Procurement and Contracting Services

Request for Proposals for Electronic Parcel System

ADDENDUM #1

Please mark all proposal submission Envelopes with the following information

Sealed RFP #L191912
Due on May 1, 2019 no later than 2:00 PM, MST
The following questions were received before the technical question/inquiry due date of April 16, 2019 at 12:00PM MST:

1. **Will UA be accepting bids from vendors that were not present for the onsite pre-bid meeting?**

   The meeting was non-mandatory so the University will accept proposals from vendors who did not attend.

2. **Can we schedule an onsite presentation of our solution the week of May 6th?**

   The University has elected to not have vendor presentations on this Request for Proposal.

3. **Is there an established contract vehicle that U of AZ would like to procure off of, for example NASPO or Sourcewell?**

   Vendors are welcome to bid pricing off of any purchasing cooperative but the University is looking to obtain our own contract.

4. **Section 1.2: Can you tell us if you mean universities affiliated with AZ state only or is the assumption that this is wide open?**

   Other governmental entities within the State of Arizona, including the state Universities, are able to utilize this contract if the successful vendor allows them to.

5. **Section 3.9.8: Can you clarify what you mean by the last bullet item “Ability to provide customer service and direct communication to students?”**

   The awarded vendor should be able to communicate directly with the residents regarding issues with the lockers, missing packages, etc.. Students should have access to a phone number and email address that is monitored and replied to promptly. Housing & Residential Life will not be the first point of recourse.

   Housing & Residential Life should be provided vendor contact information for escalation purposes.

6. **Section 4.42.2: Will you accept an opportunity to cure? 15 business days?**

   The University will consider changes to contract language only after entering into the contract phase with the awarded vendor.

7. **Do you want both pricing alternatives, purchase and lease? If lease, what is the lease term? Also, if you want leasing and this is not on an established contract vehicle will you remove termination for convenience?**

   Yes, we would like pricing on purchase and options for lease if option is available by the vendor.
Lease term would be 3 years with the option to renew for 2 additional one-year terms; outlined in section 5.2

For the termination for convenience portion of the question, the University will consider changes to contract language only after entering into the contract phase with the awarded vendor.

8. Section 5.6: Can you elaborate more on the requirement around 24/7/365? Live support for assistance on locker system malfunction and/or accessibility.

See question 5 on this addendum for further clarification.

9. Do you want branding/logos?

Costs can include optional pricing for branding/logos

The following questions were received at the Vendor Site Visit held on April 12, 2019 at 01:30PM MST:

1. What do you mean; Able to support all the carriers?

Housing & Residential Life would prefer a HUB Parcel Locker system that can support packages from all package carriers; i.e. UPS, Amazon, USPS, FedEx etc… Bid’s should include a list of carriers that your locker system supports.

2. Do you want to have the carriers authenticate themselves when coming into the bank?

What does this mean? If this is necessary to allow the carrier to access the lockers for delivery of items, yes. Bid's should include information on why and how a carrier would authenticate themselves.

3. When you chose the six (buildings), Is there any reason you chose the six? The size, Volume?

The six initial buildings were chosen due to the volume of packages that they each receive.

4. Is there any current tracking systems you have in place that need to be integrated with? Are you using Starrez?

At this time we do not use an electronic tracking system.

Yes, we do use Starrez

5. Is there any current or planned construction to go along with these lockers
Yes, we are currently in the process of adding electrical and concrete where needed.

Lighting, camera’s, etc…are being considered but are beyond the scope of this RFP.

6. How do you handle vandalism, costs, etc..? What does vandalism look like?

Bids should include information on what constitutes vandalism and who is responsible for the service/repair of locker system in a case of vandalism.

7. How many days does a package sit in a locker and who is responsible for removing the packages? How are return packages handled?

Bid should include information to industry standards on the HUB system on how return packages are handled.

Housing & Residential Life would prefer to not handle any packages at all, Is it possible to have the carrier remove/return packages.

8. Do you want lockers to handle literally anything? Like a mattress, would it still go to the front desk?

Anything that doesn’t fit in the locker will need to be delivered to the front desk.

9. What about perishable items?

We do not accept perishable items at the front desk, carriers are responsible for contacting the individual directly for delivery of items.

End of addendum, all else remains the same.