North Carolina A&T State University
1601 E. Market Street
Greensboro, North Carolina 27411

IMPORTANT BID ADDENDUM

FAILURE TO RETURN THIS BID ADDENDUM IN ACCORDANCE WITH INSTRUCTIONS MAY SUBJECT YOUR BID TO REJECTION ON THE AFFECTED ITEM(S).

RFI Number:	SOLICITATION:
59-RFI1036	Mail Center Service
ADDENDUM Number:	USING AGENCY: **North Carolina A&T State University**
1	
PURCHASER:	OPENING DATE/TIME:
Tesca Kinard	March 4, 2024 by 3:00 PM ET

INFORMATION

This **addendum** serves to clarify item specifications.

Reference Area/Page No.	Item No.	
	1.	Do you offer retail mail services to students, faculty & staff at the mail center? If yes, see additional questions: Yes
		a. What items and or services are sold? - USPS Retail services – postage stamps, express mail international mail, registered & certified mail & packages. UPS- option to ship packages for departments
		b. Do you have a Point of Sale (POS) system on site in the mail center? – Use a register system from CBord
		c. Do you accept credit cards? If yes, are your terminals chip enabled? – Yes, credits cards are accepted. The external credit card machine is chip enabled.
		d. Do your student/faculty staff cards function as a credit card or declining card that funds must be loaded on? - Campus card can be used as a declining card if funds have been loaded to the card
	2.	Inbound package volume, can you breakout the student package volume? – No, about 90%+ belong to students as most packages for the campus are delivered directly to the university central receiving department.
	3.	Do students pick up all mail and packages at the mail center? – Yes

		a. If any items are delivered to offsite housing facilities, can you provide location and frequency of delivery to that location? No student packages/mail are delivered offsite
	4.	How are you using Pitney Bowes Send Suite today? – Used to scan incoming mail/packages, scan outbound packages/mail to customer, meter outgoing mail/packages
	5.	What USPS location is mail picked up from and delivered to? – Main Post Office 201 N Murrow Blvd. Greensboro, NC
	6.	Is the following information on students contained in one central repository and available for use with automation that could be used to support mail services? a. Student ID or card number – Student ID number can be requested b. Student email address - Yes c. Mailbox number assignment – The Mail Center no longer utilizes mail boxes d. Housing assignment – A list can be requested of students residing in residence halls serviced by the Mail Center
	7.	Is the following information on faculty/staff contained in one central repository and available for use with automation that could be used to support mail services? a. Faculty/staff ID or card number -Yes b. Faculty/staff email address - Not all faculty/staff has email. c. Department- From Banner, Yes d. Location information, i.e., building, room etc. - From Banner yes, but not sure about accuracy of building and office locations
	8.	Are your student/faculty/staff cards swipe, tap or both? - University is using Ev3 cards, tap/swipe for students by 2024/2025. Faculty should be fully tap/swipe by 2025/2026

Page 2	9.	Is the Bulk Mail Center referred to on page 2 of the RFI located in the Mail Center in Brown Hall? – There is no Bulk Mail Center location in the Mail Center. Sometimes smaller volume mailing will be metered by the Mail Center. Departments doing large bulk mailing will deliver to mailing houses and notify the Mail Center so they can be invoiced appropriately
Page 2	10.	You reference a "Mail Center" and then at the bottom of the page, you reference a "Bulk Mail Center". Please define "Bulk Mail Center". - All major bulk mailing is taken to mailing houses
Page 5	11.	You are asking to: Describe your organization's Passport Acceptance Facility. Can you please outline what services the University provides in this space today? – This service is not offered currently. Would like to provide this service to the campus community.
	12.	Who is responsible for vehicle maintenance (scheduling and payment for service)? – Vehicle maintenance is managed by the Mail Center & cost is the Mail Center's responsibility.
	13.	Who is responsible for the fuel cost of vehicles? -Vehicles are gassed up on campus & cost is the responsibility of the Mail Center.
	14.	How many hours (on average) is the temp and/or student labor used annually? - On average about 2400 student hours and 3840 temp staff.
	15.	How many weekend/extended hour days are offered per year? -The Mail Center averages about 6 Saturdays and 8 days extended hours per academic year
	16.	Would you recommend any or all the existing staff to continue service under a new employer? -Yes

	17.	What equipment (manufacturer and model number) exists that will be retained? – All computer work stations, copy machine, scale & register systems will remain (all university owed items).
	18.	What equipment (manufacturer and model number) exists that has reached its end of life or lease and will be removed? - All Pitney Bowes equipment is leased
	19.	Are you looking for onsite services? Or a technology solution? - Both
	20.	Are the "packages" to be processed boxes or envelopes/paper? Or both? - Both
	21.	What turnaround time is expected from when the mail is received to when the recipient is notified? - Non-peak periods same day and peak periods 24-48 hours.
	22.	What turnaround time is expected from when the mail is received to when the recipient has access to pick up the mail? - same as question 21

Check **ONLY** one of the following categories and return one properly executed copy of this addendum **prior** to bid opening time and date.

☐　　Bid has already been mailed. Changes resulting from this addendum are as follows:

☐　　Bid has already been mailed. **NO CHANGES** resulted from this addendum

☐　　Bid has **NOT** been mailed and **ANY CHANGES** resulting from this addendum are included in our bid.

Execute Addendum:

BIDDER: _____

ADDRESS (CITY & STATE): _____

AUTHORIZED SIGNATURE: _____ DATE: _____

NAME and TITLE (Typed): _____