DATE: April 22, 2014

TO: All Prospective Proposers

FROM: Wendy McDermott
    Assistant Director
    301-985-7148

RE: RFP 91187 – Mail Operations
    Addenda #4

As a summary of questions received at the Pre-Proposal Meeting and additional questions received, the following amends the above referenced solicitation documents. Receipt of this addendum is to be acknowledged by completing the “Acknowledgment of Receipt of Addenda Form” and including it within the firm’s Technical Proposal submittal.

Q: What is the current vehicle type that is being used?
   A: Cargo Van

Q: Can we submit redlines on the contract with the proposal?
   A: By submitting a response to the RFP, you are agreeing to UMUC’s terms and conditions.

Q: What is the annual mileage per year?
   A: Currently, it is approximately 12,000 miles with the current delivery schedule. Remember, we are looking for alternate solutions for the current schedule and process.

Q: What happens if the technical is accepted but the price is way over budget?
   A: Technical is evaluated independently of pricing; pricing is opened only after the technical is accepted.

Q: Can we visit the Largo location?
   A: It is very similar to Adelphi. If consensus exists we can coordinate visit but timing is extremely tight.
      Your responses are due on the 28th.

Q: Are there any metrics available for incoming mail/packages from FedEx, UPS, etc.?
   A: Only when a FedEx/UPS package is addressed incorrectly to 3501 University Blvd in Adelphi for an employee who is actually located at 1616 or 1601 in Largo, will the mail room staff sign for the mail and deliver direct to the person in Largo. Otherwise the shippers must deliver straight to the addressee. For 2013 the mail room processed 1,340 pieces of mail addressed to 3501 from Fed Ex or UPS.

Q: Do you want us to include a recommendation and pricing for new equipment under “other” on the price breakdown?
   A: No.

Q: Will top proposals be invited in to present?
   A: Not necessarily; technical proposal should cover everything requested.
Q: Does this RFP represent the current operations?
   A: No

Q: Was this the result of an assessment? If so, who was involved and are they here today?
   A: It was completed by UMUC Executive Staff. They are not here today.

Q: Can we have numbers of outgoing metered mail of Largo vs Adelphi?
   A: All incoming mail arrives at Adelphi; majority outgoing mail is at Largo.
      For 2013 outgoing mail from Largo was 121,600 and outgoing from Adelphi was 35,550

Q: Are there any areas, other than the mail room, for storage or staging?
   A: No

Q: Where is the loading dock at the Adelphi location?
   A: The loading dock is next door to the mailroom, same with the Largo location.

Q. Who is the current contractor?
   A: JAD Business Services, Inc.

Q. Are they eligible to Bid?
   A: Yes

Q. Reference page 19, item 2; it states that quoted hourly rates must be effective for the initial term on the contract; adjustments will be considered based on Fed min wage increases, MD living wage, CPI, etc... Should we provide estimated hourly rate increases for each year from year 1 to 5 on the Price Proposal Form or will the increases be negotiated at the time of contract renewal each year?
   A. You should provide estimated costs for each year

Q. Reference pages 42 – 45, Price Proposal Form - Reimbursables; Should the prices entered here for mail meter rental fees and maintenance on mail meters be based upon the current equipment in use or based upon new equipment that is to be suggested in our technical proposal per page 12?
   A. Current equipment. UMUC is not asking for future recommendations at this time, but you need to be prepared to do so if required during the course of the contract.

Q. Reference pages 42 – 45, Price Proposal Form – Other; Please clarify our understanding that items to be listed under “other” should contain rates for the suggested mailing equipment requested on page 12 and of course any other equipment that is not currently in use that we may feel is necessary.
   A. UMUC is not asking for, and will not be purchasing any new equipment at the start of the new contract. It is not required that you list recommendations for the future. It is intended that during the course of the new contract, the contractor would recognize the need for new equipment and make recommendations. You are to list pricing for maintenance of current equipment in your response.

Q. Is it the intent of the university to replace the mailing equipment right away on the 1st day of the new contract or possibly during the course of operations over the next five years?
   A. No, UMUC does not have plans at this time to replace the equipment. If during the total term of the contract new equipment is needed, your recommendations will be reviewed.

Q. Does the University want to own the mailing equipment at the end of the new 5 year term?
   A. Yes, if equipment is needed, UMUC will purchase and own the equipment.

Q. Per the Living Wage affidavit; please confirm that all contractors must pay clerks employed on this contract a minimum of $13.19 per hour.
   A. Yes, that is correct.
Q. Is the incumbent staff available for hire?
   A. UMUC is not privy to that information and therefore cannot answer this question.

Q. No mention of “accountable” mail in Statement of Work. Is there a system in place for processing “accountable” mail?
   A. There were approximately 3,000 pieces of accountable mail processed in 2013.
   You are to follow USPS rules and regulations for accountable mail.

Q. Are there any mail security processes or procedures in place (i.e., x-ray, bio-hazard screening, bomb threat inspections)?
   A. No, you are to make recommendations.

Q. Is mail processing confined to United States Postal Service mail or is there any processing of UPS, FEDEX or other carriers?
   A. Currently, mail processing is confined to USPS mail. Other carriers are not required to go through the mailroom and should be delivering straight to the individual/department, although there are occasions when UPS/FedEx attempts to deliver to the Adelphi location by mistake.

Q. What is the current required number of mail runs to the 55 Mail Stops daily?
   A. Four

Q. Statement of Work indicates “Develop and maintain a Standard Operating Procedures (SOP) manual that will remain with UMUC after contract expiration” Is the incumbent working with an SOP or are procedures to be redefined with the new contract?
   A. SOPs are to be developed based on the new contracted services.

Q. “The contractor will work with UMUC to establish and implement pickup and delivery schedules for both incoming and outgoing mail that will optimize processing time and best serve the needs of UMUC”. What is the current schedule?
   A. 8:30/9:00am, 10:30/11:00am; 1:30pm; 3:00pm. This is the current schedule. Your proposal is to recommended a new and cost effective schedules

Q. The Living Wage is subject to change each year. Should we use current wage rates for all contractual years and then adjust when the new rates are published?
   A. You are to provide expected pricing for each of the five year terms.

Q. “There is an occasional need to travel to Washington, D.C. and areas in Virginia”. Please provide Virginia destinations.
   A. At this current time, there are no anticipated runs, however it will be the responsibility of the contractor should the need arise during the course of the contract.

Q. Please provide an estimation of yearly trips Washington DE and Virginia
   A. Currently, there are none

Q. “The contractor is to provide no more than four (4) staff and one (1) vehicle to process in-house mail delivery and pick-up, process monthly reports, and maintain the meter equipment”.. “Contractor is responsible for providing an employee to cover for assigned staff when they are out on vacation”. If the employee takes vacation during a low mail volume months (November & December) and we can complete all tasks with remaining staff, why do we have to replace the person on vacation?”
   A. All contracted services must be maintained in the absence of an employee. Your response must describe how the absence of critical staff will be addressed.

Q. What is the current contractor staff count?
   A. Seven

Q. Currently how many of the staff are domiciled at Largo versus Adelphi?
A. Four at Largo location and three at the Adelphi location

Q. “All USPS® accountable mail, (certified, registered, and international mail requiring delivery receipts), is currently located at the Calvert, Maryland post office for pick-up purposes only”. How many days per week do we pick-up at the Calvert location?
   A. Currently, the contractor picks up five days

Q. “All contracted staff will be required to wear standardized uniforms and name badges. Jackets and shirts will have UMUC’s approved logo”. There is no place on the pricing document for uniforms, can we add a miscellaneous to capture this and other costs?
   A. No, we are not asking for your uniform pricing and you will not be reimbursed for uniforms. See Revised Pricing Forms attached

Q. What office equipment (furniture, computers etc.) is supplied by the contract?
   A. These UMUC items are listed in the RFP document

Q. How many mail runs/sweeps of the 55 mail stops are currently being completed daily?
   A. Currently, there are four.
   Keep in mind, UMUC is looking for new suggestions for efficient services.

Q. What times are the runs completed?
   A. 8:30/9; 10:30/11:00; 1:30pm and 3:00pm

Q. What time are the runs to the USPS Office completed?
   A. This is dependent on the need and is included on an existing run.

Q. Do the 4 staff members reside at one location or are they divided evenly between the two mail rooms?
   A. See answer above regarding current staff.

Q. What is the current process for processing outgoing UPS and Federal Express letters/packages?
   A. All couriers are supposed to be delivering direct to all addressees, whether they are at Adelphi or Largo. Often, a package via a carrier (Fed Ex DHL, UPS, etc.) is accidently addressed to 3501 University Blvd in Adelphi for an employee that is actually located at either of the Largo locations. When this happens, mail room staff may sign and deliver direct to the person at Largo. Otherwise the shippers must deliver straight to the addressee.
   For 2013, the mail room signed for 1,340 pieces of Fed Ex/UPS mail that was addressed incorrectly to the Adelphi location. Mail room staff then delivered the pieces to the appropriate Largo location.

Q. Is the “Southern Maryland Bulk Center” a third party vendor or USPS Mail Distribution Center?
   A. It is a USPS distribution center.

Q. Will there be an option to visiting the Largo location?
   A. As mentioned in the Pre-Proposal meeting, that will be tricky. The Technical proposals are due in one week. We mentioned that the equipment and set-up is very similar to the Adelphi location which you were able to view during the Pre-Proposal walk-thru.

Q. Please provide the address for both the Calvert and Langley Park Post Office.
   A. Address information is easily accessible.
   Calvert Carrier Annex -6511 Baltimore Ave; Hyattsville, MD 20782;
   Langley Park Post Office 1325 Holton Lane; Hyattsville, MD 20783

Q. How does the University staff/students ship packages via UPS or Federal Express?
   A. They are responsible for completing the forms and paying all fees from their budget.

Q. Please provide the monthly postage expense for each mailing machine for a 12-month period.
   A. UMUC does not have this information at this time.
Q. Please provide an example of a department charge code.
   A. This is simply a budget code provided to each department for mail charges.

Q. What is the estimated daily/monthly mileage for the vendor provided vehicle?
   A. The distance between Adelphi and Largo is approximately 12 miles.

Q. What are the “Hand-held scanners” used for each mailing machine (Pg. 12)?
   A. See the description supplied in the RFP document. Currently, the scanners are used to scan departmental mail for charge-backs.

Q. Please breakdown the “Outgoing Metered Mail” volume between the Largo and Adelphi locations (Mail Volumes).
   A. For 2013 outgoing mail from Largo was 121,600 and outgoing from Adelphi was 35,550.

Q. What is the current driver schedule?
   A. UMUC is asking that you provide a new proposed schedule.

Q. What is the current labor breakdown per building (site)?
   A. Four at the Largo location and three at the Adelphi location.

Q. Is outgoing mail currently presorted? What is the rate? Via 3rd party vendor?
   A. All mail is sorted and postage applied by the in-house mail staff.

Q. Are bulk mailings processed via the Mail Center or 3rd party vendor?
   A. Some mailings are processed in-house and the larger mailings are processed by a UMUC contracted mail house.

Q. What are the major departments that send bulk mailings?
   A. This changes constantly. There is no way to predict who may have this need.

Q. What are the addresses for the six (6) additional sites? Frequency visited per week (Pg. 8)
   A. There are a couple of locations on the University of Maryland College Park campus and several local post offices. Frequency depends on need and location; some every other week, some once a week, etc.

Q. What is considered “Significant increase in mileage (Pg. 11)?
   A. Not sure what this question is referring to. Page 11 reads, “If in the course of the contract, there is a significant increase or decrease in fuel fees….”

Q. Will the University provide postage money? Or is vendor responsible?
   A. If applicable, the University will provide the postage money. Please refer to the Escrow account information that is explained in the RFP.

Q. What software is utilized for the student database?
   A. The mail room staff does not interact with the UMUC student database.

Additional Comments:
1. The two Hasler machines currently have the ability to communicate with each other.
2. Please see the following deletion to Page 7, second paragraph of the RFP under Scope of Work.

UMUC headquarters is located in Adelphi, Maryland at the intersection of Adelphi Road and University Boulevard. All United States Postal Service (“USPS®®”) incoming mail is delivered to the Adelphi location. The headquarters consists of the Conference Center, Hotel, the Administration Building, and a five level parking garage. There are two (2) buildings located in Largo, Maryland and one (1) building located in College Park, Maryland. It is anticipated that additional building(s) will be added during the course of the contract.