

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).

BID Number: **59-P2392**
ADDENDUM Number: **#1**

SOLICITATION: **Mailing Services Management**
USING AGENCY: **North Carolina A&T State University**

PURCHASER: **Martinique “Nikki” Williams** OPENING DATE/TIME: **November 15, 2024 at 3:00 p.m. ET**

INFORMATION

This **addendum** serves to respond to potential bidder questions regarding the information in the RFP

See attached Copy of Draft MSA

No.	RFP Location	Supplier Question	University Response
1	1.0 Background and Purpose B. Purpose Page 5	Will the cost to remove old mailboxes, remodel, etc. be a cost for the vendor to absorb?	Yes
2	1.0 Background and Purpose B. Purpose Page 5	“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;” Is this service currently being performed by the existing staff?	Yes, each location receives the same level of service as the main campus.
3	Section 4.0 Requirements, A. Current Operations Page 12	What are the hours for peak periods including weekends?	Fall Semester – open on move in Saturday plus 2 additional Saturdays -open for 2 weeks until 6pm M-F &
4	Section 4.0 Requirements A. Current Operations Page 12	Has the University historically added labor to accommodate extended hours during peak periods and weekends? If so, is student labor or temp labor utilized?	Additional temp staff is hired during peak periods. Student staff is used to supplement regular staff throughout the semester.
5	Section 4.0 Requirements A. Current Operations Page 13	Is the current staff part of a Union?	No, the staff is not part of a union.
6	Section 4.0 Requirements A. Current Operations Page 13	Does the current mail staff handle/prepare bulk mail jobs? Is University owned equipment/software being used in the mail center for bulk mail jobs? If so, please provide a listing of equipment and software.	The Mail Center manages small bulk mail. Departments are required to call ahead of time. Pitney Bowes system is used for postage.
7	Section 4.0 Requirements A. Current Operations Page 13	What is the current turnaround time (in hours) for mail and packages from receipt to delivery, or ready for pick up?	Under normal operations, student packages are shelved and ready for pick-up the same day, and departmental mail is delivered the same day. During peak periods, student mail is generally shelved within two days, while departmental mail continues to be delivered on the same day.

8	N/A	Please provide the floor plan of the mail room with dimensions	See attached
9		Will the lockers be Indoor, outdoor or some combination?	Locker placement should strategically align with the operation's business needs to maximize efficiency and accessibility.
10		Will Lockers be placed in a central location or will there be multiple locations for locker placement	Locker placement should strategically align with the operation's business needs to maximize efficiency and accessibility.
11		What are the dimensions of the space available for each site being considered?	See Attached
12		Are there are any service delivery commitment times, and any specific departmental delivery needs to consider?	Overnight & express mail are delivered the same day during the normal route service. It is included in the afternoon service if received later in the day. If a department has a special request for a timed delivery, it is honored.
13		Are there any manned loading docks on or off campus?	Clarify the question
14		How many physical buildings on and off-site are currently being delivered to? And how often?	See attached
15		What current mail tracking systems are in place?	Pitney Bowes – Send Suite
16		Currently, how many mailboxes are assigned to students?	Mail boxes are not assigned to students.
17		What is the remaining term on the university's current PB machine? Will the supplier be expected to replace the university's current postage equipment?	Pitney Bowes meter machine-Connect Plus 300-s/n 6007942 Lease ends February 28 2025 Winning vendor will be responsible for replacing equipment with own equipment once the lease expires.
18		Will the university allow the supplier to use their vehicles, or will the supplier be responsible for providing their own?	The vendor will be required to supply their own vehicles
19	Vehicles	If the supplier must provide their own vehicles, are there height or weight restrictions for the vehicles?	We do not have any known restrictions
20		If the supplier must provide their own vehicles, what is the current mileage by vehicle on campus?	We do not track this information.
21		What are the parking options for employees? What are the costs associated with each option? Can we park our vehicles for free? If no, what are the fees associated?	Employees that park on university property must have a university parking permit. For rates, visit Campus Enterprises Parking and Transportation North Carolina A&T State University for additional information
22		How many delivery vehicles are currently in use?	2 cargo vans & 1 mini van
23		Approximately, how many department codes does the university seek to chargeback?	Departments are billed monthly and on an about average 40



24		Are services being charged back to departments? If so, which services are being charged back and how is that process handled?	All postage is charged back to University Departments.
25		Is there reliable public Wi-Fi at the university that can be leveraged to support the internet needs?	There are no available public Wi-Fi access. The winning service provider must provide its own secure internet access.
26		Will the computers be networked on the university's network?	The winning service provider must provide its own secure internet connection separate from the University network.
27		Who is responsible for supporting the computers?	The winning service provider must be able to provide technical support to any devices and office equipment used within the mail center.
28		Will the supplier be utilizing the existing mailroom computers or will they be responsible for providing their own? If the supplier must provide their own computers, how many will need to be purchased?	The winning service provider must provide all technology based and office equipment/devices such computers, fax machines, copiers, printers, tablets etc. based on your business model.
29		Please share any system requirements the university has for devices.	Minimum computer requirements for will be the latest Windows OS, Enterprise version, 16 gb or more of memory and at least 1TB oh disk space.
30		Do you allow non-residential students to use the campus mailroom for delivery of mail and packages?	No
31		Please provide monthly mail and package volumes of all services by service area. Monthly volumes, not averages, are used to assess peak period service needs.	See attached which reflects all inbound packages
32		Do you require PTO usage by contractors during university closures?	The contractor is free to manage time off per company policy.
33		Do you use student work-study labor programs to offset labor? If so, how has it been used in the past?	We hire students in conjunction with work-study students during the semester.
34		Do you have required contracted wage rates?	Contractor will operate per the federal/stage wage laws.
35		If University branded uniforms are required, are they provided by the University? If not, what is the purchase procedure and cost of each preferred uniform?	A professional dress code should be maintained at all times.
36		Are University branded uniforms required to be worn by all onsite staff, or will supplier uniforms suffice barring no objection from NC A&T Administration on supplier's design?	A professional dress code should be maintained at all times.
37		Are weekend hours performed as staff overtime?	Over time is paid only when the operational needs require it.



38		Are you open to schedule changes?	All operating hours require prior approval to ensure they meet the need of the university community.
39		What is the schedule during student move-in?	The Mail Center is open on move in Saturday 9am-6pm for the fall semester
40		What are the schedules of present staff?	During the non-peak periods, staff is schedule between 8:00am-5:30pm. Peak periods staff is scheduled 6:00 am-7:00pm.
41		Is your current staff unionized?	See response for question #5
42		The RFP requires current staff must be retained for 1 year. Please share the current pay rates for each employee to ensure wage continuity.	See attached.
43		The RFP indicates there are currently 7 full-time employees. Is the university open to a change in staffing levels should efficiencies be uncovered that could reduce headcount?	Staffing levels must align with operational needs during non-peak & peak periods to ensure continuity in customer service levels.
44	RFP Section 4, A., Page 12	Can the University advise how many departments are served on the afternoon mail route?	See attached
45	RFP Section 1, B, Page 5	Can the University advise the distance to each of the locations listed that are outside the main campus (Farm, CH Moore, etc.)?	Locations are about 1-4 miles away from campus
46	RFP Section 1, B, Page 5	The RFP speaks to replacing approximately 4000 front load keyed mail boxes with smart lockers. Can the University advise how many locations smart lockers would be installed at, along with how many will be outside and how many inside a building?	Locker placement should strategically align with the operation's business needs to maximize efficiency and accessibility.
47	RFP Section 1, B, Page 5	Can the University supply space plans for the locations at which smart lockers will be installed?	See attached
48	RFP Section 1, B, Page 5	Can the University advise what it means by web-based tracking of inbound packages? Would tracking packages from arrival to delivery and POD (proof of delivery) or pickup by addressee for larger items?	Keep track of all packages inbound & outbound
49	RFP Section 1, B, Page 6	Are Amazon lockers currently on campus? If not, are they planned for the future, and if so what type?	No, Innovative ideas to incorporate Amazon lockers will be welcomed.
50	RFP Section 4, A., Page 12	Staff headcount is noted as seven (7). However, within Attachment A: Cost Proposal, there is a Part Time Mail Processor listed. Can the University advise how many hours a month this position should be priced at?	Information provided should be based on your business model.
51	RFP Section 4, A. Page 13	Will the noted vehicles be available to the awarded vendor to utilize for transportation of mail/packages for the term of the Contract?	No
52	General Question	Can the University provide monthly mail volumes, separated by Student and University, for the last academic year and current to date?	Unable to separate mail/packages by category – see attached
53	General Question	Can the University provide monthly Package volumes, separated by Student and University, for the last academic year and current to date?	Unable to separate mail/packages by category – see attached
54	General Question	Can the University advise how many students currently reside on campus, or will receive mail and packages via the Mail Center?	3981
55	RFP Section 5, 5.3.1, c), Page 21	The RFP asks if bidder's proposed package tracking software can schedule a specific student	Provide information based on your business model



		package pick up time. Would this be for an oversize item that could not fit in a smart locker?	
56	RFP Section 5, 5.3.2, d), Page 21	The RFP asks if bidder's proposed package tracking software can schedule a specific staff package pick up time. Would this be for all packages for remote employees or just oversize items that could not be easily delivered?	Provide information based on your business model
57	General Question	Can the University advise the time it currently takes to do the morning Mail delivery routes? Also, the afternoon Mail deliveries and pickups?	See attached
58	General Question	Are bidders expected to replace the current mail machines and meters in use by the University? If so, can you advise of the current make/s and model/s of the units and any current/needed accessories (external scale, weigh on the way capability, etc.).	The incoming vendor is expected to use their own equipment.
59	1.0 BACKGROUND B. PURPOSE, pages 7-8	What are your top three challenges with the current in-house Mail Services Program?	1. Management: Current oversight and coordination efforts are limited, impacting efficiency and responsiveness. 2. Space Limitations: The existing facility layout does not support optimal workflow for current mail volume and equipment needs. 3. Staffing: Insufficient staffing levels and training resources affect consistency and service quality, especially during peak periods.
60	1.0 BACKGROUND B. PURPOSE, pages 7-8	When was the last time you measured end-user satisfaction related to your Mail Services? What were the results? Is ensuring high levels of end-user satisfaction an important deciding factor in this RFP?	Mail Center is included in the Campus Enterprises Customer Satisfaction Survey each year for the past 15+ years. On a scale of 5.00 -2023 score 4.70 & 2022 score 4.37
61	1.0 BACKGROUND A. BACKGROUND, page 7	How do you envision your Mail Services Program to evolve in order to support the University's visionary strategic plan to expand enrollment to more than 15,500 by 2030 and add facilities like the \$90 million Engineering Research and Innovation Center due to open in 2025?	Refer to section 1.0 item B
62	4.0 REQUIREMENTS A Current Operations, pages 14-15	How has the University's experience been in the past with similarly sized service transitions in terms of end user experience (students/faculty/admin) and adoption of the new services?	They reaction has been positive. The services have enhanced the customer experience, improved operational efficiencies and moved the operation in a positive direction.
63	4.0 REQUIREMENTS A Current Operations, pages 14-15	What support or resources does the University expect from the supplier to help users adapt to the changes in mail services?	"The University expects the supplier to provide training sessions, clear communication materials, and dedicated customer support to assist users in adapting to the updated mail services."
64	3.3 PROPOSAL EVALUATION PROCESS, pages 12-13	How do you anticipate suppliers will approach continuous improvement and identify opportunities for ongoing cost savings, process improvement, and digital transformation?	"We will implement continuous improvement by regularly assessing operations and introducing best practices for efficiency and accuracy. Cost savings will be achieved



			through streamlined workflows, optimized staffing, and bulk rate negotiations. Digital transformation will include advanced tracking, automated notifications, and data analytics to enhance service quality, reduce errors, and improve user experience."
65	1.0 BACKGROUND B. PURPOSE, pages 7-8	Does the University have an ongoing marketing or communication department that will support the new Mail Services Program and encourage end users to fully leverage the services and buy into program goals and best practices?	Yes, The Marketing & Communications department within Campus Enterprises will work collaboratively with the winning vendor.
66	4.0 Requirements A. Current Operations Page 13	Since the supplier is being asked to hire current staff with their benefits are you able to supply us with current salary and wages for the positions and an overview of benefits the university offers its employees in this area?	See attachment
67	1.0 Background and Purpose B. Purpose Page 5	Noted to replace approximately 4000 mailboxes, during the site visit it was indicated some mailboxes are being used. How many, which bank of mailboxes and what are they used for?	A portion of the boxes are used as a location for flat mail.
68	1.0 Background and Purpose B. Purpose Page 5	Are students who live off campus in non-N.C. A&T residential housing allowed to have mail / packages delivered to the mail center for handling?	No
69	1.0 Background and Purpose B. Purpose Page 6	Regarding postage / packaging sales, is N.C. A&T a contract USPS Postal Center? If not, what carrier services do you currently offer for sale? Do you use state contract rates for non-USPS that are marked up? If so, what is the mark up?	Not a contract a USPS postal center. Only offer mailing services from USPS.
70	2.0 General Information 2.4 RFP Schedule Page 7	Due to the complexity of this RFP and the myriad of questions N.C. A&T will receive from interested vendors, and the importance that the responses to the questions will have on designing an accurate solution for N.C. A&T, we respectfully request that the deadline be extended by 4 weeks to give N.C. A&T time to answer questions and give vendors time to comprehend those answers and develop an appropriate solution.	No
71	4.0 Requirements	A. Current Operations Page 13 "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." Please provide Wage information for each of the existing staff along with benefits currently being provided.	See Attached
72	4.0 Requirements - A. Current Operations Page 13	Please provide incoming package volumes for students and faculty/staff as well as outbound packages (monthly volumes for a 12-month period)	Inbound package volumes-see attached. Outbound is not tracked.



73	4.0 Requirements - A. Current Operations Page 13	Please provide monthly inbound mail volumes for students and faculty/staff we well as total outbound mail volumes	Inbound package volumes-see attached. Outbound is not tracked.
74	4.0 Requirements - A. Current Operations Page 13	Please provide details on existing mail meter (model, etc.). Is this on a lease currently? When does the lease expire? Will the vendor be responsible for replacing this unit?	Pitney Bowes meter machine-Connect Plus 300-s/n 6007942 Lease ends February 28 2025 Winning vendor will be responsible for replacing equipment with own equipment once the lease expires.
75	4.0 Requirements - A. Current Operations Page 13	How many check in stations, release stations?	We currently have one window to service the university community
76	4.0 Requirements - A. Current Operations Page 13	Will existing furniture and equipment be provided for vendor to use? List available items.	Furniture will remain in the space – vendor is expected to have their own equipment.
77	4.0 Requirements - A. Current Operations Page 13	Type of cards are used by students and Staff (Prox, RFID)?	Smart cards & mag stripes
78	4.0 Requirements - A. Current Operations Page 13	How is the data feed for students and Faculty & Staff provide to the existing system – API, SFTP, Manual?	Information is uploaded from an excel spreadsheet.
79	4.0 Requirements - A. Current Operations Page 13	What retail is provided – payment options (cash, CC or student card)?	Cash, Aggie OneCard, CC
80	4.0 Requirements - A. Current Operations Page 13	Please provide a Floorplan of existing mail center space	See attached
81	4.0 Requirements - A. Current Operations Page 13	Please provide existing mail routes/stops. Please include the building name and floor, for the off-campus location please include the street address.	See attached
82	4.0 Requirements - A. Current Operations Page 13	Will N.C. A&T provide the 3 vehicles to the new vendor for use on routes?	No
83	4.0 Requirements - A. Current Operations Page 13	What is your RTS policy for mail and packages?	Students have 11 business days to pick-up mail/packages prior to being returned
84	4.0 Requirements - A. Current Operations Page 13	Is only one large van needed to pick up mail in the mornings from the USPS?	Yes, during non-peak periods
85	4.0 Requirements - A. Current Operations Page 13	Confirm USPS picks up non-USPS Express Mail from the mail center and only USPS Express or Certified is delivered to USPS in the afternoons by mail center staff; since staff is delivering to USPS it is not common for USPS to pick up?	USPS picks up the regular outgoing mail each day. Mail Center staff takes express mail to USPS each afternoon prior to 5pm.
86	5.3.2 a) – Mail Processing Services Page 19	Are current mail and packages for faculty staff delivered to designated mail stops? Is a signature required today? Or are they left unattended for faculty / staff to retrieve at the mail stops?	All students must come to the Mail Center to pick-up mail/packages and ID and signature is required. Departmental mail is delivered to each office with a few exceptions. Signature is required for overnight, express & signature required items.
87	5.3.2 h) – Mail Processing Services Page 19	Is a digital mail delivery solution required or is this question informational on file types that could be provided back to N.C. A&T? If a solution is required additional questions and information will need to developed to allow for an adequate recommendation.	How do you sell/process mailing/shipping out bound



88	4.0 Requirements, page 17,18	Is the University allowing the vendor use their 3 vans or will the vendor selected need to provide?	No, Vendor will need to provide their own vehicles
89	4.0 Requirements, page 17,18	Is the University supplying fuel as needed for the van fleet?	No
90	4.0 Requirements, page 17,18	Can the University provide cad drawings of the current Mail Room and Mail Box Room at Brown Hall?	See attached
91	4.0 Requirements, page 17, 18	Is the vision of the University to only have Smart Lockers at Brown Hall or other locations across the campus? If other locations, can you please share where?	The vision of the University is to work collaboratively with a partner to revolutionize the mail/package delivery system.
92	4.0 Requirements, page 17,18	Is the University paying for the remodeling of the Mail Room/Mail Box Room?	No
93	4.0 Requirements, page 17,18	Please confirm how many fulltime mail room staff.	Currently we have 4 permanent staff
94	4.0 Requirements, page 17,18	Can the university share monthly metrics of all incoming and outgoing packages and USPS Mail? RFP has no volumes.	Inbound package volumes- see attached. Outbound is not tracked.
95	4.0 Requirements, page 17,18	Does the university have the Specific Faculty Delivery Routes mapped out that you could share?	It is not mapped.
96	4.0 Requirements, page 17,18	On average, how long does each route take for the three drivers?	See attached

Execute Addendum:

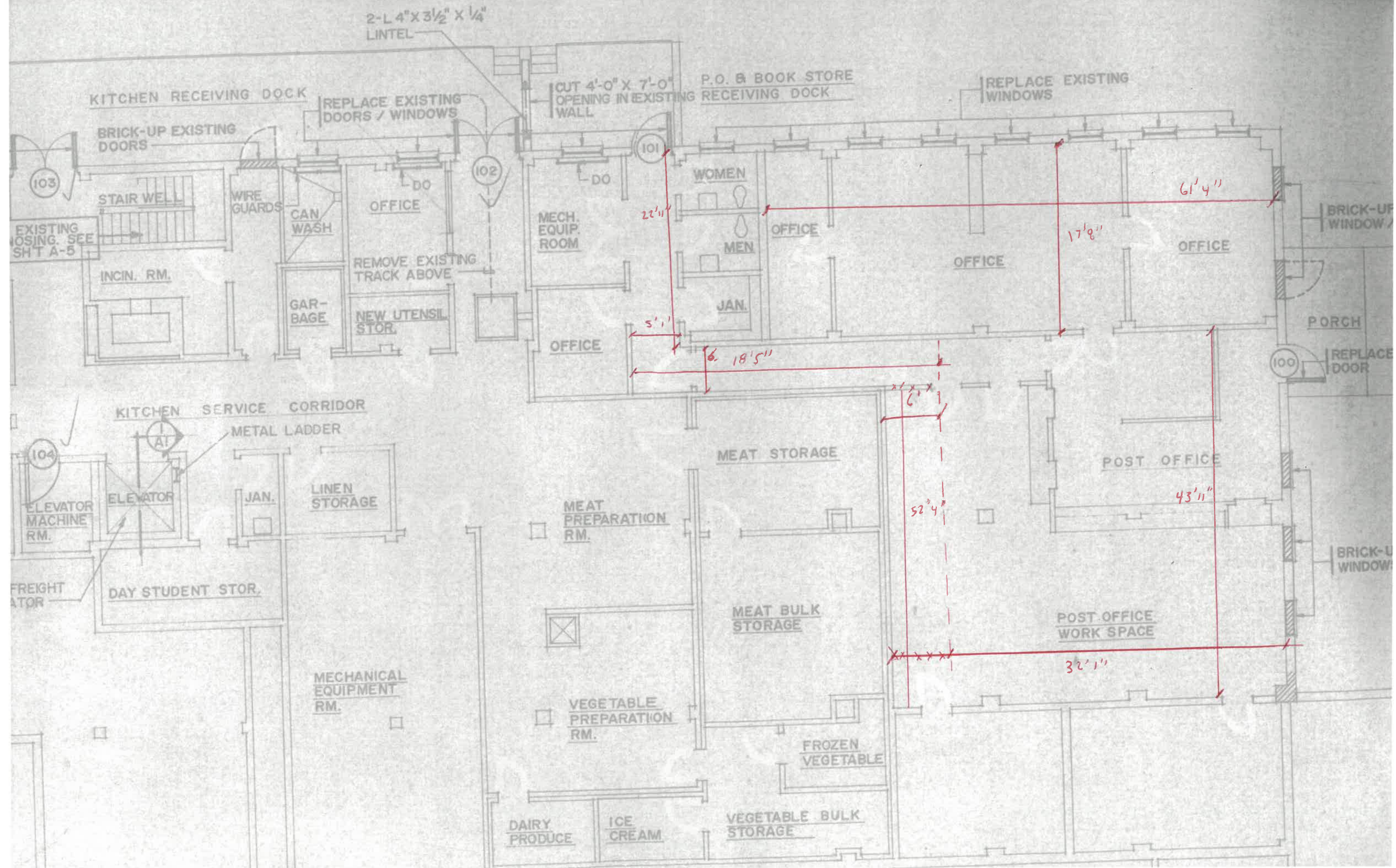
BIDDER: _____

ADDRESS (CITY & STATE): _____

AUTHORIZED SIGNATURE: _____ DATE: _____

NAME and TITLE (Typed): _____





Mail Courier Routes

Route A: Estimated Departure: 10:00am-10:30am -
Estimated Return: 12:30-1pm

1. Ward Hall: University Police (UPD)
2. DeHuguley Building: Physical Plant (Facilities), 602 N Benbow Rd.
3. Hazmat Building: OSHA
4. Webb Hall:

Departments Include:

- a. Animal Science Suite 101
- b. College of Ag & Environmental Science (CAES) - Suite 111
- c. Admissions – Lower Level
5. Bluford Library
6. Hodgin Hall: Middle College (Suite 105)
7. Benbow Hall: Family & Consumer Science (FCS)
8. University Galleries – Dudley Building
9. Frazier Hall:

Departments Include:

- a. Art Department (Left Entrance)
 - b. Music Department (Right Entrance)
 10. Noble Hall: School of Nursing
 11. CH Moore – Ag Research
 12. USPS Express Pick-Up (Tues-Fri.)
 13. COACH Dept. (Yanceyville St.)
 14. Human Resources – 1020 Wendover Bldg., Delivery location: Basement
- Mail- Cluster boxes (2)

Departments Include:

- a. Title III
- b. Distance Learning
- c. Internal Auditing
- d. Human Resources
- e. Benefits
- f. Upward Bound
- g. Continuing Education (Summer School)
- h. ITT
15. Band Office- Bessemer Ave.
16. NANO Science (2907 E Gate City Blvd.) /Only on Tuesdays and Thursdays, if needed.

Route B (AM): Estimated Departure: 10:00am – 10:30am –
Estimated Return: 12:30am

1. Parking Services

2. Dowdy

Departments Include:

- a. 1st Floor: Financial Aid (100) / Treasurer (Cashier) / Registrar
- b. 2nd Floor: Procurement Services / Budget & Finance Dept. (Business & Finance) Accounting Dept. (Accounts Payable / Travel)
- c. 3rd Floor: IT Dept (307) / Payroll (305) / Provost / Salary Admin (315)
- d. 4th Floor: University Advancement, Development, Gifts & Records (400) Legal Affairs (422) Office of the Chancellor (418)

3. Gibbs Hall:

- a. 1st Floor: Graduate School
- b. 2nd Floor: Sociology/Social Work (Rm 206)
- c. 3rd Floor: History, NOAA, Energy/Environment

4. McNair Hall (College of Engineering)

- a. 3rd Floor: Biochemistry / Bioengineering
- b. 4th Floor: Civil & Architectural Engineering / Industrial Engineering
- c. 5th Floor: Electrical Engineering / Computer Science
- d. 6th Floor: Dean of Engineering / Mechanical Engineering

5. Coltrane - Cooperative Extension (Ag Extension)

6. Murphy Hall:

1st Floor:

- a. Veterans / Disability (Lower Level)
- b. Student Affairs (Rm 100)
- c. Office of Career Services (OCS) - (Rm 101)
- d. New Student Programs (Rm 102) *
- e. Counseling (Rm 109) *

2nd Floor:

- a. Dean of Students (DOS)
- b. TRIO Dept.*

7. Fort IRC

- a. Basement: Division of IT (DOIT)
- b. 2nd Floor: Composite Materials (ERC)
- c. 3rd Floor: Computational Science
- d. 4th Floor: Div. of Research and Economic Development / Contracts & Grants

8. Williams Dining:

- a. Campus Enterprises
- b. Sodexo

9. Hines Hall - Biology

Route C (AM): Estimated Departure: 10:00am – 10:30am
Estimated Return: 12:30am

1. Child Development - 114 Luther St.
2. Sebastian Health Center - 112 Benbow Rd. -
3. Alumni/Foundation Event Center - 200 N Benbow Rd:
 - a. Real Estate Foundation (Left Entrance) - Alumni Relations (Right Entrance)
4. Campus Recreation Center (Wednesday)
5. Proctor Hall – Delivery location: 2nd Floor Lounge Dropbox (1)

Departments Include:

- a. School of Education
- b. Curriculum/Instruction
- c. Counseling/Human Development
- d. Leadership Studies
- e. Gear Up
6. Academic Classroom Building (ACB):
 - a. 1st Floor: Honors Program (110)
 - b. 2nd Floor: International Affairs (213)
 - c. 3rd Floor: Center of Academic Excellence (322)
7. Village 2: Housing & Residence Life
8. Moore Gym (2nd Floor): Athletics
9. Campbell Hall:
 - a. Air Force ROTC (AFROTC / Aerospace Studies)
 - b. Army ROTC (ROTC / Military Science)
11. Corbett Gym: Human Performance & Leisure Studies (2nd Floor)
12. Student Center:
 - a. 1st Floor:
 - i. Barnes & Noble Bookstore (125)
 - ii. Elements (C-Store) -
 - b. 2nd Floor: Aggie OneCard (242)
 - c. 3rd Floor:
 - i. Event Center (368)
 - ii. Multicultural Student Center (367)
 - iii. Student Development (348)
 - iv. Student Activities / Student Government Association / Greek Life (332)
12. General Classroom Building (GCB):
 - a. 4th Floor: Dean's Office

*Mail for: College of Arts, Humanities & Social Sciences, Visual & Performing Arts (VPA),
Foreign Language (FOLA), A&T Register (Campus Newspaper)*

 - b. Merrick Hall/Craig Hall: School of Business / College of Business (Suite 200)
 - c. Crosby Hall:
 - i. 2nd Floor: Journalism & Mass Communications (JOMC)

ii.3rd Floor: WNAA Radio 90.1 FM

- 13. Marteena Hall:
 - a. Mathematics
 - b. Physics
- 14. Barnes Hall: Biology
- 15. Sockwell Hall: School of Agriculture & Environmental Sciences
- 16. New Science Building (NSB):
 - a. Chemistry (350)
 - b. Psychology (360)
- 17. Strickland Fieldhouse: Football
- 18. Carver Hall:
 - a. 1st Floor: Agribusiness (145)
 - b. 2nd Floor: Natural Resources / Waste Management
- 19. Smith Hall
 - a. 1st Floor: STEM Early College
 - b. 2nd Floor: College of Science & Technology (COST)

Departments Include:

- a. Title III
 - b. Distance Learning
 - c. Internal Auditing
 - d. Human Resources
 - e. Benefits
 - f. Upward Bound
 - g. Continuing Education (Summer School)
 - h. ITT
- 1. DeHuguley Building: Physical Plant (Facilities) 602 N Benbow Rd.
 - 2. Murphy Hall: Student Affairs (Rm 100)
 - 3. Fort IRC 4th Floor: Div. of Research and Economic Development / Contracts & Grants

PM Route

Call to inquire for any outgoing mail if there is no mail for PM Departments.

Estimated Departure: 2pm-2:30pm - Estimated Return: 3pm-3:30pm

Webb Hall: Admissions - Lower-Level

Campus Enterprises

Dowdy

Departments Include:

1st Floor: Financial Aid (100) / Treasurer (Cashier) / Registrar
2nd Floor: Procurement Services / Budget & Finance Dept. (Business & Finance) Accounting Dept. (Accounts Payable / Travel)
3rd Floor: IT Dept (307) / Payroll (305) / Provost / Salary Admin (315)

4th Floor: University Advancement, Development, Gifts & Records (400) Legal Affairs (422)
Office of the Chancellor (418)

Ward Hall: University Police (UPD)

Human Resources – 1020 Wendover Bldg., Delivery location: Basement **Drop boxes (2)**

Departments Include:

Title III

Distance Learning

Internal Auditing

Human Resources

Benefits

Upward Bound

Continuing Education (Summer School)

ITT-Bluford Library

DeHuguley Building: Physical Plant (Facilities) 602 N Benbow Rd.

Murphy Hall: Student Affairs (Rm 100)

Fort IRC 4th Floor: Div. of Research and Economic Development / Contracts & Grants

Inbound Packages - Student/Faculty/Staff						
Month	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY2025
July		180	377	570	829	579
August	10,965	4,345	5,490	4,347	3,515	5,428
September	9,340	6,141	6,543	6,326	7,775	5,930
October	8,303	6,842	7,727	6,741	7,326	5,723
November	3,789	2,077	2,257	3,194	3,056	
December	551	498	356	559	1,541	
January	6,604	3,647	5,053	5,819	6,062	
February	8,208	8,647	7,454	2,527	5,270	
March	4,605	5,717	4,142	4,903	4,253	
April	323	3,809	2,493	4,183	4,188	
May	334	808	686	1,092	443	
June	310	498	566	297	252	
TOTAL	53,332	43,209	43,144	40,558	44,510	17,660
AVG	4,444	3,601	3,595	3,380	3,709	1,472

*Flat mail is not counted

Last Name	First Name		Salary	Estimated Benefits
Mail Clerk			\$ 36,338	\$ 19,611
Route Driver			\$ 35,350	\$ 19,297
Manager			\$ 44,949	\$ 22,339
Route Driver			\$ 36,346	\$ 19,613