

STATE OF NORTH CAROLINA N.C. A&T State University	REQUEST FOR INFORMATION NO. 59-RFI1036 Due Date: March 4, 2024, by 3:00 PM ET	
Refer <u>ALL</u> Inquiries to: Tesca Kinard ttkinard@ncat.edu	Issue Date: February 16, 2024	

EXECUTION

VENDOR NAME:	E-MAIL:	
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	

OBJECTIVES

1. **Improve Efficiency:** Implement a streamlined and efficient mail process to reduce turnaround times and increase productivity.
2. **Enhance Service Quality:** Ensure accuracy, timeliness, and professionalism in handling mail items to enhance the overall experience for students, faculty, and staff.
3. **Achieve Cost Savings:** Optimize mail operations to achieve cost savings while maintaining high-quality service delivery.
4. **Ensure Compliance:** Ensure compliance with relevant regulations, including data privacy laws, postal regulations, and institutional policies.
5. **Foster Innovation:** Embrace innovative technologies and best practices in mail services to continuously improve and adapt to changing needs.

1.0 PURPOSE AND BACKGROUND

PURPOSE

North Carolina A&T State University is a leading higher education institution dedicated to providing exceptional educational experiences to students. As part of our commitment to efficient and quality service delivery, we are exploring the possibility of using a third party to provide the Mail Center services to our students, faculty, and staff on and off campus to a trusted partner.

BACKGROUND

North Carolina A&T State University is so many things to so many people, both in our state and around the country.

AMERICA'S NO. 1 HBCU, ONE OF NORTH CAROLINA'S TOP RESEARCH CAMPUSES

As a public, high-research activity land-grant university, North Carolina A&T is a research engine, 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, our educational impact is as broad STEM (Science, Technology, Engineering and Mathematics) deep as any university in the Southeastern United States. We are not only America's top-rated historically black university (HBCU), but its largest for seven consecutive years, as well as its leading HBCU STEM (Science, Technology, Engineering and Mathematics) institution. We produce 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.

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 past year alone. And we are nowhere near done.

Our relentless implementation of visionary strategic plan will hope to see us expand to an enrollment of more than 14,000 in the years to come. In 2021, our \$90 million Engineering Research and Innovation Center opened its doors, and we are expecting a new 450-bed residence hall and to grow our research program through expansion of strategic partnerships with a broad range of federal agencies and private concerns. We encourage you to get to know A&T, and what may be possible for your organization in relationships with America's no. 1 HBCU.

CURRENT MAIL CENTER HOURS OF OPERATION AND SERVICES

The Mail Center is in the lower level of Brown Hall, which receives student/university mail and packages. The department is staffed with seven (7) permanent personnel: (1) manager, (3) route drivers and (3) clerks. Temporary staff are hired during peak periods and student workers are also hired to work throughout the semesters.

The Mail Center is staffed from 8:00 am to 5:00pm with service hours of 9:00 am – 5:00 pm Monday through Friday, with extended hours of operations and weekends during peak periods.

The route drivers' pick-up mail/packages each morning from the US (United States) Postal Services (USPS) around 8:00 am, and around 4:00 pm USPS picks up the outbound mail. Route Driver will deliver express mail to the USPS each afternoon no later than 4:00pm. Incoming mail and packages for students, faculty and administration are sorted and delivered daily. Students are notified via email if they have mail/package ready for pick-up. Faculty and administration mail/small packages are delivered on one run per day to approximately 91 stops located in forty-six (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 tabletop meter machine is used to meter outgoing mail.

Inbound Packages – Student/Faculty/Staff

Month	FY 2020	FY 2021	FY 2022	FY 2023
July		180	377	570
August	10,965	4,345	5,490	4,347
September	N/A	6,141	6,543	6,326
October	8,303	6,842	7,727	6,741
November	3,789	2,077	2,257	3,194
December	551	498	356	559
January	6,604	3,647	5,053	5,819
February	8,208	8,647	7,454	2,527
March	4,605	5,717	4,142	4,903
April	323	3,809	2,493	4,183
May	334	808	686	1,092
June	310	498	566	297
AVG	2,752	3,601	3,595	3,380
TOTAL	46,744	46,810	46,739	43,938

2.0 GENERAL INFORMATION

A. RFI PROCEDURES

Respondents will have two weeks to prepare their submissions to this RFI (Request for Information). Responses must be received by the date, time and the location specified in the RFI schedule below.

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

Event	Responsibility	Date and Time
Issue RFI	State	February 16, 2024
Submit Written Questions	Vendor	February 23, 2024, by 12 noon ET
Provide Responses to Questions	State	February 27, 2024, by 5:00 PM ET
Submit Responses	Vendor	March 4, 2024, by 3:00 PM ET

B. Written Questions

Written questions will be accepted until 12:00 PM ET on 2/23/24 as specified in the RFI schedule.

All questions must be submitted in writing via the Bonfire portal

<https://ncat.bonfirehub.com/portal/?tab=openOpportunities>. An addendum containing any general questions and their answers will be issued as an addendum to this RFI.

C. Response

N.C. A&T recognizes that considerable effort will be required in preparing a response to this RFI.

However, please note this is a request for information only, and not a request for services. The Vendor shall bear all costs for preparing this RFI.

1. Content and Format

N.C. A&T expects concise, detailed, point-by-point responses to each of the RFI response items identified in the Sections of this RFI. N.C. A&T is not interested in brochures or “boilerplate” responses. Instead, responses should clearly define how the vendor’s proposed solution(s) would meet N.C. A&T’s business requirements. Any issues or exceptions to N.C. A&T’s requirements should also be identified and explained.

N.C. A&T’s requests detailed point-by-point responses showing how your organization would address the items in the following sections of this RFI:

3.0 FINANCIAL INFORMATION

Mail Center Service

- Describe the various fee structures to provide mail service? including any fees across service (e.g., location, type of service, quantity, specifications, and/or any additional services)?
- Discuss the billing process for mail service rendered.

OTHER

- Discuss any early payment discount offerings (e.g., Net 30)?
- What are the pay ranges for the number of positions and titles that will be provided based off 4,400 on campus students?

3.1 VENDOR EXPERIENCE AND INFORMATION

Mail Center Service

- Discuss other higher education institutions that have utilized your Mail services.
- Describe the future outlook of providing mail service on higher education campuses in the next five to ten years.
- Discuss your organization’s partner network and how you would leverage it to provide a mail service to the students, faculty, and staff population on campus.
- When was your organization established? How long has your organization provided onsite mail service? Where is your organization headquartered?
- Is your organization completely independent or is it a subsidiary of another company? If your organization is a division or subsidiary, state name of parent organization with date of last change.
- What products/services does your organization offer in addition to this RFI? What is your organization’s primary source of revenue?
- How many employees does your organization employ?

3.2 TECHNOLOGY/INNOVATION

- How does your organization use technology (i.e., Hardware and software) to furnish a mail service to students, faculty, and staff on and off campus?
- Discuss any digital solutions or online portals available for tracking mail items.
- How does your organization adapt to changes in mail volume or service demands?

3.3 SECURITY AND COMPLIANCE

- Describe how does your organization protects data while at rest or in transit

- Describe a successful international mail strategy and operation that complies with all international USPS, federal, state and university rules and regulations and provides for the prompt delivery of mail.
- Discuss your organization Business Continuity and Disaster Recovery

3.4 PERSONNEL CUSTOMER SUPPORT for

- Discuss how your organization handles customer inquiries and support requests.

3.5 IMPLEMENTATION

- Describe your implementation and transition plan for mail service.
- Discuss your organization's rebadging process?

4.0 SCOPE OF SERVICE

- Describe any partnerships your organization has with USPS, FedEx, UPS, and Amazon. Are there any advantages your organization can offer with your scale?
- Describe your organization's approach to managing consumables (e.g., stamps, envelopes, etc.)
- Describe your organization's proposed strategies for cost savings and process efficiencies. What levers could be used to achieve this? What type of savings could be expected?
- Describe an overview of the value-added services that you can offer to A&T.
- Describe the service level agreements/key performance indicators that you typically work to achieve, if applicable.
- Describe and explain how A&T would be notified of newly introduced products/services.
- Describe and explain how your organization deals with first class vs. non-profit mail.
- Describe your organization's Passport Acceptance Facility

Additional Information:

- Please list any additional information or features about your mail service that you believe would be important for us to consider.

We appreciate your attention to this request and kindly ask that you provide your responses per the RFI schedule. Should you have questions or need more clarification, feel free to contact me directly.

Thank you for considering our inquiry. We look forward to the possibility of partnering with your organization to enhance our mail service for our campus community.

Warm regards,
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