor plan map (exhibit A)
47. Is USPS Mail delivered or picked up from the local post office? If Pickup, does the University provide the vehicle for transportation?

   Answer: Delivered

48. Who assigns the UNT 8-digit number, the mail center or other?

   Answer: UNT personnel.

49. Of the 6000 mailboxes, what was the utilization pre-COVID-19?

   Answer: 100%

50. Does the mail center receive perishable items, food, medicine, or flowers for distribution?

   Answer: They receive anything delivered through UPS and national carriers

51. How many employees work in the mail room supporting this RFP solution today? Any student workers?

   Answer: Currently, all are employed by the vendor and not UNT. They do hire students for employment.

52. What type of card is used as the Student ID? Can you provide a sample.

   Answer: Blackboard is the operation system

53. For Locker Package Delivery, would you like a centralized model or decentralized model for campus?

   Answer: Open to proposals

54. Is your expectation that carrier can deliver to the lockers directly?

   Answer: Open to proposals

55. Due to the short timeframe between the questions being answered and the deadline for the RFP response, will the deadline be extended?

   Answer: answered question #1, The Proposals will now be due on February 9, 2021 at 2:00 pm.

56. What is UNT’s Average Daily Incoming Package Volume? Any historical numbers or data would greatly be appreciated. See response on line #61 for 56-61 questions

   Answer: See question #61 for 56-61 answers.

57. UPS-

58. FedEx-

59. USPS-

60. Amazon-
61. Other-

Answer: Daily Incoming package volume is 587 pieces average for a calendar year. Peak Volumes can be 1500 to 1800 per day. Summer average is much lower, approximately 350 per day.

Percentages of the total volume: UPS 25%, FedEx Express 5%, Fedex Ground 7%, USPS 20%, Amazon 40% and DHL 3%

62. What is UNT’s Peak Incoming Daily Package Volume?

Answer: See #61 for answer to #62-67

63. UPS-

64. FedEx-

65. USPS-

66. Amazon-

67. Other-

68. What is UNT’s Daily Incoming Letter Volume?

Answer: 1700 to 2000 pieces per day on the average. Monday is the highest volume day.

69. What is the mix of size of inbound packages (Small, Medium, Large)- by percentage approximately?

Answer: #69-#73 No data available to be determined by the vendor

70. Small (Example- Phone from Apple) ------

71. Medium (Example- Subscription box of snacks) ------

72. Large (Example – Bowling ball and bag) ---------

73. Extra Large- (Example-Golf Clubs, mini fridge) ------------

74. In future expansion, do you foresee all lockers to be indoor, or will some be located outdoors?

Answer: We anticipate that additional expansion could take place depending on the reliability of the operating system.

75. What is the current maximum hold time for packages for students?

Answer: Open to proposals

76. Will the current process stay the same, where student mail is picked up through student union and faculty/admin mail is delivered from mail services?

Answer: Yes
77. Ideally, what would be the maximum hold time for a package in an intelligent locker?

   Answer: Open to proposals & industry standards

78. How are recipients notified they have a package today? (Both Students and Faculty?)

   Answer: Notifications are sent to the UNT Students UNT E-mail. Notices to Departments and Faculty are sent to their direct UNT e-mail or to a Department Group E-mail with UNT

79. Do you use an inbound tracking system today? If so, what is the name and number of stations?

   Answer: Vendor selected & provided at the discretion of the vendor

80. Number of staff processing inbound items?

   Answer: To be determined by the vendor based on volume

81. Number of staff delivering faculty items?

   Answer: This is done by UNT’s inter-departmental mail service, currently is not part of the Eagle Post responsibilities.

82. How many stops are there for delivering of faculty mail?

   Answer: Intercampus mail is currently handled separately, delivery is twice daily. Mail Services carriers sort inter-departmental mail to 207 University departments, pick-up and deliver inter-departmental and USPS outgoing mail to 172 mail stops, as well as sort and deliver USPS box mail to 139 departments’ box numbers.

83. Is there an SLA associated with a delivery time-frame for faculty?

   Answer: No

84. What are the current hours to retrieve a package?

   Answer: Monday-Thursday 7:30 AM-5:30 PM; Friday 7:30 AM-4:00 PM; Saturday 10:00 AM-2:00PM

   Access to the PO Box is available during normal Union Business Houses, 7:00AM-12 midnight during the Spring & Fall semesters, hours are adjusted during holidays, spring break & summer.

85. Due to the short time frame of the answers to questions being posted (1/26/2021) and submittal deadline (2/2/2021), which is three business days excluding transit time for a FedEx package (overnighted on 2/1/2021), We respectfully request an extension of the due date until February 14, 2021?

   Answer: answered question #1, The Proposals will now be due on February 9, 2021 at 2:00 pm.
Please find attached:

Exhibit A: Floor Plan

Exhibit B: Chart of Historical Mail and Package Data

End of Addendum-

Denise Harpool

Issued by
1/26/2021
Date

ACKNOWLEDGEMENT: Please acknowledge receipt of this addendum by initialing the appropriate line on the Addenda Checklist, Section 4 of the RFP.
### Exhibit B

#### USPS Mail Volumes

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<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
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<td>40,400</td>
<td>53,150</td>
<td>51,200</td>
<td>38,700</td>
<td>35,300</td>
<td>38,450</td>
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<td>28,960</td>
<td>27,915</td>
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#### Historical volumes for Inbound Accountable packages (FedEx, UPS, USPS, Amazon and DHL)

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<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8,764</td>
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