



Fulton County, GA

# Department of Purchasing & Contract Compliance

*Cecil S. Moore, CPPO, CPPB, CPSM, C.P.M., A.P.P*  
*Director*

**ADDENDUM NO. 1**  
**Request for Proposal – 10RFP72871C-MT**  
**MAIL SERVICES**  
**Fulton County, Georgia**

April 19, 2010

Dear Vendors:

This addendum is in reference to the RFP – 10RFP72871C-MT  
MAIL SERVICES

1. Are there set hours of operation?

**Response: 8:00 am - 5:00 pm**

2. (I have a) Question around transitioning from incumbent to new vendor – will you have an overlap period?

**Response: Any transition will overlap approximately 1 to 10 business days**

3. How much labor is in the mail room today, their positions and hours of operation?

**Response: There are four employees in the mail room: Two (2) - On-Site Service Specialist, One (1) - On-Site Service Specialist Sr. and One (1) -On-Site Service Specialist On-Site Supervisor.**

4. On what date do you plan to award the bid and when will be the effective start date of the contract?

**Response: We anticipate on having an award in June of 2010.**

5. We would like to have historical data for the past 6 months on volumes on mail (incoming & outgoing for USPS, FedEx, UPS, etc).

**Response: Fulton County does not track inbound USPS,UPS, FedEx mail volumes.**

6. Please provide a copy of the type of reporting that is been provided in the past.

**Response: Mail Volumes / Savings, Department Mail Postage Charges, Class Pieces Postage Add On Total**

- 1ST-CLASS
- PRESORT WRITTEN



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- **PRESORT TYPED**
- **CERTIFIED/RETURN RECEIPT**
- **EXPRESS MAIL**
- **INTL AIR 5 6.640 .000 6.640**
- **1ST-POST**
- **NON-POST**
- **1ST- 2 OZ**

7. Are you currently isolating threat mail?

**Response: Yes**

8. The management expectation is a not consistent with the Scope. Who will “manage” this operation – vendor or FCG?

**Response: The vendor is solely responsible for operations.**

9. Are the requested quotations for daily routine services, special services, projects or something else? Please clarify?.

**Response: Both daily and special services**

10. Is the pre-sort vendor going to remain in place after any transition or will the in-coming vendor have to assume these services?

**Response: Fulton County does not have a contract with the Presort Service provider.**

11. Project Delivery Specification Page 26 – “Contractor shall not charge any fee for servicing any additional County location(s) that the County adds to this contract?” Does the government mean this literally, or is there a limited scope increase/decrease that they are willing to identify at this time?

**Response: We have no identifiable additional locations in deliveries at this time.**

12. “Equipment 2 – WJ250 Hasler Meters” What is the ownership/leasing status of these machines and will the contractor be required to replace, renew or maintain any existing related contracts? Please advise?

**Response: Fulton County does not have a lease for any mail equipment. IKON currently leases and provides maintenance on all mail equipment.**

13. Does FCG currently use any internal or 3<sup>rd</sup> party software to track county personnel, i.e., move, add, change software? What system are you currently using today for report tracking, i.e.; Postal Service Software, Smart Track and what is the disposition of the contract?



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**Response: A Proprietary software tracking system is provided by vendor and the database is currently provided from Fulton County.**

14. Please define "key personnel" for proposal resume purposes.

**Response: Managers and Lead Supervisors.**

15. What is the current mail/package screening process? Is any software or equipment used? If so, will it remain or will it need to be transferred/renewed/replaced by the incoming contractor?

**Response: No software or equipment used for screening mail or packages**

16. Does FCG currently use Intelligent Mail Bar-coding (IMb)?

**Response: No**

17. Are incoming and outgoing packages to be covered under the scope of this contract? If so, what part of the volume represents packages/parcels?

**Response: Yes. The volume is unknown.**

18. Does the FCG have a separate breakdown of the incoming and outgoing mail volumes available for use in RFP response?

**Response: 2009 Annual Postage Volumes**

**1<sup>st</sup> Class -950786**

**Presort Written- 15055**

**Presort Typed- 603569**

**Certified Return/Receipt -53635**

**Express Mail-103**

19. Does the FCG use PO Boxes and Caller Service to have the inbound mail separated when delivered by the USPS?

**Response: The USPS has a dedicated mail stop with slots designated for Departments but PO Boxes and Caller Service is not utilized for inbound mail delivery.**

20. If so, list the PO Boxes and Caller Service that are used and the separations by department.

**Response: None**

21. How many times is the mail handled between rough sort and fine sort before it is ready to be placed in carts or buckets for delivery?

**Response: USPS Mail is not sorted by Fulton County.**



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22. How many people hours are spent per day handling the sort of inbound USPS mail to get it ready for department pick up?

**Response: Fulton County does not sort inbound USPS mail for Department pick up.**

23. The only volumes mentioned in the RFP are for outbound mail at 51,500 pieces per month. What are the average monthly volumes of inbound and outbound mail handled related to this RFP, by category, (inbound USPS mail, inbound accountable mail, inbound courier packages, interoffice mail, outbound USPS first class mail, outbound USPS pre-sort mail, outbound accountable packages, outbound courier packages)?

**Response: Fulton County does not sort inbound USPS mail, inbound accountable mail, inbound courier packages, interoffice mail. Postage volumes are provided for both presort and first class mail. Outbound accountable packages and outbound courier packages.**

24. Does the FCG take a discount for outbound USPS mail?

**Response: Not for first class mail. Only presort mail.**

25. Does the FCG use Qualified Business Reply Mail (QBRM)?

**Response: No**

26. Does the FCG use the USPS CAPS accounting system?

**Response: No**

27. What are the requirements on end-user education as it relates to inbound and outbound mail?

**Response: Training may be provided from the Vendor but there is no policy that mandates training.**

28. You indicate that mail stops are used, what percentage of the inbound mail contains a mailstop?

**Response: 100%**

29. How is unidentified mail handled?

**Response: Department liaisons partner with Vendor to identify source and redistribution.**

30. Is there a requirement to open inbound mail?

**Response: No**



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31. What is the Chain of Custody process around inbound accountable packages?

**Response: Fulton County does not process accountable mail.**

32. Are courier packages received by the mail center? If so, what is the requirement around the processing and delivery of those packages?

**Response: No courier packages are received by the mail center, only interoffice packages delivered internally within Fulton County.**

33. What is the average monthly outbound postage expenditures? Since that spend is broken down by cost center, how many cost centers are used today, and how many do you anticipate will be added over the term of the contract?

**Response: \$47,316 per Month for 1<sup>st</sup> Class Postage and 250 Department Charge Codes & Sub Charge Codes.**

34. Can a courier service be utilized if managed by the selected vendor to deliver mail and packages to the various offices?

**Response: Yes.**

35. Section 3.3.6.02 describes priority packages must be delivered within one hour of receipt. Please define a priority package.

**Response: USPS Priority Mail.**

36. Section 3.3.7 describes reporting of P-Card transactions. Please describe the nature of these transactions and the frequency of them on an average monthly basis.

**Response: The following bullet items have been deleted and are not required for this RFP: 1) Total number of PCard Transactions and 2) Total PCard Spent. PCard reporting will not be a part of this service.**

37. The Section on Required On-Line Services provides information on items that FCG requires to be available. Is this information available via the Intranet? Will the vendor have access to upload the required information or is this a nightly feed from a form that is completed by the vendor?

**Response: Fulton County will authorize the required information as needed.**

38. In Section Project Delivery you indicated that you want hardware and software that will produce bar-coded address labels. What is the monthly volume of labels required?

**Response: Accountable Mail Delivery is not a current function for Fulton County mail services.**



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39. What is the mileage per day for four couriers?

**Response: The total miles are about 300 per day between four couriers.**

- North & South Fulton Annexes
- Health & Wellness Centers
- Mental Health Centers
- Libraries

40. Does the presorted mail have the same date postage stamped when it is delivered?

**Response: Yes**

41. Does the presorted mail get picked up at 4:30 P.M. and then comingled with other mail according to zip code?

**Response: Yes. It gets picked up but not comingled with other mail.**

42. Does the presorted mail get picked up and mailed from the presort warehouse by 7pm the same day?

**Response: Yes**

43. Does mail services currently process flat rate mail?

**Response: Yes**

44. Does mail services currently process flat rate presort mail?

**Response: Yes**

45. How many call outs for courier pick ups do you get per day?

**Response: The couriers have their scheduled pick-ups, so if something needs to be delivered, it will be between their scheduled pick-up times. Only under special or very large rush orders will the courier deliver outside their normal scheduled pick-ups. Call outs are not tracked.**

46. Can you provide an Excel spread sheet of the database information?

**Response: Yes**

47. Is there an expectation for mail fulfillment services (i.e. envelope inserting, folding or kitting)?

**Response: Only when requested by individual departments for special projects.**



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48. Will the mailroom tables and chairs remain or should the vendor provide these items?

**Response: The vendor must provide these items.**

49. Where and to whom does the Overnight Carriers (FedEx, UPS, etc) deliver incoming packages?

**Response: Fulton County does not track FedEx, UPS, nor USPS overnight carrier deliveries.**

50. Is there a requirement that Overnight Packages be delivered sooner than the scheduled pickup & delivery times?

**Response: Only if the shipping vendor has indicated exception to the normal delivery or pickup schedule.**

51. What is the monthly incoming and outgoing Overnight carrier volume?

**Response: Fulton County does not track incoming and overnight carrier volumes.**

52. Can the county provide its current Service Level Requirements for each of the service areas in the RFP?

**Response: Please refer to sections 3.3.6.01 and 3.3.6.02.**

53. Please define "priority mail," as it is referenced in Section 3.3.6.02?

**Response: USPS (1-3 days).**

54. Is this mail outbound, inbound, accountable, or first class? Please define the service level.

**Response: Outbound & Accountable.**

Where does this mail need to be delivered in one hour?

**Response: Any delivery destination.**

55. In section 3.3.6.02, the county references that the vendor must "develop procedures to safely isolate and safely examine any piece of USPS mail delivered to the Government that is identified as "Threat Mail." It is our understanding that all inbound USPS mail is sorted by the USPS office onsite in the Basement and then picked up by county representatives as referenced in Section 3.3.9.1.1. At what point would the vendor be required to review the inbound mail?

**Response: Sections 3.3.9.1.3 Mail services also handles misaddressed USPS mail that is brought to them by the staff at the on-site Post Office and from the departments that receive incorrectly addressed inbound mail.**



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56. Is the County requiring Internet/Intranet package tracking capability for Inter-office mail?

**Response: No.**

57. What are the expectations of the "Automated internet tracking"?

**Response: The County expects Certified / registered and domestic express mail.**

58. Can the county provide a monthly estimate for the number of "Call Out" courier runs that will be required?

**Response: Call out courier requests are not tracked.**

59. Would the county be interested in receiving a quote for state wide courier deliveries?

**Response: Please respond only to the requested services in the RFP document.**

60. Are there any parking charges for vehicles based at the Fulton County Facility?

**Response: No**

61. Would the County consider extending the deadline for submission by one week?

**Response: The due time and date for this solicitation remains the same.**

For additional information regarding this addendum contact Malcolm Tyson, Assistant Purchasing Agent at (404) 612-5811 or e-mail at [malcolm.tyson@fultoncountyga.gov](mailto:malcolm.tyson@fultoncountyga.gov).

The undersigned propose acknowledges receipt of this addendum by returning one (1) copy with their bid. Failure to return a signed copy of this addendum with your bid may render your bid to be non-responsive.

Except as provided herein, all terms and conditions in the bid referenced above remain unchanged and in full force and effect.

Sincerely,

Malcolm Tyson  
Assistant Purchasing Agent



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*Director*

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## ACKNOWLEDGEMENT OF ADDENDUM

COMPANY NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_