



Department of Purchasing & Contract Compliance

Felicia Strong-Whitaker, Interim Director

Fulton County, GA

December 17, 2012

Re: 12ITB86221C-MT – Mail Services

Dear Bidders:

1. Please share the reasons/drivers for Fulton County conducting this RFP?

Response: Current contract has been extended through 3/31/2013.

2. What factors are driving a decision to change?

Response: There is no significant change in the scope of services since the last contract.

3. What criteria are important to you in selecting a firm?

Response: The ITB requires the cost as the most important part of this process from the most responsive and responsible bidder.

4. How would you rank the criteria?

Response: The award will be based on bid price.

5. What is the timeline for evaluation and final decision?

Response: We anticipate three to five weeks for a decision by the Board of Commissioners.

6. A) Please clarify bid bond issue: Bid bond should be (5%) of the contract sum / bid total.

Response: No bid for a contract in Fulton County for work to be done shall be valid for any purpose unless the Contractor shall give a Bid Bond with good and sufficient surety payable to, in favor of, and for the protection of Fulton County. The Bid Bond shall be in the amount of not less than 5% of the total amount payable by the terms of the Contract.

6b) What are Fulton County's reasons for requesting a bid bond?

Response: A bid bond is an insurance agreement, accompanied by a monetary commitment by which the surety accepts liability and guarantees that the bidder will furnish bonds as required, and if the contract is awarded to the bonded bidder, the bidder will accept the contract as bid, or else the surety will pay a specific amount.

6c) What happens to the bid bond if contractor is awarded the business?

Response: The bid and contract security bond will be returned upon execution of the contract.

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6d) Clarify the Performance Bond requirements in Section 8A.

Response: Performance Bonds are executed subsequent to award by successful bidder, to protect the buyer from loss due to the bidder's inability to complete the contract as agreed; it secures the fulfillment of all contract requirements.

7. Are there any special objectives, technologies or process improvement goals which we should be aware?

Response: None that are not already provided in the ITB.

8. Do courier driver deliver mail to central locations or to mailstops. If to mailstops, how many total - stops and how many stops per route?

Response: See ITB pages 70-79.

9. How many callouts per day and to how many locations? Maybe 2 per month

Response: We anticipate two per month.

10. What role will pricing play in the decision? What issues are of concern about pricing?

Predictability? Risk/reward sharing? Cost reduction?

Response: An ITB is the process which evaluates the most responsive and responsible bidder with cost being the deciding factor.

11. Are there any key documents (routes, process maps, floor plans, etc.,) we can review or key people we should speak with prior to responding?

Response: The pre-bid conference should provide any documents and provide an opportunity to speak with County staff.

12. What are the current structure (by position) for management and staff? Total FTE's and total part-time? Is this a 40-hour position?

Response: Currently there are 3 full time employees, 1 fulltime supervisor, and 1 part-time assistant and 2 courier drivers.

13. Please share operational details including costs for vehicles, mail & logistics processing systems and software and equipment, including total number of vehicles and expenditures for gas, insurance and maintenance and upkeep?

Response: The County does not have this information because the current services are provided by contracted vendor.

14. Who is responsible for managing the RFP evaluation process? Who else will be involved in making the decision? (Board of directors, procurement, executive committees).

Response: This is an Invitation to Bid. Cost is the deciding factor.

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15. Is Fulton County open to modifying the initial contract length beyond one year with (two option years) to allow for more competitive contract pricing for vehicles, equipment, and to ensure more sustainable employment for staff and management?

Response: No, our terms are defined in Section 9. Term of Contract, Commencement Term & Renewal Term.

16. Contract Compliance: For the purposes of WMBE participation, will Fulton County recognize Women Business Enterprise and Minority Business Enterprise certification from other government entities such as DeKalb County, Cobb County, City of Atlanta, and the State of Georgia or does the MFBE need to have certification in Fulton County in order to be considered as a participant in the Prime Contractor's EBO plan?

Response: You do not have to be a certified vendor to respond to the County's bids and proposals. The only certifications that Fulton County recognizes are from Webanc and GMSD. No Counties are recognized.

17. Please describe the delivery process for any accountable mail items to include the chain of custody from acceptance in the mailroom through delivery to the end recipient.

Response: Express Mail, Certified Mail, Insured Mail and Registered Mail comprise accountable mail. This mail is tracked and accounted for throughout the mail system. Mail Operations assumes responsibility for this mail when they receive it and this responsibility is discharged only when the item is tendered to the U.S. Postal Service.

1. All delivered packages via UPS or Fed Ex are scanned at the 130 Peachtree Street or 141 Pryor Street security entrance.
2. Packages are delivered to 141 Pryor Street Suite G042
3. Mail Clerk signs for all packages from carrier.
4. Mail Clerk confirms address and locates delivery address if necessary.
5. Process all express and air packages for immediate delivery.
6. Mail clerk scans packages in Smart Track software and affixes delivery label for signature.
7. Scan package(s) with the Smart Track palm pilot for delivery and tracking purposes
8. Package(s) are delivered to the recipient for signature
9. After delivery and a signature is received the mail clerk syncs palm pilot into the Smart Track system's database after returning to mail center.
10. If the package is undeliverable the attempted delivery is noted and package returned to mail center.

17. For accountable mail, is the signature of the end recipient acquired and is it in electronic format? The signature of the end recipient is acquired and it is in electronic format. Does Fulton County archive the delivery notice with the end recipient's signature for future reference?

Response: The signature of the end recipient acquired is in electronic format and exported to Excel file but signature is not retained. USPS can retrieve online signatures. Priority Mail does

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not normally have signatures only if it has been certified or if it is registered by signature confirmation.

18. Please describe the current process for metering and charging back postage by department, and/or end user.

Response: See the above.

What type of report is needed, along with the pertinent information, by Fulton County to complete the charge back process? Monthly charges according to department, funding code, volume, costs for postage.

Response: See above

Does Fulton County charge departments, and or end users for processing outbound mail and pre-sorted mail?

Response: Yes.

b) How is this "processing" charge billed to end users?

Response: Once mail qualifies for presort first class services all mail (by department; letter / flat) is separated (by department; typed / handwritten) then metered according to type charging postage to appropriate cost center code for chargebacks and placed in buckets by type and forwarded to presort vendor for processing to be picked up by 4:45 for same day processing and delivery. Mail is returned to department or sender if appropriate cost center code is not available.

19. What time does the US Post Office deliver Fulton County's mail and when does the USPS pick up outbound mail?

Response: Between 5:00 - 5:30 P.M.

b) Is there more than one USPS delivery and/or pick up?

Response: US Post Office delivers Fulton County's mail at 8:30am. USPS picks up outbound mail between 5:00-5:30pm. There is only one USPS delivery and/or pick up per day.

20. How many total employees does Fulton County's vendor use to provide the services listed in this ITB?

Response: Seven (2 couriers)

21. What is the current process utilized by Fulton County end users to call for a courier that is not part of the regular daily delivery services? Is there a charge back to the Fulton County end user for this service?

Response: End user is referred to independent courier company for service. Not at this time.

22. For the Courier Routes listed in the ITB, how much time does it require to complete each of the routes listed?

Response: Morning Route takes approximately 3 hours and afternoon Routes take approximately 3.5 hours.

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23. Please list, if any, what items that the couriers currently handle that may require high security handling such as currency, payroll checks, or cash?

Response: Couriers do not handle high security items.

In addition please list any items the couriers currently handle that may be of high risk or time sensitivity such as legal documents, court orders, summons, warrants or Board of Health information.

Response: Time Sensitive documents that are handled include Public Safety documents that include but are not limited to Dispossessory Notices, Certified Mail, Code Enforcement Notices, Tax Commissioner and Delinquent Tax Notices /FIFA documents, etc.

24. Is there a published process for how Fulton County employees are to use the interoffice mail system along with what type of information is suitable and not suitable for the interoffice mail system?

Response: No

25. What is Fulton County's current presort mail meter rate for a standard one ounce letter?

Response: .374; 1st Class Mail .45 - .65 (Up to 2oz = .374)

26. How are chargebacks handled by Fulton County's presort mail vendor for mail the presort vendor claims is not suitable for presort discounts?

Response: : 1st class mail letter or flat.

What reports does Fulton County receive from the current presort vendor on a monthly basis?

Response: There are no reports currently being given.

27. Since the vendor is to provide their own vehicles, is there a space for the vendor to park their vehicles?

Response: Only temporary parking at the Mitchell Street side loading dock.

If so where, and if there is a monthly charge, what is the monthly charge per space, and who do we contract space from?

Response: For permanent parking, contact Underground Atlanta Parking for parking across from Government Center - Lanier Parking 404-577-2202.

28. In order to complete a proper response to the ITB, we will need to know the following information:

List of all mailstops to be completed by walking couriers within the Government Center building and all adjacent buildings

Response:(See attached GCT mailstops).

Frequency of the stops per day

Response: Twice per day, once per day. Length of time to complete the morning delivery run in Government Center Tower = 40 minutes & 1 Hour and the afternoon delivery run. If express packages included may exceed 1 hour.

Metrics for inbound mail volume: Monthly/Annual inbound first class mail

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Accountable Mail
Interoffice mail
Priority Mail
Hot Mail
Packages
Parcels

Metrics for outbound mail volume:

Monthly/Annual outbound first class mail
Accountable Mail
Registered Mail
Certified Mail
Presort Mail
Flats
Parcels
Packages

Response: See Attachment

29. What is the process Fulton County uses for issuing a Fulton County ID/Security badges?

Response: Fulton County Police Security division will issue a Fulton County Temporary Identification Badge when proper identification has been received by Facilities & Transportation Services division.

Please describe the type of background checks, methods, application and estimated time to receive a badge from application.

Response: Background checks should be conducted by vendor and the request and issuance for a temporary badge should be provided on the same day requested.

30. Cost Proposal B: Presort. On the cost proposal, Fulton County states the following: "Presort Mailing Services (provide cost for a first class letter typed and written) based upon volume of 55,000 pieces per month for all labor and delivery." Is Fulton County asking for the fee to include the cost of postage or the fee not to include the cost of postage? By example: If the postal meter rate for a 3 digit presort rate is \$.364 per piece + a handling fee of \$.025 per piece = \$.389 per piece. Should the responding vendor respond by listing the 55,000 pieces multiplied by the total \$.389 or just the handling fee, 55,000 multiplied by \$.025?

Response: Just the handling fee. (The fee not to include the cost of postage (e.g. .024 x 55,000 = \$1,320.00 per month.)

The belief is that the 3 digit postal meter rate is already paid by Fulton County in the postage used to meter the mail so there is not a reason to show it as part of the presort fee.

Response: That is correct.

31. Will Fulton County allow further clarification questions based upon the responses Fulton County offers to the prospective vendors?

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Response: Yes.

32. What is the cost for the current Contracted Courier?

Response: The contracted amount is \$59,318.

33 .Is Fulton County using Hasler's Total Funds program to acquire postage?

Response: No

If not, what method is being used to procure postage?

Response: Fulton County provides postage checks to US Post Master via contracted mail center vendor.

34. Page 7-3 has been amended as follows:

PROJECT SPECIFICATIONS

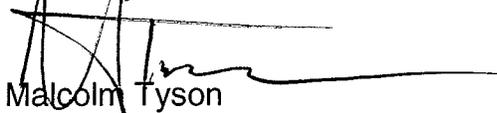
The vendor must provide:

- 1. Notification of new services and special rates.**
- 2. On site automated shipping software.**
- 3. On site automated tracking software.**
- 4. Automated internet tracking system.**
- 5. Automated shipping devices, such as but not limited to hardware and software to print bar-coded address labels at no additional charge to the County.**

Attached is one (1) copy of Addendum 1, hereby made a part of the above referenced 12ITB86221C-MT – Mail Services.

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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This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

ACKNOWLEDGEMENT OF ADDENDUM NO. 1

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time of **December 19, 2012 at 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 20__.

Legal Name of Bidder

Signature of Authorized Representative

Title

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Financial Information

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12
Certified Mail								
Pieces	4,220	4,148	4,295	5,014	5,903	5,318	3,991	5,495
Cost	18,823.56	18,739.75	19,190.40	21,844.80	24,926.60	23,519.10	17,186.60	23,497.20
Registered Mail								
Pieces	1	5	1	0	4	0	0	2
Cost	11.75	58.75	11.75	0.00	47.00	0.00	0.00	23.50
Signature Confirmation								
Pieces	75	93	94	106	93	83	78	75
Cost	186.25	237.15	239.70	270.30	237.15	211.65	198.90	191.25
Express Mail								
Pieces	2	1	3	1	2	2	0	1
Cost	37.25	12.95	56.85	12.95	37.90	36.95	0.00	18.95
Insurance								
Cost	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mail Services Postal Savings	1,193.11	1,817.28	1,250.47	469.14	719.94	1,219.00	974.00	973.61
Hasler #1 Added Post.	40,000.00	30,000.00	40,000.00	40,000.00	40,000.00	40,000.00	70,000.00	0.00
Hasler #1 Usage	33,009.61	43,354.77	35,941.60	38,499.57	42,859.59	43,929.50	32,521.56	37,516.48
Hasler #1 Balance	35,022.96	21,668.19	25,768.50	27,268.93	24,409.34	21,143.00	58,635.19	21,132.86
Hasler #2 Added Postage	60,000.00	40,000.00	40,000.00	40,000.00	40,000.00	40,000.00	40,000.00	40,000.00
Hasler #2 Usage	44,999.21	41,168.54	50,570.54	33,962.15	42,364.82	53,636.50	50,057.16	56,965.75
Hasler #2 Balance	32,512.45	31,357.79	20,787.26	26,863.95	24,534.38	10,897.88	40,840.72	23,874.98
TMS Account Balance	21,035.01	251,035.01	171,035.01	291,034.01	211,034.01	131,034.01	231,034.01	191,034.01
Total Postage Added	100,000.00	70,000.00	80,000.00	80,000.00	80,000.00	80,000.00	110,000.00	40,000.00
Total Postage Usage	78,008.82	84,523.31	86,512.14	72,461.72	85,224.41	97,566.00	82,578.71	94,482.23
Total Postage Balance	67,535.41	53,025.98	46,555.76	54,132.88	48,943.72	32,040.88	99,475.91	45,007.84

Sept-12	Oct-12	Nov-12	Dec-12	YTD Total	YTD Avg	2011 Tot
6,238	7,874	4,596		57,092	5,190	57,144
27,929.33	33,880.85	19,769.10		249,307.29	22,664	260794.80
4	1	1		19	2	29
47.00	11.75	11.75		223.25	20	354.30
52	59	60		868	79	701
132.60	150.45	153.00		2,208.40	201	1700.05
3	2	0		17	2	30
74.15	37.90	0.00		325.85	30	548.40
0.00	0.00	0.00		0.00	0	308.79
860.12	1,085.11	1,153.05		11,714.83	1,065	18032.66
40,000.00	20,000.00	55,000.00		415,000.00	37,727	510000.00
25,837.05	35,997.71	41,368.07		410,835.50	37,349	545973.29
35,315.95	19,325.04	32,956.97		322,646.93	29,332	318491.31
80,000.00	45,000.00	55,000.00		520,000.00	47,273	465000.00
63,278.51	68,302.00	37,666.52		542,971.70	49,361	445543.97
40,596.46	17,294.46	34,665.94		304,226.27	27,657	350403.08
71,034.01	46,034.01	77,365.01		1,692,708.11	153,883	2975054.65
120,000.00	65,000.00	110,000.00	0.00	935000.00	85,000	975000.00
89,115.57	104,299.71	79,034.59	0.00	953807.20	86,710	991517.26
75,912.41	36,619.50	67,622.91	0.00	626,873.20	56,988	668894.39

Government Center Mail Runs (9:30am and 2:00pm)

GOVERNMENT BUILDING

1st Stop – 10th Floor

- a) Commissioners' (Receptionist)
- b) County Managers (Thru glass doors on right towards back to receptionist)

2nd Stop – 9th Floor

- a) IT (Receptionist)

3rd Stop – 8th Floor

- a) Room 8021 – Land Division
- b) Room 8052 – Finance Audit

4th Stop – 7th Floor

- a) Finance Department (Delivery to Receptionist and pick up behind the Receptionist Desk)

5th Stop – 6th Floor

- a) Public Works (Delivery to Receptionist and pick up thru door on left)

6th Stop – 5th Floor

- a) Risk Mgmt / Workers Comp (Access Code 1415*)
- b) EEO / Disability / BOE

7th Stop – 4th Floor

- a) Room 4038 – County Attorney Legal Dept.
- b) Fitness (Leave on desk near fitness center)
- c) Room 4085 – Police Department

8th Stop – 3rd Floor

- a) Room 3030 – Personnel Dept (All the way in the back)
- b) Room 3090 – Community Affairs
- c) Room 3081 – FGTV (Access Code 2891*)

9th Stop – Peachtree Level

- a) Room 2052 – Tax Assessors Office – **2nd run only** (Front Desk)
- b) Room 2030 – Arts Counsel
- c) Room 2105 – Customer Service (Receptionist)
- d) Chaplin (Delivery Only)
- e) Room 2085 - 2nd DA Office – **AM/PM mail pickup only**

10th Stop – Pryor St. Level

- a) Room 1031 – Development Authority

11th Stop – 1st Floor (By the Auditorium)

- a) Tax Commissioner
- b) Room 1113A – Property Tax

PUBLIC SAFETY BUILDING

1st Stop – 3rd Floor

- a) Emergency Mgmt (In Box)
- b) 911 Emergency Services (Receptionist)

2nd Stop – 2nd Floor

- c) Registration & Elections Department

3rd Stop – 1st Floor

- a) Purchasing
- b) Contract Compliance

Walk thru loading dock to go to Last Stop

4th Stop – Basement Level

- a) Room G118 – Maintenance
- b) Room G119 – General Services