

Question #	Question	Answer
1	What are the University's top three priorities in selecting the contractor?	1)Service Quality and Reliability, 2)Value and Cost Effectiveness, 3) Experience, Customer Service, and Technology
2	What are the primary reasons Tennessee Tech issued this RFP?	Our current contracts are ending after the 10-year maximum term, and we are required to issue an RFP for the next term.
3	What improvements are expected over current mail and print operations?	MAIL Possible addition of automated lockers in University Center, Postal Self Service Kiosk, and Additional Residential Hall Lockers. PRINT Development of online storefront that will automate our stationary orders and can take personal orders, etc. and allow for payments that connect with either our university online marketplace or follow the university's protocols for PCI compliance; additionally, looking at new services that can be offered if we bring on any additional machines such as a t-shirt press for
4	Is the University satisfied with the current provider and what improvements are needed?	MAIL Yes, satisfied but would like better staff coverage and training to eliminate departmental down time. PRINT Yes, satisfied but would like more frequent business meetings.
5	What staffing levels currently support print and mail operations? Please confirm the software and skill set requirements for the Graphic Design position?	MAIL 4 full time and 1 part time employee. PRINT 4 full time employees; recently this number was 5 and had included a graphic designer, but that position is not included in the current bid.
6	Are student employees used in mail/print operations?	MAIL Currently, none are used in Mail Services. PRINT OCM occasionally sends student workers to help out in the print shop as needed with stuffing mailings/assembly and on-campus deliveries. BOTH Student workers committed to either service must be hired by the vendor and wages can't be subsidized through any work/study programs.
7	Will existing staff need to be retained or rehired by the contractor?	MAIL & PRINT Yes, we would love to see current staff retained if there is a change of vendor.
8	Who owns current equipment and will leases transfer?	MAIL TTU owns all mail equipment. PRINT TTU owns all print equipment/machines with the exception of the leased Konica print machines. Those leases are and will continue to be held by the university.

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9	What software and systems are currently used (ERP, web-to-print, tracking)?	Q trak, Banner, Oracle, Print Smith (for quoting/invoicing/job tracking), Asana (for project management with OCM), Quadient
10	What integrations are required (Banner, Workday, etc.)?	Q trak, Banner, Oracle, Print Smith (for quoting/invoicing/job tracking), Asana (for project management with OCM), Quadient
11	What are historical financials and operating costs?	Tennessee Tech University will not provide historical financial statements, operating costs, profit/loss information, or other financial data related to current operations. Proposers are expected to perform their own due diligence and submit a proposal based upon their experience, industry expertise, site visit observations, and the information provided within the RFP. Proposers should include any assumptions used in the development of their proposed solution and pricing.
12	What are SLA expectations and turnaround requirements?	MAIL Daily mail delivery complete before 3pm M-F. PRINT We request 10 business days to complete a job request, but most jobs are turned around in 2-4 days depending on complexity and volume of the job.
13	What is the correct contract term and proposal due date?	The correct contract term is 9/1/2026 through 8/31/2031 with annual renewals. The proposal due date has been extened to 7/20/2026 due to the error.
14	Are lockers and kiosks optional and how should capacity be determined?	Both are desired, but implementation will depend on proposal and price. Capacity should be determined by bidder based on student count and bidder's knowledge of need. Implementation will not be required immediately due to the limited time between the award date and the contract date.
15	How many mail stops exist and can routing maps be provided?	133-147 stops. Please see Attachment A - Stops by Building and Route and refer to the interactive campus map @ https://www.tntech.edu/maps/index.php
16	Are there size and weight restrictions for packages?	Staff and faculty packages over 50lbs must be picked up by the addressee at Mail Services. All student packages must be picked up at Mail
17	How is student mail currently distributed?	All students, living both on campus or off campus, are notified by email to pickup at the counter at Mail facilities.
18	Does TTU have USPS agreements in place?	Yes, Multiple permits.
19	Provide package volume trends and carrier breakdown.	Please see Attachment B - 1 Year of Package Volume.

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20	How many extension offices are served and at what frequency?	2 daily - 1 at a university building approx. 1 mile from campus and 1 at USPS for outgoing mail
21	Which print equipment is owned vs leased?	LEASED: 1. Production Printers a. Konica Minolta C12000 (Color) b. Konica Minolta C7100 (Color) c. Konica Minolta 7136P (B/W) d. Konica Minolta Bizhub C659 OWNED 2. Wide Format a. Mimaki UCJV300-160 (64" UV Printer) b. Xante X-33 (Flatbed UV Printer) c. Affinia Label LT5C (Label/Sticker Printer) d. Epson Surecolor P9570 (Poster Printer) 3. Envelope Printers/Stuffer a. IntoPrint SP1360 b. Xante EnPress c. Quadient DS-851 4. Finishing Equipment a. Duplo Bookletmaker b. Duplo DC-646 cutter/slitter/creaser c. Duplo DPB-500 Perfect Binder d. Baum Paper Folder e. Challenge Champion 305 Paper Cutter f. Rollover Flex Application Table g. Affinia Label DLF-220 (Label Finisher)
22	Are contractors required to use statewide paper contracts?	Yes. Tennessee Tech purchases inventory.
23	How do you currently process copyright clearance in your operation today? What process is used to ensure the print center is complying with TNT Brand Compliance?	Through coordination with the Office of Communication and Marketing
24	Does Printing Services have the right of first refusal for campus printing.	Yes.
25	Are external print jobs limited and how are they approved?	No there are no limits - but external print jobs come secondary to serving the needs of campus. The external jobs are accepted on case by case basis.
26	What billing system is used for departmental charges?	Interdepartmental Transfers are done through our Business Office.

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27	How much work is outsourced offsite?	MAIL None PRINT Some jobs are outsourced due to machine limitations or volume limitation - we have a RFQ process that Printing does with the Purchasing Office to do quick bid turnarounds and to go with low bid. Everything is documented appropriately.
28	Is there a preferred web-to-print platform?	Print We want an online storefront but there is no preference on platform; we look forward to what is put forth in the bid responses.
29	Are part-time and student employment requirements mandatory?	No.
30	Are electric or hybrid vehicles preferred?	MAIL Not preferred. We currently have 2 electric chargers on campus with additional chargers planned as campus grows. PRINT Does not matter if electric or hybrid, but does need to be a full-size SUV or van for deliveries.
31	How many vehicles are currently used and why?	MAIL 2 vehicles for mail delivery. PRINT 1 vehicle for print delivery. Vehicles will need to be large SUVs or delivery van size. Please see the ProForma Contract Section H.10.
32	What are parking permit requirements and costs?	Parking Permits are issued through our Parking office. The Mail Service and Print Service Vehicles are not charged for a permit. Staff Permits are issued and current cost is \$260 for a year per employee.
33	What are facility sizes and required improvements?	We have requested the floor plans and will post as soon as they are received. MAIL There are no required improvements to the facility, but any improvements the bidder wants to make should be included in RFP response. PRINT The Printing facility recently underwent a 6-figure renovation.
34	What is the required performance bond amount?	100% of annual contract value. The bond shall remain in effect throughout the contract term and any renewal periods.
35	How should cost proposals be structured?	RFP Attachments 6.6M and 6.6P contain the proper structure for the cost proposals.
36	Are annual price increases allowed?	Yes, with an annual amendment to the contract. Please see Pro-Forma contract, Section H-12.

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37	What insurance limits are required?	Commercial General Liability \$1M/\$2M Auto Liability \$1M; Errors and Omissions \$10M, but will accept proposals with an alternate coverage amount with justification.
38	How will proposals be evaluated (combined vs split)?	Please see RFP Attachments 6.5, 6.6M and 6.6P. The Technical Proposal Score will be evaluated first and then added to the Cost Proposal Score. We will rank as combined first and then split if scores justify the need.
39	What are presentation logistics for shortlisted vendors?	All bidders will have an opportunity to make a 30 minute presentation either in person or by a Teams meeting. We will begin coordinating those as soon as the bid deadline has passed.
40	Will other institutions participate in cooperative purchasing?	It is possible that other institutions might be interested in participating in cooperative purchasing, however, that will depend upon a mutually agreed upon contract that will be independent of the contract with Tennessee Tech. Cooperative pricing is not requested and will not be evaluated for this RFP.
41	What payment methods are required for retail operations?	We currently use Transact
42	Who supplies retail inventory?	TTU purchases inventory monthly or as needed. Inventory count is conducted annually.
43	What enrollment and housing projections impact volume?	MAIL More Students More Staff More Mail and Packages. We have current residential housing project being built. Additional projects are planned in the next 5 years. PRINT Enrollment continues to grow, so does the demand for printed materials so we only see the print volume growing as well.
44	What are peak periods and staffing expectations?	MAIL August, December, January, and May - Full staffing is required at all times. PRINT our busiest months are Aug-Oct and then March-April. Full staffing is required at all times.
45	What are service gaps and current complaints?	MAIL No complaints. Service gaps are if staff is not present, there is no back up or contingency plan other than waiting to deliver when staff returns. PRINT No service gaps or complaints - current on-site staff are at work every day.
46	What volume metrics exist (mail, packages, print jobs)?	See Request for Proposal for volume.

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47	What ERP/billing platform is used?	Banner, Oracle, Transact
48	What storefront is currently in place?	MAIL Ground floor of the Roaden University Center PRINT Storefront/pick up area in University Services Building
49	What are technology ownership expectations?	MAIL & PRINT Supplied by University
50	What is termination for convenience/cause process?	Please see the ProForma Contract Section G - Terms & Conditions.
51	What is expected cure process and KPIs for performance?	PRINT KPIs are that the print shop make at least enough revenue to cover all expenses. Revenue generated above the cost of expenses rolls into R&R fund for future equipment investments.
52	What merchant account is used for credit card processing?	Transact
53	How many annual orders and templates exist?	See Request for Proposal for volume.
54	What pricing structures are required for web-to-print?	Stationary orders are a set price and can be seen here: https://www.tntech.edu/ocm/printing.php ; most print jobs require custom quotes based on size, paper, finishing, quantity, etc.
55	Do vendors pick up or receive USPS mail?	USPS is delivered to Campus daily from Cookeville Station.
56	Attachment 6.7 is not correct comparing the scoring numbers, and shouldn't there be two - 1 for Mail & 1 for Print?	That attachment was intended to be an example, but it should have been titled as such. There will be 2 evaluation sheets created. One for Mail and one for Print.
57	Attachment 6.9 is missing. Please provide.	Please see Attachment C - Vendor Checklist