

**FLORIDA STATE UNIVERSITY
PURCHASING DEPARTMENT
A1400 UNIVERSITY CENTER
TALLAHASSEE FL 32306-2370**

ADDENDUM ACKNOWLEDGMENT FORM

DATE: June 6, 2014

ADDENDUM NO: **3 Competitive Solicitation** Number **ITN 5679-A**

TITLE: **Postal and Receiving Services**

INSTRUCTIONS TO RESPONDERS:

Attached is additional information pertaining to the Competitive Solicitation. Please read this information carefully and incorporate it into the terms, conditions and specifications submitted with the original solicitation and any prior addendum's. **This cover sheet must be signed by the individual signing the solicitation and returned with this solicitation.**

CERTIFICATION:

This is to certify that I did receive the referenced addendum and have incorporated the terms, conditions, and specifications listed therein into the attached Competitive Solicitation.

SIGNED

TITLE OF ABOVE

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1. Are these services currently being provided by the State of Florida contract that is held by Pitney Bowes? If not who is the incumbent?

A: No, there is no incumbent.

2. Is the incumbent contractor eligible to bid?

A: See answer to question # 1.

3. Will the existing vehicles and Bell and Howell Criterion mail sorter be furnished to the contractor? If yes, will FSU bear the cost of relocating the unit to the contractor's facility?

A: The ITN in Section II, Business Services Overview states that, "As part of this proposal the successful vendor will have to locate, furnish and operate its own mail and receiving facility. The vendor will not be allowed to use the current postal and receiving facility and FSU will not be supplying a new location. The cost for operating this private facility should be included in the overall proposal as an itemized cost."

The ITN in Section III, Minimal Requirements, Item # 1 states, "Vendor shall operate a standalone postal and receiving operation servicing the University. The vendor shall be responsible for all operating expenses including but not limited to: employees, electricity, phone, data, vehicle, and vehicle maintenance/repair, proper insurance, mail room equipment and internet connections."

The ITN in Section III, Minimum Requirements, Item #19 states, "Vendor shall be responsible for providing any and all vehicles to complete campus routes, pickups, drop offs to USPS, the delivery of university receiving and any other needed deliveries. Vehicles should have the ability to secure contents when deliveries are being made. All vehicles will meet FDOT requirements."

Therefore FSU is not planning on supplying or leasing any equipment or vehicles as part of this ITN. With that said, if any vendor wishes to offer FSU a proposal to obtain any of our equipment or vehicles it should be included in TAB 9 of the ITN response as part of the value add and "outside the box " ideas. Tab 9 will be discussed in detail as part of negotiations.

However, it must be clearly understood that any initial business offer or cost models must be based upon the original ITN requirements as stated above.

4. Please furnish a list of all FSU equipment provided to the contractor.

A: See answer to question # 3.

5. Will we be required to warehouse envelopes and paper?

A: Yes, Envelopes are minimal and copy paper is normally 6± pallets.

6. Are there any geographical limitations for the location of the contractor furnished facility?

A: There are no limits as long as service requirements are met.

7. What software is currently used to provide client access to shipping information? Please confirm this will be provided to the contractor.

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A: FSU is not planning on providing any software for the successful vendor. FSU expects the successful vendor to run its own operations using IT systems that it is familiar with and has existing contracts and expertise in. In addition, vendors are expected to supply FSU with their solutions for services to the FSU population not necessarily mimic or reproduce FSU's current operations. Please re-read Section II Business Services Overview and Section III Minimal Requirements # 11.

8. Please confirm that FSU will provide the postage metering systems and postage.

A: See answer to question #3. FSU will work with the successful vendor to determine a business practice that would involve postage reimbursement.

9. Please furnish copies of the existing vehicle routes. How many daily miles are driven in support of these routes?

A: Vehicle routes and mileage are provided as attachments.

10. What is the anticipated contract award date and start of performance date?

A: Please see Section IV: Calendar of events in the ITN any updates will be posted to the website.

11. The organization chart does not show any drivers. Are the ten vehicle drivers in addition to the staffing shown in this exhibit?

A: The supplied org chart has four Campus Services Assistants under Outside Operations. Part of their duties are to deliver mail.

12. Can you please furnish estimated workload volumes for incoming mail and packages by delivery vendor (USPS, UPS and FedEx)?

A: Please see the attached diagram.

13. The RFP indicates there are 6,000,000 pieces of presort mail and 1,000,000 pieces of mail through the postage meter section.

a. Is the metered mail also presorted?

A: Yes mail that qualifies as presorted.

b. How is postage affixed to the other presorted mail, is this all permit mail?

A: 80% of our presort mail is permit indicia. The remainder is meter.

14. Reference Section VII Tabbed Responses

a. Tab 4 is missing

A: There is no Tab 4 for this was a numbering mistake on our behalf.

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- b. Tab 8 indicates that the existing employees will be employed by the contractor however, it also request resumes for all of the General Manager direct reports. Will the Campus Service Specialists and Accounting Associate transition to the contractor or should we plan on filling these positions.

A: It is the desire of FSU to have all current employees hired by the potential vendor, with an effort made to provide similar salary and benefits.

- c. What are the duties of the Accounting Associate and is this a full time position? Yes, this is a full time position. The jobs duties include but not limited to departmental chargebacks and processing of invoices for the presort section.
- d. Is the General Manager required to be onsite full time? Yes

15. Reference the IT Environment. Please expand the description of exactly what IT services the contractor will be required to provide. Will FSU provide the existing servers, software and fiber optics communications?

A: FSU is not planning on providing any existing servers, software and fiber optics communications for the successful vendor. FSU expects the successful vendor to run its own operations using IT systems that it is familiar with and has existing contracts and expertise in. In addition, vendors are expected to supply FSU with their solutions for services to the FSU population not necessarily mimic or reproduce FSU's current operations. Please re-read Section # II Business Services Overview and Section III Minimal Requirements # 11.

16. Please confirm the number of vehicles required. The RFP states eight however we have only be able to identify five routes (Blue, Red, Black, Brown and Gold). Also only four FTE's are show on the Organization Chart.

A: The number of vehicles required is dependent upon vendor's proposals and their route design. FSU is not requiring any specific number of vehicles. Currently, depending on the volume of work there could be a maximum of seven (7) vehicles in use throughout the work day. See question # 11 for further information.

17. Do you currently use a mail tracking package to confirm package deliveries, if so please confirm this will be provided to the contractor.

A: Yes FSU uses a mail tracking package. See question #3 and ITN Section III, Minimum Requirements, Item # 12.

18. You reference the current operation is a profit center for the University. Can you explain how the contractor's services are marked up to achieve this?

A. FSU Postal charges \$30.00 per thousand for presort services and \$.03 per piece for metering plus postage.

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19. Is the contractor responsible for marketing the presort services that are offered to third party organizations to generate revenue? If yes, how is this currently being done?

A: The FSU presort operation does not currently market its services. If the potential vendor wishes to market its services it can as long as all marketing is pre-approved by the University.

20. The organizational chart shows 14 employees but notes that there are 2 OPS as well. Please discuss the responsibilities of the OPS positions and where the tasks under these positions are performed.

A: 1 OPS employee works part time as a receptionist and filer. 1 OPS employee works part time utilized as needed, where needed.

21. Page 3, "Presort Operations": will the current standalone auxiliary facility be replaced under this contract?

A: FSU is not proving any facility. Please re-read the ITN Section II, Business Services Overview.

22. Page 3, "Presort Operations": with whom will future presort contracts be between? FSU and the customer, or Contractor and the customer?

A: Future contracts will be between the successful vendor and the customer.

23. Page 16, "Cancellation without Cause", would FSU assume responsibility for any lease obligations if cancellation is within the leasing period?

A: No.

24. Page 22, "Background Checks": will FSU perform all required background checks?

A: No. FSU would expect the successful vendor to manage their own employees.

25. Page 29, "40. Payment Card Industry Data Security Standard": under what circumstances will the Proposer being handling credit card transactions?

A: None, this verbiage is part of all FSU contracts.

26. Request a copy of the courier routes in electronic format (Word or Excel).

A: See attachments.

27. Please provide the address of the post office from which your mail is received.

A: 2800 S Adams St Tallahassee, FL 32301 and 2020 W Pensacola St Tallahassee, FL

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28. Please confirm the dates of the 11 university holidays.

A: See web page: http://hr.fsu.edu/?page=Info_Calendars_Holiday

29. SOW page 4 paragraph 3 indicates the uniforms are to have identification of "FSU Postal and Receiving" are there any restrictions concerning the identification of the vendor supplied vehicles?

A: Uniform co-branding can be discussed during negotiations.

30. What companies does FSU have contracts with to provide presort services? Are the contracts assignable to the vendor awarded the contract? What are the terms of the contract, meter rate, postage upcharges, fees, reject mail fees, delivery commitment?

A: See attachments for volumes and copy of current presort contracts.

31. What is the volume of mail that is currently prepared (addressed and presented to the USPS) for FSU departments?

A: See attachments.

32. What are the commitments that are made to FSU departments to presort their mail, meter rate, postage upcharges, fees, reject mail fees, delivery commitments?

A: There are no commitments to the university departments to presort their mail.

33. What type of programs and materials does this department provide address and mailing services for?

A: Anything from postcards to annual reports.

34. Do the FSU departments contact this department or are the services 'marketed' internally within FSU?

A: FSU Postal Services are not "marketed" on campus. We are the universities postal service provider. Our "marketing" is accomplished by providing our WWW.

35. Is FSU interested in selling the existing presort equipment? And if so could you provide a detailed list of the equipment including supporting software? Please include manufacturer, model number, age, existing service commitments.

A: See answer to question #3.

36. From the www.postal.fsu.edu link, I was viewing the postal codes and mailstops, noticing that there is one time that appears to be well outside of the normal operating hours for services (see below). Is this pick up really at 10:40 PM? Please confirm.

2047	10:40 PM	Strozier Library	Strozier Library	Brown
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A: That should be 10:40 AM

37. How many square feet encompass the current postal facility?

A: 15,000 square feet. Of which 25% is used by the UPS Store printing department.

38. As University officials score the vendors proposals, what weight will be attached to whether or not the vendor has current contracts with other universities?

A: See Section VIII, IX and X of the ITN.

39. What is the tenure of the current university employees supporting postal operations?

A: Tenures range from 5 years to 35 years.

40. What is the budget for the current fiscal year in regards to the labor portion of postal operations?

A: See attachments.

41. Please describe mail delivery / pickup routes identifying each stop.

A: See attachments.

42. Please provide delivery / pickup schedule

A: See attachments.

43. Please provide a list of What each of the 20 IT drops is used for

A: The Postal and Receiving IT Environment overview provided in Section II, Business Services Overview, was intended to provide prospective respondents with a summary of the scope of what IT infrastructure FSU currently needs to operate. It was not intended to be a request or specification for what vendors should propose. Vendors are being requested to determine their own IT needs as they relate to their proposed solutions and include those cost as part of their business model. Please re-read Section II, Business Services Overview.

44. Please provide list of all application software currently used including the cost of any existing licensing fees.

A: FSU is not providing any application software to the successful vendor. FSU expects the successful vendor to run its own operations using IT systems that it is familiar with and has existing contract and expertise in. In addition, vendors are expected to supply FSU with their solutions for services to the FSU population not necessarily mimic or reproduce FSU current operations.

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45. Please provide annual income / expense report for the last 2 years

A: See attachments.

46. Please List name, position, and duties of current staff

A: See attachments.

47. Please provide statistics for last 2 years on incoming and outgoing mail that are available.

A: See attachments.

48. Please provide the number of current pre-sort customers and the annual volumes of mail they have you pre-sort for them.

A: See attachments.

49. Are we allowed to discuss the possibility of employment with any of the current staff before the proposal is due?

A: No.

50. Please provide current mileage reading and the average number of miles put on each vehicle annually.

A: On average each van drives 6000± miles annually. See answer to question # 3.

51. What is the breakdown of bulk mail volume? Example what percent is size 10, flat mail... And how often?

A: 60% postcards, 25% Newsletters and self-mailers, 15% #10 Envelopes.

52. What will be the selling price for your presort mailing equipment? Is there some sort of maintenance agreement in place with the equipment?

A: See answer to question #3

53. If each vendor is to propose their own vision of a world class postal operation how will price proposals be evaluated considering the university will be receiving a broad spectrum of pricing options to create the new facility?

A: See Section VIII, IX and X of the ITN.

54. If the university desires the successful bidder to hire the incumbent work force including the manager who has the experience required does the overall general manager need the same university experience?

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A: The composition and experience of the proposed staff is up to the prospective vendors. However, it would not be unreasonable to consider the roles and duties of the General Manager and Manger to be the same. Even perhaps the same person.

55. I Ship:

a. Is the new vendor to provide a replacement system that is also on state contract?

A: No. The successful Vendor is expected to manage current portal, provide customer service to FSU and as such work with FSU to coordinate this.

b. How many different Carrier accounts do you have?

A: iShip is currently only used for UPS, FSU has 12 Shipper numbers within iShip.

c. Do students get charged a handling fee for using FSU's rates?

A: iShip is for departments only; student shipping is not included in this ITN.

d. What carriers does FSU use?

A: iShip is a branded UPS product.

e. Would you like the site Branded in FSU colors and logos?

A: The current site will be used.

f. How many admins should be on the account?

A: Currently there are two admins.

57. Can you please supply the approximate dimensions of the current production space?

A: See answer to question #37.

58. In light of your desire to maintain the current staff can you please provide basic salary for budgeting purposes?

A: See attachments.

59. It would appear that print production is not currently in scope, can we assume that the vendor will not be required to provide space or IT infrastructure for print production.

A: The print production is not included in the ITN.

60. Out of the approximately 6,000,000 pieces of mail pre-sorted annually, how much belongs to the University?

A: less than 20%

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a. FSU Pre-Sort

- i. What volume of pre-sort mail is printed and inserted onsite by your current vendor

A: None.

- ii. Are files received by your print vendor with proper OMR and barcoding for pre-sort or does the print vendor apply these

A: N/A

b. Non-University Customers Pre-Sort (Can you please provide the following for each client)

- i. Annual volume

A: See attachments.

- ii. Distance from current location

A: All locations are within a 5 mile radius of the facility.

- iii. How is mail received

1. Delivered by client (what percentage is folded and inserted)

A: One customer delivers ready to go mail. No folding or inserting.

2. Picked up by FSU (what percentage is folded and inserted)

A: All remaining customers and all mail is ready to go, no folding or inserting.

3. Electronic file sent and printed by current print vendor

A: None.

- iv. Are files received with proper OMR and barcoding for pre-sort

A: All customers prepare all their mail.

61. What is the current acceptance time the USPS has for pre-sort mail in Tallahassee FL.

A: 4:30 PM

62. Out of the 6,000,000 pieces how many are

- c. #10 Envelope (1-5 sheets)

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A: 95%

d. 6x9 Envelope (13-35 sheets)

e. A: 5%

f. 9x12 (13-35 sheets)

A: None.

63. What business rules are applied to the printing and mailing of documents?

A: We do not provide printing. The requirements for delivery of mail can be found in the ITN. Please re-read Section III Minimal Requirements.

64. What pre-sort rate is FSU currently utilizing?

A: 95% is permit indicia remaining is metered at the 3 Digit rate.

65. Would FSU consider selling the Bell & Howell Criterion 4 – If so please provide any outstanding financial obligations or costs that a vendor might be expected to assume.

A: See answer to question # 3.

66. What are the current maintenance costs associated with the Bell & Howell Criterion?

A: See answer to question # 3.

67. Will you please provide campus maps detailing the current delivery routes and schedules?

A: See web page: <http://campus.map.fsu.edu/index.aspx> also see attachments.

68. Are all accountable packages (FedEx, UPS, DHL, etc.) delivered directly to recipients across campus via carrier or to the central receiving area?

A: Most are delivered directly to the recipient, some are delivered to us because of limited truck access and/or construction.

69. Can you supply a representative list of items that are received via loading dock for distribution across campus?

A: Typical items could include: computers, copiers, toilet paper, floor wax, filing cabinets, desks, and office supplies. Any typical item that a university the size of FSU would need to operate.

70. Do any of these deliveries require special handling (HAZMAT, Bio, etc.)

A: No.

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71. Does FSU have a plan to re-purpose vehicles utilized in the current operation or would the University consider allowing a vendor to assume these obligations – if so please provide:

A: See answer to question # 3.

72. Is inbound USPS mail delivered to the center or is it picked up by current staff at the USPS?

A: USPS delivers the majority of mail to the postal facility on Madison Street. The remainder FSU picks up express mail from the two USPS locations listed in question #27. It is anticipated that the successful vendor would have to pick up all mail from the USPS.

73. What time is the inbound USPS mail delivered or available for pick up?

A: Inbound USPS is typically delivered 7:30 AM – 9:00 AM.

74. Can you provide the address for the postal station that is utilized for FSU mail?

A: See answer to question # 27.

75. Please provide a list of all equipment (make and model) utilized for the processing outgoing mail

A: See attachment. Also please see answer to question # 3.

76. From requirement # 8 requires reporting of all mail and parcels received or sent via the campus mail center. Please provide a verbal description or samples of what is required on required reporting?

A: FSU would require reporting that would allow us to evaluate operations. Vendor should provide FSU with the types of monthly reports they can provide. Some proposers may have dashboards, Excel spread sheets or on-line systems that FSU could access. Specific reports could include financial information, employee reports, work load/volume, IT statistics, postage reports, etc. FSU expects proposals to include what can be provided to FSU on a regular basis.

77. Please provide statistics on the current volume and frequency of bulk mail processed by the campus mail center.

A: See attachments.

78. Please provide a description of every university system that the vendor will be required to integrate with. Please include the technical description of the capabilities each has to provide for this integration.

A: FSU would like for vendors to supply us with how they proposes to interface with and exchange information with FSU. What systems do you have in place at other similar sites and how do they operate. Some vendors may propose the use of FTP files, some Excel flat files and some may have intranets. FSU's main financial system is PeopleSoft v 8.X.

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79. From requirement # 17, please provide statistics on current volume and frequency of the mass internal mailings. Are these figures already accounted for in the number provided in this ITN?

A: Yes the figures are already accounted for. See attachments.

80. From requirement # 18, what is the volume of FSU directories that will be required to be stored by the vendor?

A: FSU directories are no longer printed, however we keep approx. 200 Century Link directories on hand for department issue upon request.

81. From requirement # 20, is the reporting that is required limited to the summary of charges by department for mailing and shipping services or are there other specific reports required? Please provide a verbal description or sample of any known required reports for OBS.

A: See the answer for question # 76.

82. Is there a contract for maintenance of the pre-sort machine? If so who is it that provides the maintenance?

A: The presort machine is currently under contract with Bell and Howell INC.

83. When do you want the successful vendor to begin operation of the postal and receiving center?

A: See Section IV, Calendar of Events. Actual operation would begin after an award and contract had been signed. Actual time frames will be negotiated with successful vendor.

84. How many years is the university willing to set for the contract period and what provisions will there be for an extension?

A: FSU is open to a multi-year contract. Vendors should offer the length of term that best fits their own individual business models and proposal.

85. In the current operating environment does the United States Post Office (USPS) deliver to and pickup mail from the postal and receiving center or does the center do this?

A: Both. Also see the answers to questions # 72 and # 27.

86. In Tab 7 of the ITN it states: "The financial plan should clearly delineate between investment by the company and management fees (Postal Services and Receiving) to the university". Please clarify this statement as to what is meant by "investment by the company".

A: "Investment by the company" could be capital expenditures or improvements that would be amortized over the length of the contract while management fees would be monthly fees with no liabilities.

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87. In Tab 8 of the ITN there is the following statement:

“It is FSU’s desire that all Postal and Receiving facility staff/employees will be employed by the company for at least the first 12 months of the agreement except as mutually agreed to by FSU and shall not be employees, agents or independent contractors of FSU. Further details concerning benefits and leave balances can be discussed during the ITN negotiations.”

Does this statement mean that the vendor will require permission from FSU if they choose not to hire a current employee?

A: Yes. FSU would like to discuss why a vendor chooses not to hire existing employees.

88. The above statement appears to imply that the vendor will become responsible for all existing leave balances at the time the vendor begins operations. Is that correct?

A: No. FSU will follow its standard leave payout practices for all employees transferring to vendor. It is FSU’s desire to have the vendor offer comparable benefits (leave, health insurance, retirement, etc.). This subject will be further discussed during negotiations.

89. The above statement appears to imply that the vendor is required to provide benefits comparable to those provided by FSU. Is that correct, or can employees be offered whatever benefits are available from the new service provider?

A: Vendors can provide employees with their standard benefits. It is FSU’s desire to have the vendor offer comparable benefits (leave, health insurance, retirement, etc.). This subject will be further discussed during negotiations.

90. Does FSU own or lease the current metering equipment?

A: It is leased. See the answer to question # 3.

91. At what point could a sale or lease price be available on the following equipment?

A: See the answer to question # 3.

92. Is the Astrojet image blaster station leased or owned?

A: Owned and is not compatible for use with the Intelligent Mail Barcode. See the answer to question # 3.

93. Please provide any statistics available on the volume of inbound overnight deliveries?

A: There are 20 to 150 packages daily.

94. Please provide the current mileage, model and year of vehicles used in receiving and mail operation.

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A: See attachments. See answer to question # 3.

96. Current delivery times or deposit times to USPS?

A: 4:30 PM.

97. What is the present read rate or % of mail that does not read and needs to be up posted to full rate?

A: The current read rate is 99%.

1. Permit or Metered mail? Or both?

A: Both.

2. What is the current meter rate applied to the mail?

A: See question #13.

3. Mail density – Regional based or National based?

A: Both.

a. How much needs to be processed “same day” and how much can be moved to “next day” for deeper discounts?

A: All Presort is to be processed same day.

98. Does the mail meet Full Service Requirements or does FSU apply FS IMb’s to pieces?

A: All presort is processed as Full service with FS IMB applied.

99. What is the current Average Daily Volume’s?

A: ADV = 30,000

a. When are the volumes ready to be picked up?

A: Presort mail is ready to transport to USPS at 4:15 PM.

100. How does FSU meet the Move Update requirements?

A: Ancillary Service Endorsements.

101. Does FSU use any system to track mailings or monitor service standards?

A: Not at this time.

102. How does FSU handle international mail? Do you have any volumes?

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A: Non-critical departmental International mail is sent via Air Concepts, all other is sent USPS or UPS.

103. Are window envelopes used for what % of mail?

A: 80% Window

a. What % has a label or ink jetted address applied to the envelope?

A: 20%

104. What is the mail quality make-up?

a. % of handwritten

A: Almost 0 %.

b. Address block IMb's A:

A: See the answer for question # 98.

105. Please provide a detailed description of the 15 existing contracts for presort. Are these external or internal clients? What are the specific financial and contractual obligations of the university?

A: The Presort clients are external. FSU Postal charges an average of \$30.00 per thousand letters fee and reimbursement of all postage.

107. Will the existing contract be binding and are they transferable?

A: The existing contracts are not binding and are not transferable.

108. Would you provide a list of mail stops for each of the mail routes?

A: See attachments.

109. What is the time window to perform these mail stops?

A: Current windows are as follows: Departmental is from 12:00PM-4:00PM. Presort is for 8:00 AM- 10:00 AM and 1:00PM – 3:00 PM approx.

110. Do you provide sortation to the individuals at the mail stops?

A: All sorting is performed in house and bundled into required stops.

111. You indicated a number of vehicles that perform these functions are they all required to do the present routes? (8 vans and 2 box trucks)

A: All 10 vehicles are used as needed.

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112. Please provide the number of buildings supported

A: See attachments.

113. Please provide the number of floors per building supported.

A: A campus map is at the following link: <http://campus.map.fsu.edu/index.aspx> Individual building characteristics such as flooring are not available at this phase in the ITN.

114. Please provide the complete address of all the buildings supported.

A: A campus map is at the following link: <http://campus.map.fsu.edu/index.aspx> Individual building addresses are not available at this phase in the ITN.

115. Please provide the number of Mail Delivery/Pick-Up stops per floor and building.

A: See attachments and see the answer to # 113.

116. Are any of the existing routes walking between buildings?

A: Yes

117. Is all mail charged back to a specific cost center?

A: Outgoing mail postage is charged back to specific cost centers.

118. How many cost centers are billable?

A: 7000

119. Does FSU fund postage on a monthly basis outside of the normal billing process?

A: All Postage is pre-paid by FSU Postal and recovered from departments and presort customers. See attachments that show the postage process and the answer to question # 8.

120. How many permit accounts does FSU maintain?

A: FSU holds 5 USPS permit accounts.

121. Per the statement in the ITN: Vendor is responsible for maintaining sufficient postage on all center meters and will be reimbursed monthly as described. Are there postage meters placed outside of the current Mail Center and if so how many?

A: None

122. Is FSU planning on maintaining ownership of the existing mailing equipment or will the vendor of choice be required to purchase?

A: See the answer for question #3.

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123. Is a mail code system used or do you sort mail to address and addressee?

A: The Mail Code system is used as a plus 4 and virtual P.O. Box.

124. Can you provide greater detail about the inbound freight process? Will the vendor be required to open or close Purchase Orders? Affix Property Assets ID labels?

A: No vendor is not required to perform these duties. Closing PO's and attaching ID labels are the responsibility of individual departments.

125. Do you currently use a tracking system to process the inbound FedEx, UPS and DHL?

A: Yes.

126. You indicated that the mail volumes are seasonal, can you provide 12 consecutive months of inbound historical volumes for:

A: See attachments.

- a. Overnight, Express (FedEx, UPS and DHL)
- b. UPS Ground
- c. Freight
- d. Certified, Registered and Insured
- e. Hazardous materials
- f. Inbound USPS mail

127. Can you provide insight into the several existing IT applications and WWW API's? What specifically is in scope?

A: FSU will maintain its current postal WWW. We will work with the successful vendor to determine improvements or integrate their features into our WWW environment.

128. Please provide a detailed description of all applicable University systems that allow departments to reconcile accounts and track charges. What specifically is in scope?

A: See attachments. FSU has supplied rudimentary flow charts of existing IT and workflow systems within the university. However, it is incumbent upon vendors to provide FSU how they would interface with and/or supply accounting information to the FSU community not necessarily mimic or reproduce FSU current operations.

129. Are any of the systems, applications, automated processing or data, in the scope of RFP services, that process financial transactions/data requiring Payment Card Industry (PCI) DSS

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and/or SAS-70 compliance and audits, as defined in "40. Payment Card Industry Data Security Standard" on page 29 of ITN 5679-A?

A: No. FSU does not anticipate the use of credit cards in our operations. With that said, if a vendor has a new and innovate way that better services our community using credit cards they should share that with FSU.

130. Does any of the systems, applications, automated processing in scope of the RFP process HIPAA or Federal Tax Information (FTI) data?

A: No.

131. Are the systems or data in scope of services in the RFP subject to any specific FSU IT compliance or security standards and policies? If so, what are these policies, and please provide a link to the related materials.

A: No. See answers to questions #7, #15, #128, #129 and #130.

132. Will the bidder be assuming any web-based integrations, systems, and/or application support, administration, maintenance and/or development?

A: See the answer to question #127.

- a. If so, how/where are these hosted now?
- b. Do they currently adhere to any identified compliance standards?
- c. Are these systems/applications currently under warranty or service agreements?
- d. Do the systems/applications in scope currently adhere to any compliance standards identified above?