



STATE OF NORTH CAROLINA

North Carolina A&T State University

Request for Proposal #: 59-P2392

Mail Services Management Operations - Outsourcing

Date of Issue: October 17, 2024

Proposal Opening Date: November 15, 2024

At 3:00 p.m. ET

Direct all inquiries concerning this RFP to:

Martinique "Nikki" Williams

Director of Procurement Services

Email: mcwilli2@ncat.edu



STATE OF NORTH CAROLINA

Request for Proposal

59-P2392

For internal State agency processing, including tabulation of proposals, provide your company's eVP (Electronic Vendor Portal) Number. Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page shall be filled out and returned with your proposal.
Failure to do so may subject your proposal to rejection.**

Vendor Name

Vendor eVP#

*Electronic responses ONLY will be accepted for this solicitation
Only via Bonfire.*

STATE OF NORTH CAROLINA North Carolina A&T State University

Refer <u>ALL</u> Inquiries regarding this RFP to: Martinique “Nikki” Williams – <u>mcwilli2@ncat.edu</u>	Request for Proposal #: 59-P2392
	Proposals will be publicly opened: Friday, November 15, 2024 at 3:00 p.m. ET
Commodity No. and Description: 80000000 Management and Business Professionals and Administrative Services	

EXECUTION

In compliance with this Request for Proposals (RFP), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this proposal, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this proposal is submitted competitively and without collusion (G.S. 143-54),
- none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor’s knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

As required by Executive Order 24 (2017), the undersigned vendor certifies will comply with all Federal and State requirements concerning fair employment and that it does not and will not discriminate, harass, or retaliate against any employee in connection with performance of any Contract arising from this solicitation.

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public contracts; or awarding or administering public contracts; or inspecting or supervising delivery of the public contract of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for Vendor’s entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this proposal, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein**. These documents can be accessed from the ATTACHMENTS page within this document.

Failure to execute/sign proposal prior to submittal may render proposal invalid and it MAY BE REJECTED. Late proposals shall not be accepted.

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:	FAX NUMBER:	
VENDOR’S AUTHORIZED SIGNATURE*:	DATE:	EMAIL:

Proposal Number: 59-P2392

Vendor: _____

VALIDITY PERIOD

Offer shall be valid for at least sixty 60 days from date of bid opening, unless otherwise stated here: **90** days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

ACCEPTANCE OF PROPOSAL

If your proposal is accepted, all provisions of this RFP, along with the written results of any negotiations, shall constitute the written agreement between the parties ("Contract"). The NORTH CAROLINA GENERAL TERMS AND CONDITIONS are incorporated herein and shall apply. Depending upon the Goods or Services being offered, other terms and conditions may apply, as mutually agreed.

FOR STATE USE ONLY: Offer accepted and Contract awarded this _____, 20____, as indicated on

The attached certification, by _____.

(Authorized Representative)

[Use Microsoft Office Table of Contents functionality to update this Table of Contents (TOC), once the body of the RFP has been finalized and approved. Edits may be needed to correct flaws in the TOC generation process.]

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1.0 BACKGROUND AND PURPOSE

A. BACKGROUND

Established in 1890, North Carolina Agricultural and Technical State University ('N.C. A&T') is a high-research activity, land-grant university. This University is known as a successful education center and economic catalyst serving not only this state, but the nation. With students drawn from nearly every state in America, and six continents around the world, its educational impact is as broad and deep as any university in the Southeastern United States. Because of its academic programs and related strengths, N.C. A&T often leads rankings as the top-rated historically black university (HBCU) in North Carolina and/or the United States. As a result of the highly effective educational experience at N.C. A&T, it also ranks among the nation's top 50 universities in social mobility, graduating students into careers that truly transform their lives, their family's circumstances, and their communities. The University's size and quality are a potent combination for institutional success and delivering social-justice impact. It has been the largest HBCU for seven consecutive years and is the leading HBCU STEM institution. N.C. A&T produces more African-American engineers and agricultural scientists than any university in the nation and are home to the top public HBCU business school in the country. N.C. A&T's diverse entering classes consistently include more African-American students than the top 10 national research universities in U.S. News & World Report combined, as well as large populations of first-generation-in-college and low-income students.

Approximately 5,900 students live in on campus residential housing and participate in the dining program, providing an opportunity to foster the sense of community.

N.C. A&T has grown substantially over the past decade in enrollment, in academic programming and in research capabilities, adding four new centers of excellence in the 2023 alone. Its relentless implementation of a visionary strategic plan will see the expansion to an enrollment of more than 15,500 by 2030, add important facilities like the \$90 million Engineering Research and Innovation Center due to open in 2025 and a new 450-bed residence hall and grow our research program through expansion of strategic partnerships with a broad range of federal agencies and private concerns. The Strategic Plan is available for download.

The principles that guide actions and commitment to N.C. A&T are:

- Responsibility. We hold ourselves accountable to the highest standards of performance for the success of the university.
- Excellence. We demonstrate high quality and attention to detail in all our endeavors.
- Integrity. We uphold moral character and unwavering ethical behavior.
- Inclusiveness. We commit to diversity and demonstrate inclusiveness as we work together for the advancement of the university and the world.
- Learning. We cultivate a culture of intellectual inquiry, personal growth, and achievement.

The Aggie Experience is the root of its organizational culture – a culture of excellence. This experience requires that they apply their core values in advancing the university, and that they serve, treat, and teach others with respect and excellence. It demands that they use feedback for continuous improvement in business processes, implement best practices in our work throughout our university and measure our efficiency in the range of strategies and tactics required to meet our standard of excellence.

B. PURPOSE

Currently the University Mail Center Operations is in-house, and provides services to students, faculty, and the administration to buildings on the main campus and several off-site locations. N.C. A&T is seeking a Mail Services supplier ("Supplier") to transform and innovate the delivery of mail and package services to the university community.

N.C. A&T seeks a company that will act as a strategic and operational partner:

- Redesign of current mail services to sort, place or box, and forward mail for students;
- Deliver mail to departments on campus
- Implement high-density mail folders for students;
- Replace approximately 4000 front load, keyed mail boxes with smart lockers for convenient and self-service pickup for students at various locations;
- Provide web-based tracking of inbound packages;
- Develop innovative methods for working through high-volume package delivery;
- Develop and own solution for delivery to university locations outside the main campus (i.e., farm, CH Moore, Yanceyville Street, etc.) and new locations as added to the campus;

- Provide communication and coordination of delivery companies, including USPS, FedEx, UPS, DHL, and Amazon;
- Reduce costs of providing mail services to the university;
- Provide professional postal services to the campus community that includes but not limited to postage sales, packaging sales, all application.
- Provide the equipment, materials, and supplies necessary to operate and manage a mail service center on a university campus.

The intent of this solicitation is to award an **Agency Specific Contract**.

C. CONTRACT TERM

The Contract shall have an initial term of **five (5)**, beginning on the date of final Contract execution (the “Effective Date”).

At the end of the Contract’s initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to five (5) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option no later than sixty (60) days before the end of the Contract’s then-current term. In addition to any optional renewal terms, and with the Vendor’s concurrence, the State reserves the right to extend the Contract after the last active term.

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

2.0 GENERAL INFORMATION

2.1 REQUEST FOR PROPOSAL DOCUMENT

This RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award, which are incorporated herein by reference.

2.2 E-PROCUREMENT FEE

ATTENTION: The E-Procurement fee may apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.

General information on the E-Procurement Services can be found at: <http://eprocurement.nc.gov/>.

2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

It shall be the Vendor’s responsibility to read the Instructions to Vendors, the North Carolina General Terms and Conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

Other than through the process of negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s proposal or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor’s proposal that purports to vary any terms and conditions or Vendors’ instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor’s proposal shall constitute a firm offer that shall be held open for the period required herein (“Validity Period” above).

The State may exercise its discretion to consider Vendor proposed modifications. By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon through negotiation and incorporated by way of a Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s proposal as nonresponsive.

2.4 RFP SCHEDULE

The table below shows the *intended* schedule for this RFP. The State will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	State	Thursday, October 18, 2024
Intent to Attend Site Visit	Supplier	Wednesday, October 23, 2024 at 3:00 p.m. ET
Mandatory Pre-Proposal Meeting/Site Visit	State	Friday, October 25, 2024 at 10:00 a.m. ET
Submit Written Questions	Supplier	Wednesday, October 29, 2024 at 12:00 p.m. ET
Provide Response to Questions	State	Monday, November 4, 2024 by 5:00 p.m. ET
Submit Proposals	Supplier	Friday, November 15, 2024 at 3:00 p.m. ET
Supplier Presentations	Supplier	November 18 – 22, 2024 TBD
Contract Award	State	Monday, December 16, 2024

2.5 SITE VISIT - MANDATORY

N.C. A&T will conduct a site tour of the mailroom center at the date and time noted in the Timeline. Attendance is mandatory and is open to only three (3) participants per supplier. Supplier must complete the “Intent to Attend Site Visit” form with the information requested and submit it to mcwilli2@ncat.edu by the date and time specified above. Suppliers should enter **“RFP #59-P2392: Intent to Attend Site Visit”** as the subject for the email. During the site visit, the supplier is responsible to perform due diligence in understanding the operational capabilities of the facility.

Mandatory Site Visit

Date: Friday, October 25, 2024
 Time: 10:00 a.m. Eastern Time
 Location: Dowdy Administration Building
 Procurement Services Suite 2nd Floor
 Conference Room # 210
 1601 E. Market Street
 Greensboro, NC 27411
 Contact #: Procurement Services Office – (336) 334-7555

The campus map is available at this link: <https://www.ncat.edu/visit/directions-and-parking.php>

Parking: Suppliers may park in the Obermeyer Parking Deck. It is \$1.00 per hour with a maximum of \$8.00 per day.

Instructions: It shall be MANDATORY that a representative from each Vendor be present for a pre-proposal site visit. Attendees must arrive promptly. All attendees must sign in upon arrival and clearly indicate each prospective Vendor represented on the sign in sheet. **LATE ARRIVALS WILL NOT BE ALLOWED TO SIGN IN OR PARTICIPATE IN THE SITE VISIT, NOR SHALL THEIR PROPOSAL BE CONSIDERED.** Once the sign-in process is complete, all other persons wishing to attend may do so to the extent that space and circumstances allow.

FAILURE TO ATTEND THE MANDATORY SITE VISIT SHALL RESULT IN VENDOR’S PROPOSAL BEING DEEMED NON-RESPONSIVE AND NOT CONSIDERED FOR AWARD.

The purpose of this visit is for all prospective Vendors to apprise themselves of the conditions and requirements which will affect the performance of the work called for by this RFP. Vendors must stay for the duration of the site visit. No allowances will be made for unreported conditions that a prudent Vendor would recognize as affecting the work called for or implied by this RFP.

Vendors are cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this RFP, must be confirmed by written addendum before it can be considered to be a part of this RFP.

2.6 PROPOSAL QUESTIONS

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the “Submit Written Questions” date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum.

Written questions shall be submitted through the Bonfire Portal on the Public Q&A Board by the date and time specified above. Question submittals should include a reference to the applicable RFP section and be submitted in the format shown below:

Reference	Vendor Question
RFP Section, Page Number	Vendor question ...?

Questions received prior to the submission deadline date, the State’s response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to *the electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

2.7 PROPOSAL SUBMITTAL

IMPORTANT NOTE: It is the responsibility of the Vendor to have the signed proposal physically in Bonfire by the specified time and date of opening. This is an absolute requirement. Bonfire will not allow the response to be submitted after the specified date and time.

All proposal responses shall be submitted electronically at Bonfire using the link below. **WE WILL NOT ACCEPT PAPER RESPONSES.**

<https://ncat.bonfirehub.com/portal/?tab=openOpportunities>

- If you have a technical issue with the Bonfire system, you must contact Bonfire Support by 1-800-354-8010 Ext. 2 Support by phone and email is available Monday – Friday from 8:00 AM – 8:00 PM ET.
- Failure to submit a proposal in strict accordance with these instructions shall constitute sufficient cause to reject a vendor’s proposal(s). Vendors are strongly encouraged to allow sufficient time to upload proposals.
- Critical updated information may be included in Addenda to this RFP. It is important that all Suppliers proposing on this RFP periodically check the State’s IPS website or Bonfire for any Addenda that may be posted regarding this solicitation.

If confidential and proprietary information is included in the proposal, also submit one (1) signed, REDACTED copy of the proposal. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Supplier may designate information, products, services, or appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules set forth above. By so redacting any page, or portion of a page, the Supplier warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes set forth above. However, under no circumstances shall price information be designated as confidential.

If the Vendor does not provide a redacted version of the proposal with its proposal submission, the University may release an unredacted version if a record request is received.

Failure to submit a proposal in strict accordance with these instructions shall constitute sufficient cause to reject a Vendor’s proposal(s). Vendors are strongly encouraged to allow sufficient time to upload proposals.

2.8 PROPOSAL CONTENTS

2.8.1 Proposal submittals must provide a straightforward, concise description of methodology and approach to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content with enough detail to allow for accurate evaluation and comparative analysis.

2.8.2 Page limitations are required as noted below. One page shall be considered on side of a standard 8.5” x 11” sheet of paper.

2.8.3 Supplier RFP responses shall include the following items, appendices, and attachments, information which shall be uploaded to the Bonfire Portal.

- a) **Cover Letter**, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor's agreement to comply with all instructions, terms and conditions, and attachments. Include the company name, address, phone number and authorized representative.
- b) **EXECUTION PAGES** - Completed and signed version, along with the body of the RFP.
- c) **ADDENDA** – Signed receipt pages of any addenda released in conjunction with this RFP.
- d) **EXECUTIVE SUMMARY** – Maximum Length – 5 pages
 - i. Provide an Executive Summary that touches on all components of your proposal and highlights those features that you believe best demonstrate the advantages of selecting your firm for the contact.
 - ii. Provide a high-level roadmap for years 1 & 2 of your proposed services that will provide services seamless to the campus community.
- e) Completed version of ATTACHMENT A: PRICING
- f) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- g) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- h) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- i) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- j) **COMPANY INFORMATION** – Maximum Length – 3 pages
- k) **MANAGEMENT /STAFFING /TRAINING** – Maximum Length – 5 pages
- l) **MAIL PROCESSING SERVICES** – Maximum Length – Unlimited
 - i. Student Mail and Package Services.
 - ii. University Departmental Mail and Package Services
- m) **PERFORMANCE INDICATORS and REPORTING** – Maximum Length – 2 pages
- n) **CUSTOMER FEEDBACK** – Maximum Length – 2 pages
- o) **TECHNOLOGY** – Maximum Length - Unlimited
 - i. Application Service Provider (ASP), Application, Data Security
 - ii. Business Continuity and Disaster Recovery Plan (BC/DR)
 - iii. Data Backup
 - iv. Authentication
- p) **IMPLEMENTATION and ONBOARDING PLAN** – Maximum Length – Unlimited
- q) **PROPOSED CONTRACT EXCEPTIONS**
- r) Completed and signed version of CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and OMB STANDARD FORM LLL

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State's best interest. All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the specific RFP Specifications and achieving the highest and best final evaluation, based on the criteria described below.

While the intent of this RFP is to award a Contract(s) to a **single supplier**, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items or to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

The State reserves the right to waive any minor informality or technicality in proposals received.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See the Paragraph 29 of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, including its employees, agents, subcontractors, suppliers, subsidiaries and affiliates, is prohibited from having any communications with any person inside or outside the using agency; issuing agency; other government agency office or body (including the purchaser named above, any department secretary, agency head, members of the General Assembly and Governor's office); or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the content of another Vendor's proposal, another Vendor's qualifications or ability to perform a resulting contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals, the award of a contract, or both.

Any Vendor not in compliance with this provision shall be disqualified from evaluation and award. A Vendor's proposal may be disqualified if its subcontractor and/or supplier engage in any of the foregoing communications during the time that the procurement is active (*i.e.*, the issuance date of the procurement until the date of contract award or cancellation of the procurement). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or inquiries directed to the purchaser named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

3.3 PROPOSAL EVALUATION PROCESS

Only responsive submissions will be evaluated.

3.3.1 The State will conduct a One-Step evaluation of Proposals:

- a) A cross section of university stakeholders shall participate and evaluate responsive proposals. This group will be referenced as the "Evaluation Committee(s)."
- b) Proposals will be received according to the method stated in the Proposal Submittal Section above.
- c) All proposals must be received by the issuing agency not later than the date and time specified in the RFP SCHEDULE Section above, unless modified by Addendum. Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.
- d) At the date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum, the proposal from each responding Vendor will be opened publicly and all offers (except those that have been previously withdrawn, or voided bids) will be tabulated. The tabulation shall be made public at the time it is created. When negotiations after receipt of bids is authorized pursuant to G.S. 143-49 and 01 NCAC 05B.0503, only the names of offerors and the Goods and Services offered shall be tabulated at the time of opening. If negotiation is anticipated, cost and price shall become available for public inspection at the time of the award. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

3.3.2 Evaluation Process. The evaluation process will be conducted in **four** phases. The maximum points available for award is 200 points. The University deems each phase important in the selection and award of a contract. We encourage suppliers to review the information presented in the RFP to address any questions during as outlined in the RFP Schedule.

a) Phase 1: Minimum Requirements. This phase is to check supplier debarment status (state/federal), check supplier's North Carolina Secretary of State (SOS) filings on-line, the SOS of the State of Contractor's residence, and/or internet searches to verify the identity/legal existence to meet minimum requirements. The supplier will be reviewed for a pass/fail assignment. One failure may result in the supplier's response being rejected.

b) Phase 2: Technical and Financial Proposals.

- i. Technical Proposal. During this phase members of the Technical Evaluation Group will individually review supplier responses that passed Phase 1. The responses will be evaluated based on criteria outlined in the Technical Proposal Table.
- ii. Financial Proposal. The Financial Evaluation Group will review the requested financial information submitted by the supplier. Points will be awarded based on the formula outlined in Section 3.4. The proposal with the lowest price meeting all specifications during the contract period will be awarded the full point value.

c) Phase 3: Supplier Presentations.

Supplier presentations will occur as referenced in the RFP Schedule. Each finalist will be notified of their assigned date, timeslot by email, along with specific instructions. The format of the supplier presentations will be as follows:

Supplier Vision for N.C. A&T Mailroom Center (45 minutes(including presentation and Q&A). The information must address at a minimum:

1. Partnership and Services. Clearly articulate the advantages and benefits of your company and proposed program and alignment with N.C. A&T's goals and purpose of outsourcing its mailroom management services.
2. Management. Discuss your proposed governance and management structure for the account including your Onsite Management candidates and why that are a good fit for the University.
3. Implementation. Discuss the implementation an overhaul that your company made at a higher education institution similar to the populations and scope of requirements of N.C. A&T that changed how services were provided and were cost effective.

Suppliers are cautioned, and encouraged to ensure that all proposals should be complete and reflect the most favorable terms available from the Supplier.

d) Phase 4: Reference Feedback.

N.C. A&T will conduct client reference feedback.

- 3.3.3 Upon completion of the evaluation process, the State will make award(s) based on the evaluation and post the award(s) to the State's eVP website under the RFP number for this solicitation. Award of a Contract to one Vendor does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed most advantageous and represented the best value to the State.
- 3.3.4 The State reserves the right to negotiate with one or more vendors, or to reject all original offers and negotiate with one or more sources of supply that may be capable of satisfying the requirement, and in either case to require Vendor to submit a Best and Final Offer (BAFO) based on discussions and negotiations with the State.

3.4 EVALUATION CRITERIA

In addition to the general criteria in G.S. 143-52 which may or may not be relevant to this RFP, all qualified proposals will be evaluated, and award made based on considering the following criteria, to result in an award most advantageous to the State:

- 3.4.1 **Phase 1: Minimum Requirements – Pass/Fail**
- 3.4.2 **Phase 2: Technical and Price - (Maximum Available Points – 185)**
- 3.4.3 **Phase 3: Supplier Presentations – (Maximum Available Points – 10)**
- 3.4.4 **Phase 4: Reference – (Maximum Available Points – 5)**

Price Formula:

Example: The State will determine low cost by normalizing the scores as follows:

The proposal with the lowest cost will receive a score of XX. All other competing proposals will be assigned a portion of the maximum score using the formula:

$$30 \times \frac{\text{the cost of the lowest cost proposal}}{\text{the cost of the cost proposal being evaluated}}$$

3.5 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete **ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR**. In addition to any other evaluation criteria identified in this RFP, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- a) Total cost to the State
- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the State's information and intellectual property
- e) Availability of pertinent skills
- f) Ability to understand the State's business requirements and internal operational culture
- g) Particular risk factors such as the security of the State's information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

3.6 INTERPRETATION OF TERMS AND PHRASES

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State's needs as described in the RFP. Except as specifically stated in the RFP, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a proposal in its entirety.

4.0 REQUIREMENTS

This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements, and terms and conditions stated in this RFP. If a Vendor is unclear about a requirement or specification, or believes a change to a requirement would allow for the State to receive a better proposal, the Vendor is urged to submit these items in the form of a question during the question and answer period in accordance with the Proposal Questions Section above.

A. Current Operations

The University Mail Center is located in the lower level of Brown Hall, which receives student/university mail and packages. The Center provides window service from 9:00 a.m. – 5:00 p.m., Monday through Friday, with extended hours of operations during peak periods including weekends.

Staff: The staff includes

- 1 Manager
- 3 Mail Clerks
- 3 Route Drivers

Route drivers pick up mail/packages each morning from the U.S. Postal Services location at around 8:00 a.m., and USPS picks up the outbound mail. A route the route driver will deliver express mail to the USPS each afternoon no later than 4:00 p.m. Incoming mail and packages for students, faculty and administration is sorted and delivered daily. Students are notified via email for pick-up. Faculty and administration mail/small packages are delivered on one run per day to 91 stops located in 46 buildings with selected departments having an afternoon pick-up or drop-off. On that run, outbound mail is picked up for metering and for the interoffice mail system. The University has two (2) vans and one minivan to transport mail/small packages around the campus.

Occasionally, departments have bulk shipments to be delivered to the Bulk Mail Center. A table top meter machine is used to meter outgoing mail.

The awarded supplier must agree to hire current university SHRA (exempt and non-exempt) benefited staff for a minimum of twelve (12) months at the current base salary plus current level of benefits at the time of transition. All employees shall become the employees of the supplier and shall be managed by the supplier under the company's policies and procedures.

B. Future

As the University transcends into its third phase of its strategic plan, it is important that we continue to find ways to optimize critical institutional processes for greater efficiency and effectiveness to maximize our growth potential and facilitate sustainable improvements in infrastructure and core processes.

The intent is to outsource the entire mail center management operations including people and processes with a partner that brings innovation, efficient processes and resources that provides cost optimization to yield quality service to our students and faculty/staff.

4.1 COST PROPOSAL

Proposal price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete **ATTACHMENT A: COST PROPOSAL** and include in Vendor's proposal. The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

4.2 INVOICES

Vendor shall invoice the Purchasing Agency. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Purchasing Agency with an invoice for each order. Invoices shall include detailed information to allow Purchasing Agency to verify pricing at point of receipt matches the correct price from the original date of order. The following fields shall be included on all invoices, as relevant:

Vendor's Billing Address, Customer Account Number, NC Contract Number, Order Date, Buyer's Order Number, Manufacturer Part Numbers, Vendor Part Numbers, Item Descriptions, Price, Quantity, and Unit of Measure.

The Supplier agrees that all invoices pertaining to a contract from this RFP shall be submitted to NCAT.Invoices@trustflowds.com unless the University provides other instructions. All invoices must have a valid university purchase order number for payment processing.

4.3 FINANCIAL STABILITY

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

Each Vendor shall certify it is financially stable by completing **ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION**. The State is requiring this certification to minimize potential issues from contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification. The Contract Manager may require annual recertification of the Vendor's financial stability.

4.4 HUB PARTICIPATION

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women contractors in purchasing Goods and Services. As such, this RFP will serve to identify those Vendors that are minority owned or have a strategic plan to support the State's Historically Underutilized Business program by meeting or exceeding the goal of 10% utilization of diverse firms as 1st or 2nd tier subcontractors. Vendor shall complete **ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION**.

4.5 VENDOR EXPERIENCE

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to the State. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

4.6 REFERENCES

Vendor shall provide at least three (3) references, using **ATTACHMENT E: CUSTOMER REFERENCE FORM**, for which it has provided Services of similar size and scope to those proposed herein. The State *shall* contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. The information obtained *shall* be considered in the evaluation of the Proposal.

4.7 BACKGROUND CHECKS

Vendor and its personnel are required to provide or undergo background checks at Vendor's expense prior to beginning work with the State. As part of Vendor background, the following details must be provided to the State:

Vendor's response to these requests shall be considered a continuing representation, and Vendor's failure to notify the State within thirty (30) days of any criminal litigation, investigation or proceeding involving Vendor or its then current officers, directors or persons providing Services under this Contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this Contract.

4.7.1 GENERAL INFORMATION

It is the policy of the State to provide a safe environment for State Government employees to work. Due to the Contract requirements, the State requires criminal background checks of awarded Vendors, including but not limited to: owners, employees, agents, representatives, subcontractors, and all personnel of their respective companies. All costs and expenses associated with criminal background checks are the responsibility of the Vendor.

The following requirements must be met:

- a) Criminal background checks shall be current and completed within ninety (90) days of the Contract effective date.
- b) The criminal background check shall include a social security verification/check, felonies, misdemeanors, and traffic records covering a minimum of the last seven (7) years for all states and countries where the individual has resided. The criminal background check information shall be first thoroughly reviewed by the Vendor and then sent to the Contract Administrator for review and approval. Out of state searches shall be required for persons living in the state of NC for fewer than seven (7) years. Fingerprint background checks may be required in some instances depending on the facility requirements.
- c) A criminal background check on the awarded Vendor and its employees shall be provided by the Vendor prior to Contract effective date. Copies of the original criminal background check shall be sent to the Contract Administrator for evaluation. In some cases, badging cannot take place until after the evaluation and approval of the Vendor's criminal checks.
- d) When a new employee or individual is identified to perform Services on this Contract, the Vendor shall provide the Contract Administrator with a criminal background check before the individual can be approved for work. Persons without approved criminal background checks shall not be allowed to work in the relevant buildings until proper documentation is submitted and approved.
- e) The State may require the Vendor to exclude the Vendor's employees, agents, representatives, or subcontractors based on the background check results. Discovery that one or more employees have convictions does not disqualify the Vendor from award.
- f) Additionally, the State may use The North Carolina Department of Public Safety Offender Public Information or similar Services to conduct additional background checks on the Vendor's proposed employees.

4.7.2 BACKGROUND CHECK REQUIREMENTS

As part of Vendor's criminal background checks, the details below must be provided to the State:

- a) Any **criminal felony conviction**, or conviction of any crime involving moral turpitude, including but not limited to fraud, misappropriation or deception, of Vendor, its officers or directors, or any of its employees or other personnel to provide Services on this project of which Vendor has knowledge, or provide a statement that Vendor is aware of none;

- b) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification or deception pending against Vendor of which it has knowledge, or provide a statement Vendor is aware of none;
- c) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term “regulatory sanctions” includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;
- d) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge, or provide a statement that there are none.
- e) Any **civil litigation**, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein, or provide a statement that there are none.

4.7.3 BACKGROUND CHECK LIMITATIONS

Any individual representing the Vendor, who:

- a) In his/her lifetime, has been adjudicated as a habitual felon as defined by GS 14-7.1 or a violent habitual felon as defined by GS 14-7.7, shall not be allowed to work in buildings occupied by State Government employees.
- b) During the last seven (7) years has been convicted of any criminal felony or misdemeanor sexual offense or a crime of violence shall not be allowed to work in buildings occupied by State Government employees.
- c) At any time has an outstanding warrant or a criminal charge for a crime described in (b) above shall not be allowed to work on State property.
- d) The Vendor must ensure that all employees have a responsibility to self-report to the Vendor within twenty-four (24) hours any arrest for any disqualifying offense. The Vendor must notify the Contract Administrator within twenty-four (24) hours of all details concerning any reported arrest.
- e) Upon the request of the Contract Administrator, the Vendor will re-screen any of its employees, agents, representatives, and subcontractors during the term of the Contract.
- f) Vendor’s responses to these background check requests shall be considered a continuing representation, and Vendor’s failure to notify the State within thirty (30) days of any criminal charge, investigation, or proceeding involving Vendor or its then-current officers, directors or persons providing Services under this Contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this Contract.
- g) If there are problems or delays with performance associated with the completion and compliance with this background check requirements, any Vendor’s performance bond could be used to complete these Services.

4.7.4 DOCUMENT REQUIREMENTS

Required documentation to be submitted prior to date Contract is effective and for performing any Services on State property shall include:

- a) A cover letter by the Vendor on company letterhead with a list of the full names matching a required government issued photo ID, addresses, and birth dates of each person representing the contracting company.
- b) Vendor shall also provide a photocopy of the required State or Federal government issued picture ID or Driver License.
- c) A letter on company letterhead is not acceptable proof in itself but can be used to further clarify information on the criminal background check submitted. All documentation shall be submitted at the same time. Submit documents which are clear and legible.
- d) Background checks consisting of:
 - 1. Original unaltered criminal background check from the organization providing the background check.
 - 2. The background check provider’s company name, company mailing address, and contact phone numbers.

3. The full name of the individual, which matches the government issued photo ID.
4. The current address of individual being checked.
5. The date the criminal background check search was conducted.

4.7.5 VENDOR BACKGROUND CHECK AGREEMENT

Vendor agrees to conduct a criminal background check per the specifications above in this section on all employees proposed to work under this Contract, at its expense, and provide the required documentation to the State in order to perform Services under this Contract:

☐ YES ☐ NO

4.8 PERSONNEL

Vendor warrants those qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the State. Names of any third-party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

Should the Vendor's proposal result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor's recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract Services provided by such personnel.

4.9 VENDOR'S REPRESENTATIONS

If Vendor's Proposal results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor's proper performance, provision and delivery of the Service and deliverables under a resulting Contract, or are an inherent part of or necessary sub-task included within such Service, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables.

4.10 AGENCY INSURANCE REQUIREMENTS MODIFICATION

A. Default Insurance Coverage from the General Terms and Conditions applicable to this Solicitation:

- ☐ Small Purchases
- ☐ Contract value in excess of the Small Purchase threshold, but up to \$1,000,000.00
- ☐ Contract value in excess of \$1,000,000.00

B. Supplier shall always maintain in force during the term of this Agreement the following insurance, it being understood that minimum required policy limits may be provided through a combination of primary and excess insurance

- i. Worker's Compensation. Statutory limits in accordance with the appropriate State of North Carolina (Guilford County) jurisdiction, including Employer's liability (with minimum per accident for bodily injury or disease.
- ii. Commercial General Liability including Products Liability. No less than \$2,000,000.00 combined single limit for bodily and property damage and 5,000,000 in aggregate.

- iii. Except for Workers' Compensation, all insurance required herein shall include N.C. A&T, the Trustees, and the State of North Carolina as additional insureds. Supplier shall provide a Certificate of Insurance to N.C. A&T evidencing the insurance coverage required upon execution of an Agreement, prior to the expiration date of any policy (showing renewal), and whenever requested by N.C. A&T. These coverages and limits are to be considered minimum requirements under this Agreement and shall in no way limit the liability or obligations of Supplier under this Agreement.
- iv. For any claims related to an Agreement, where N.C. A&T is included as an additional insured, Supplier's insurance coverage shall be primary insurance coverage. Any insurance or self-insurance maintained by N.C. A&T or any of the indemnified Parties shall be excess of Supplier's Insurance and shall not contribute to it.
- v. The required insurance must be in effect prior to commencement of the Agreement and it or a successor policy must be in effect for the duration of the Agreement. Maintenance of proper insurance coverage is a material element of the Agreement. Failure to maintain or renew coverage or to provide evidence of renewal may be treated by N.C. A&T as a material breach of Agreement and subject to notice of breach.
- vi. Supplier or its insurer agrees to provide N.C. A&T with thirty (30) days prior written notice of cancellation of any of the above insurance. N.C. A&T shall have the right to issue notice of breach of this Agreement on account of any such termination.
- vii. If any of the required insurance is on a "claims made" basis is cancelled during the term of this Agreement, Supplier agrees to purchase full coverage or prior acts coverage so that such insurance is in effect from the date the Agreement is executed to three (3) years after its termination.
- viii. If required, N.C. A&T shall maintain, or cause to be maintained, a system of coverage to keep the buildings and/or locations assigned for Supplier's use in performing its Services ("Premises"), and all N.C. A&T property contained therein insured against loss or damage by fire, explosion or other cause normally covered by standard broad form property insurance, to the extent permitted by law. The system of coverage may include purchased insurance, self-insurance, or a combination thereof.

4.11 LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS

Federal law prohibits recipients of federal funds, whether through grants, contracts, or cooperative agreements, from using those funds to influence or attempt to influence (lobby) a federal official in connection with obtaining, extending, or modifying any federal contract, grant, loan, or cooperative agreement. Further, federal law requires that applicants for federal funds certify:

- that they abide by the above restriction;
- that they disclose any permissible (non-federal) paid lobbying on the Federal Awards being applied for; and
- that such certification requirements will also be included in any subawards meeting the applicable thresholds.

Vendors must complete and submit the CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and the OMB STANDARD FORM LLL when responding to this solicitation.

5.0 SCOPE OF WORK

5.1 COMPANY INFORMATION

The supplier must address the information below as part of their response, and upload to the Bonfire Portal as **COMPANY INFORMATION – Maximum Length – 3 pages**.

5.1.1 General

- i. Establishment of company
- ii. Company headquarters
- iii. Length of time providing onsite mail services
- iv. Single list of your higher education and corporate accounts in N.C. A&T's geographic region (NC, VA, GA, SC, TN, FL)
 - Client Name
 - Services Rendered
 - Revenue
- v. Independent or Subsidiary. If the company is a division or subsidiary, provide parent company with date of last change.
- vi. Total number of employees
- vii. Primary source of revenue
- viii. How are you innovating a company to address these trends? What innovations do you anticipate specifically benefiting N.C. A&T, and why?

5.1.2 HUB Partnership

- Describe any HUB partnerships that your company has with other suppliers.
- How do you intend to integrate these partnerships in the N.C. A&T campus?

5.1.3 Why N.C. A&T?

Why is your company the best choice for N.C. A&T in comparison to your competitors?

5.2 MANAGEMENT /STAFF /TRAINING – Maximum Length – 5 pages

The supplier must address the information below as part of their response, and upload to the Bonfire Portal as **MANAGEMENT/STAFF/TRAINING – Maximum Length – 5 pages**.

5.2.1 Account Management Structure

- i. Describe the proposed management structure for the account, onsite, regional/district and corporate support personnel.
- ii. Provide an organizational chart including on-site, regional, district and support positions proposed.
- iii. What will be the main responsibilities of the account manager? Will this person be onsite full time and dedicated to N.C. A&T, or be shared with other accounts?
- iv. Who will be responsible for the day-to-day operations on site? What authority does this position have to make decisions? Who will this person directly report to and what position does that manager hold within your company?
- v. Describe the skill set and experience as it relates to the account manager and onsite management position.

5.2.2 Staffing

- i. Provide the number of employees that the company is proposing to provide services at N.C. A&T.
- ii. Provide your strategy , process, and objectives for:
 - Ongoing staff recruitment and retention
 - What benefits and incentives are offered to staff?

- iii. If your proposal includes paid internships, describe the types of positions proposed and the number of internships that you will offer.

5.2.3 Training

- i. Discuss ongoing training; types, when, etc.
- ii. What training resources does the company expect the university to provide?

5.3. MAIL PROCESSING SERVICES – Maximum Length – Unlimited

The supplier must address the information below as part of their response, and upload to the Bonfire Portal as MAIL PROCESSING SERVICES – Maximum Length – Unlimited

5.3.1 Student Mail

- a) Describe the process of handling inbound accountable mail and packages for university students.
- b) Describe the system used for package tracking, including equipment and software.
- c) Does the package tracking software have a scheduling competent (i.e. assigning a student a specific time to pick up their package)?
- d) How have you dealt with addressing issues for student packages (i.e. a student does not use the correct delivery /address on a package)?
- e) Discuss the company experience the implementation and use of a high-density folder solution for student mail in the past? If yes, please describe.
- f) Describe the data feed requirements to support the mail system for students?
- g) Discuss the company's experience in providing a locker system for students, including the locker manufacture's information.
- h) Discuss the company's experience and ability to provide personal, mail/shipping services through a "shipping store." Explain how the company would provide the service; including managing payments.

5.3.2 University Mail

- a) Describe the safeguards in place for assuring that incoming mail will be delivered safely and securely to university employees.
- b) Describe the process for handling inbound accountable mail and packages for university employees.
- c) Please describe the system being proposed for package tracking, including equipment and software.
- d) Discuss the package tracking software having a scheduling component (i.e. assigning a remote employee a specific time to pick up their mail/package).
- e) Describe the process for metering outbound mail, including equipment, and software.
- f) Describe the options for managing postage funds, and if reimbursement as part of a monthly billing as an option.
- g) Describe the process for shipping outbound packages, including equipment and software.
- h) Discuss the company's experience with scanning services of inbound mail into images and workflow? If yes, please list the file types (e.g. TIFF, JPEG, PDF).

5.4 PERFORMANCE INDICATORS and REPORTING – Maximum Length – 2 pages

The supplier must address the information below as part of their response, and upload to the Bonfire Portal as PERFORMANCE INDICATORS and REPORTING– Maximum Length – 2 pages.

5.4.1 Performance Indicators

N.C. A&T intends to measure the supplier's performance via KPI's and a performance scorecard. Indicate the recommended KPI's with measurement metrics to be used in the scorecard.

- a) Describe the strategy for identifying improvement needs and remedy deficiencies.
- b) Describe the strategy for ensuring year over year alignment with university objectives.
- c) Describe the strategy for ensuring innovation over the life of the contract.

5.5 TECHNOLOGY – Maximum Length – Unlimited

The supplier must address the information below as part of their response, and upload to the Bonfire Portal as TECHNOLOGY – Maximum Length - Unlimited

5.5.1 Application Service Provider (ASP), Application, Data Security

- a) From what physical location is the application service provided?
- b) What is the legal name of the application service provider (if different from supplier)?
- c) Does a contract to provide application services exist between the organization and the application service provider?

5.5.2 Business Continuity and Disaster Recovery Plan (BC/DR)

- a) Describe the company's and ASP's business continuity and disaster Recovery Plans?
- b) When were the plans last tested?
- c) How often are the plans tested?
- d) What is the contracted recovery time objective of the application?

5.5.3 Data Backup and Protection

- a) How often is data backed up from the application service provider to backup media?
- b) What steps are taken to periodically assure backed up data can be reloaded to the production system?
- c) Discuss the company partitions one institution's data from another's?
- d) Is data encrypted at rest/
- e) Does the ASP utilize perimeter defenses?
- f) Discuss the company's ability to assure confidentiality of data while in transit between a client's workstation and the application service provider?
- g) Is the ASP able to install and operate a VPN tunnel between designated university IP addresses and IP addresses at the ASP reserved for university access?
- h) Has the company ever experienced a data loss or breach: Yes or No, If so, discuss the process in handling the matter.
- i) Has the company ever had an issue with a Cybercrime? If so, discuss how the handled the situation.

5.5.4 Authentication

- a) Does the product/ service support the ability to have an external authentication source hosted by N.C. A&T? If so, describe the technical solutions available? Also, does this include all authenticated access to the product/service (including administrative access)? If administrative access is not included what is the solution for access?
- b) Discuss the process for provisioning and de-provisioning N.C. A&T access to the product/service and who manages this process?
- c) If external authentication is not an option, are there plans to delivery this capability for clients?

5.6 CUSTOMER FEEDBACK – Maximum Length – 2 pages

The supplier must address the information below as part of their response, and upload to the Bonfire Portal as CUSTOMER FEEDBACK – Length 2 pages.

- a) Describe the mechanisms you will use to measure customer satisfaction and capture customer feedback.
- b) Describe the protocol you will use in responding to customer feedback.

5.7 IMPLEMENTATION and ONBOARDING PLAN – Maximum Length – Unlimited

The supplier must address the information below as part of their response, and upload to the Bonfire Portal as BUSINESS IMPLEMENTATION AND ONBOARDING PLAN – Unlimited.

- a) Provide a detailed Implementation Plan that describes your process and risk mitigation for a start up should your company is selected. This should include number of days, tasks/responsibilities of N.C. A&T and supplier.
- b) Discuss your standard methodology for onboarding a new company.
- c) Discuss an implementation for a higher education institution that you conducted in the previous three years,

- d) Discuss an implementation in which there was an overhaul that significantly changed how services were previous being provided by the customer.

5.8 PROPOSED CONTRACT EXCEPTIONS

- 5.8.1 By submitting a response to this RFP, Supplier agrees that is has fully reviewed the Master Services Agreement and accepts the responsibilities and obligations therein unless otherwise explicitly noted in the **ATTACHMENT H_ PROPOSED EXCEPTIONS** and submitted as part of Supplier's proposal.
- 5.8.2 For each proposed change, the supplier must identify the paragraph number you are referencing, clearly state the concern and include proposed alternative language for N.C. A&T's consideration. N.C. A&T may negotiate these revisions with the successful supplier but us under no obligation to accept the supplier's proposed changes. Under no circumstances will N.C. A&T negotiate changes that are not documented in ATTACHMENT H.

5.9 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to six (6) months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance.

5.10 DISPUTE RESOLUTION

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State's Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor's Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s).

During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute.

5.11 CONTRACT CHANGES

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by the State and Vendor. Amendments to the contract can only be through the contract administrator.

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6.0 ATTACHMENTS

INTENT TO ATTEND MANDATORY SITE VISIT
FOR
#RFP-59-P2392 – MAIL SERVICES MANAGEMENT

Attendee List

Instructions: N.C. A&T will conduct a mandatory site visit of the current mail center location at the date and time noted in the RFP Schedule. Attendance is mandatory and is open to only three (3) participants per Supplier. Supplier must complete the “Intent to Attend Site Visit Form” with the information requested below and return the form by **Wednesday, October 23, 2024 at 3:00 p.m.** ET. Suppliers should enter “**RFP-#59-P2392: Intent to Attend**” on the subject line and email to mewilli2@ncat.edu.

Company Name	First Name	Last Name	Title	Email Address	Direct Telephone #

ATTACHMENT A: COST PROPOSAL

Complete and return the cost associated with providing the services requested in this RFP, and submit the information in the Bonfire Portal.

Year 1: January 1, 2025 – December 31, 2025

Service Description	Unit of Measure	Quantity	Cost – Unit Price
Implementation – One-Time	Project	1	\$
¹ Administrative	Monthly	1	\$
² Labor: <ul style="list-style-type: none"> Managerial – Onsite Staff – Onsite Full Time Mail Processor Part Time Mail Processor Driver - Delivery 	Per person/monthly		\$
³ Training	Annual	1	\$
⁴ Other			

Year 1: Total Proposed Costs -**Year 2: January 1, 2026 – December 31, 2026**

Service Description	Unit of Measure	Quantity	Cost – Unit Price
Implementation – One-Time	Project	1	\$
¹ Administrative	Monthly	1	\$
² Labor: <ul style="list-style-type: none"> Managerial – Onsite Staff – Onsite Full Time Mail Processor Part Time Mail Processor Driver - Delivery 	Per person/monthly		\$
³ Training	Annual	1	\$
⁴ Other			

Year 2: Total Proposed Costs -**Year 3: January 1, 2027 – December 31, 2027**

Service Description	Unit of Measure	Quantity	Cost – Unit Price
Implementation – One-Time	Project	1	\$
¹ Administrative	Monthly	1	\$
² Labor: <ul style="list-style-type: none"> Managerial – Onsite Staff – Onsite Full Time Mail Processor Part Time Mail Processor Driver - Delivery 	Per person/monthly		\$
³ Training	Annual	1	\$
⁴ Other			

Year 3: Total Proposed Costs -**Year 4: January 1, 2028 – December 31, 2028**

Service Description	Unit of Measure	Quantity	Cost – Unit Price
Implementation – One-Time	Project	1	\$
¹ Administrative	Monthly	1	\$

² Labor:	Per person/monthly		\$
<ul style="list-style-type: none"> • Managerial – Onsite • Staff – Onsite • Full Time Mail Processor • Part Time Mail Processor • Driver - Delivery 			
³ Training	Annual	1	\$
⁴ Other			

Year 4: Total Proposed Costs: _____**Year 5: January 1, 2029 – December 31, 2029**

Service Description	Unit of Measure	Quantity	Cost – Unit Price
Implementation – One-Time	Project	1	\$
¹ Administrative	Monthly	1	\$
² Labor:	Per person/monthly		\$
<ul style="list-style-type: none"> • Managerial – Onsite • Staff – Onsite • Full Time Mail Processor • Part Time Mail Processor • Driver - Delivery 			
³ Training	Annual	1	\$
⁴ Other			

Year 5: Total Proposed Costs: _____**Total Proposed Contract Costs:** _____

¹**Administrative** – Unit price must include all costs related to administrative costs (e.g., equipment, software, hardware/equipment), back-office tasks, excluding labor.

²**Labor** – Monthly labor costs for each person being proposed to work onsite providing service under the contract. Please detail hourly rate and the number of persons per position. Add additional positions as required.

³**Training** – Provide the annual cost for training employees.

⁴**Other** – Provide a breakdown of all other costs proposed to provide the onsite mail room management services.

ATTACHMENT B: INSTRUCTIONS TO VENDORS

The Instructions to Vendors, which are incorporated herein by this reference, may be found here:

<https://ncadmin.nc.gov/formnorth-carolina-instructions-vendors032023/download?attachment>

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found here:

<https://www.doa.nc.gov/form-north-carolina-general-terms-and-conditions-11-2023/open>

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form, which can be found at the following link:

<https://www.doa.nc.gov/pandc/onlineforms/form-hub-supplemental-vendor-information-9-2021/download>

ATTACHMENT E: CUSTOMER REFERENCE FORM

Complete and return the Customer Reference Form, which can be found at the following link:

<https://ncadmin.nc.gov/media/15503/open>

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

Complete and return the Location of Workers Utilized by Vendor, which can be found at the following link:

<https://www.doa.nc.gov/pandc/onlineforms/form-location-workers-09-2021/download>

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

Complete, sign, and return the Certification of Financial Condition, which can be found at the following link:

<https://www.doa.nc.gov/pandc/onlineforms/form-certification-financial-condition-09-2021/download>

LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS

The Certification for Contracts, Grants, Loans, and Cooperative Agreements and the OMB Standard Form LLL are separate documents that can be found at the following link:

<https://ncadmin.nc.gov/documents/vendor-forms>

ATTACHMENT H: PROPOSED EXCEPTIONS

No.	Priority	Document Name	Page #/Paragraph #	Current Language	Suggested Language
1					
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3					
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Proposal Number: 59-P2392

Vendor: _____

***** Failure to Return the Required Attachments May Eliminate
Your Response from Further Consideration *****