

RFP - Mail & Print - Supplemental Questions and Answers

Question #	Question	Answer
58	Clarification regarding software ownership and responsibility, including Print Smith, QTrak, online storefront software, job tracking systems, Adobe Creative Suite, and related technologies. Please clarify what software and technology will be provided by Tennessee Tech and what software must be provided by the Contractor.	Tennessee Tech will provide University-owned computers and University-licensed software required for staff to perform their duties, including Microsoft Office applications and Adobe Creative Suite. Contractors shall provide and support any operational software required to perform the contracted services, including but not limited to web-to-print storefronts, package tracking systems, job tracking systems, workflow management systems, or other software solutions proposed by the Contractor, unless otherwise specifically approved by Tennessee Tech. Current systems utilized within the mail and print operations include Print Smith, QTrak, Oracle, Banner, Transact, Quadient, and Asana. Proposers should clearly identify any software, licensing, implementation, maintenance, support, or
59	Will Tennessee Tech establish minimum wage rates, guaranteed hourly rates, or required compensation levels for Contractor employees?	No. Tennessee Tech is not establishing guaranteed hourly rates, wage rates, salary ranges, or benefit requirements for Contractor employees as part of this procurement. Contractors shall propose compensation structures sufficient to recruit, retain, and maintain qualified staff capable of meeting all service requirements contained within the RFP.
60	Are existing mail and print vehicles owned by Tennessee Tech and will those vehicles remain available under the resulting contract?	Contractors are responsible for providing vehicles necessary to perform the required services in accordance with the RFP requirements.
61	Will Tennessee Tech provide mileage information for delivery routes and vehicles?	Tennessee Tech is not providing estimated daily vehicle mileage beyond the route and stop information contained within the RFP, site visit information, attachments, and supplemental materials. Proposers should utilize available routing information and their own operational assumptions when developing pricing and staffing models.

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62	Please clarify whether Tennessee Tech will provide detailed operational breakdowns, including student versus faculty/staff package percentages, mail volume classifications, package dwell times, wait times, carrier-specific volumes, complaint statistics, and similar operational analytics.	Tennessee Tech has provided available historical operational data through the RFP, attachments, and previously issued Questions & Answers. To ensure all proposers receive the same information, Tennessee Tech will not provide additional operational analytics, percentage allocations, volume breakouts, complaint statistics, staffing metrics, financial metrics, or historical operating analyses beyond the information already posted unless issued through a formal addendum. Proposers should clearly identify all assumptions used when preparing their proposal.
63	Please clarify Tennessee Tech's expectations regarding transition and implementation periods for optional technologies such as package lockers, package management systems, kiosks, and similar enhancements.	Core mail and/or print services shall commence on the contract start date specified in the RFP. Tennessee Tech recognizes that implementation of optional technology enhancements may require additional planning, installation, approvals, or coordination. Therefore, optional solutions such as package lockers, package kiosks, self-service systems, or similar enhancements may be implemented according to a mutually agreed implementation schedule following contract award.
64	May proposers submit alternative service models?	Yes. Proposers may recommend alternative operational approaches, technologies, staffing models, or process improvements provided the proposal meets all mandatory requirements contained in the RFP. Any alternative approach shall be clearly identified, fully described, and separately priced where applicable.
65	Is the Pro Forma Contract negotiable?	The Pro Forma Contract represents Tennessee Tech's required contract terms and conditions. Any requested exceptions, deviations, assumptions, or modifications should be clearly identified within the proposal as permitted by the RFP. Tennessee Tech reserves the right to accept, reject, negotiate, or require removal of proposed exceptions consistent with applicable procurement requirements and the terms of the RFP.

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66	Please clarify the application of the Termination for Convenience and Termination for Cause provisions.	Termination provisions shall be governed by the Pro Forma Contract. For Termination for Cause, Tennessee Tech will identify deficiencies in writing and provide an opportunity to cure as provided by the contract. For Termination for Convenience, the rights and obligations of the parties shall be governed by the final executed contract. Proposers should include all assumptions regarding staffing, equipment, software, implementation activities, and transition costs within their proposals.
67	Please clarify whether Tennessee Tech intends to publish additional staffing schedules, wage information, organizational charts, employee-specific information, or personnel records.	No. Tennessee Tech has provided current staffing information through the Questions & Answers process. Tennessee Tech will not provide employee-specific compensation information, personnel records, performance information, organizational charts, tenure information, or other confidential employment information.
68	Please clarify Tennessee Tech's expectations regarding retention of current staff.	Tennessee Tech values continuity of operations and institutional knowledge and would prefer that qualified current staff be given consideration in the event of a change in service providers. However, all employment decisions remain the responsibility of the successful Contractor.
69	Please clarify Payment Methodology: units/milestones and satisfactory completion.	Ongoing services will be paid according to the cost proposal/contract structure, subject to satisfactory performance of required services. Proposers should identify proposed milestones/implementation costs and assumptions; Tennessee Tech may define specific implementation milestones in final contract documents if applicable.
70	Please supply information pertaining to selection and performance of current contractors.	Tennessee Tech has stated that it is satisfied with current contractors. Tennessee Tech is not stating historical vendor-selection narrative.
71	Please clarify the percent deliveries - student vs departments.	All deliveries are to departments. Students pick up their mail at Mail Services.
72	Why do the two services close at different times?	Mail Services and Print Services operate according to their respective service needs, staffing, and customer demand. Proposers should provide coverage sufficient to meet the required operating hours in the RFP.

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73	Do print jobs count as an accountable packages for mail delivery on campus?	No. Print jobs are delivered by Print Services or they are picked up by the customer.
74	Do major carriers deliver directly to buildings for faculty/staff packages.	Currently UPS and FedEx deliver directly to buildings when addressed properly. Mail Services is the fail safe for any package or parcel that's not properly identified.