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**REQUEST FOR PROPOSALS #107-17**  
**University of Maine Dept. Of**  
**Auxiliary Services Incoming**  
**Package Solutions**  
**University of Maine System**  
**ADDENDUM #2**  
**June 30, 2017**

The University of Maine

University of Maine  
at Augusta

University of Maine  
at Farmington

University of Maine  
at Fort Kent

University of Maine  
at Machias

University of Maine  
at Presque Isle

University of  
Southern Maine

This Addendum notifies all parties of the University's response to all written inquiries / questions submitted.

1. What are the parcel lockers requirements/specifications? How many lockers and size?
  - A. *The University seeks Responses to provide a solution for Phase II to provide students 24 hours / 7 days per week access for students unable to pick up packages during normal Cubby business hours. The University seeks the Respondents' expertise in recommending the number and size of parcel lockers based on the number of packages that the University receives currently plus 15% - 20% annual increase for the next three (3) years.*
2. Would the lockers be located in the cubby or on campus and if so how many locations?
  - A. *The lockers are to be located in the common hallway just outside of the Cubby. The lockers, at this time, will only be located in this one area.*
3. Part 1 indicates implementation and training to be completed by August 15<sup>th</sup>, 2017. No date is listed for Part 2. What is the expected implementation timeline for part 2?
  - A. *The University would expect to have the parcel lockers installed and staff trained over the University's winter break (December 18, 2017 – January 19, 2018)*
4. Phase 2 cost evaluation exhibit 1 indicates that a detailed cost breakdown to include equipment and software must be provided. How many lockers are desired?
  - A. *See Answer to question #1.*
5. Is a power source located near where the lockers are to be located? Is Wi-Fi available in this area?
  - A. *Yes power is available and yes Wi-Fi is available.*

6. Is Wi-Fi available in the Cubby?
  - A. *See Answer to question #5*
7. Are deliveries made to faculty and staff on campus?
  - A. *No*
8. Does the University of Maine desire mobile computers for deliveries on campus to faculty and staff? If yes, how many?
  - A. *No*
9. Will the University provide computers for the windows/workstations in the Cubby?
  - A. *Yes, the University will provide the computers.*
10. Would the University be interested in Mobile devices with embedded magnetic strip reader, for ID scanning, receiving, and delivering in lieu of a scanner, a signature pad, and magnetic stripe reader at a University supplied workstation?
  - A. *Yes*
11. How are student packages currently stored? Please describe sort process as well as physical structure of storage area.
  - A. *The packages are stored on shelving in the Cubby. Packages are processed using Pitney Bowes Arrival. Students currently get an email to come pick up the package at the Cubby.*
12. Please describe your current workflow for student packages from point of receipt to storage to delivery.
  - A. *See answer to question #11.*
13. Please describe your current workflow for faculty/staff packages from point of receipt to delivery.
  - A. *See answer to question #7.*
14. The University is requesting scanners, does the University seek corded (2-3ft range) or cordless scanners (20-25 ft. line of sight range) for their workstations?
  - A. *The University would prefer cordless.*
15. Please list all hardware equipment that is required for the RFP in total units per type of device.
  - A. *The University will require two (2) stations in the Cubby to be fully equipped for processing incoming as well as processing packages when they are picked up. The University will require one (1) additional station for processing incoming packages in the Cubby and one (1) additional station for processing overflow packages at a separate location.*
16. In reference to "Though this document is primarily for University of Maine, all campuses in the University of Maine System must be afforded the use of this solution, just to clarify, and does this mean other campuses would like to leverage the same pricing and terms for their locations at a future time?"

- A. *Yes, within reason.*
17. Please provide additional details on this requirement.
- A. *The University of Maine System is made up of seven (7) campuses, the flagship and largest campus is the University of Maine. The other campuses are University of Maine at Augusta, University of Maine at Farmington, University of Maine at Fork Kent, University of Maine at Machias, University of Maine at Presque Isle, and University of Southern Maine. The campuses not participating in this process may in the future seek the same solution(s) awarded.*
19. Does the University want the awarded vendor to provide a staffing solution in addition to the software/hardware solution, or just the product? Or is this facility staffed by University personnel or existing staffing contractor?
- A. *The University requires only software/hardware solutions. The staffing will be provided by University employee.*
20. Will only phase 1 solutions be considered?
- A. *No, both Phase 1 & Phase 2 will be considered.*
21. Is FERPA compliance mandatory or will non-compliant systems be considered?
- A. *FERPA compliance is mandatory.*
22. There is no mention of The University needing any mobile delivery devices, is this the case? This would mean all packages would need to be picked up at the window and delivered with the signature pads with mag stripe readers or in a locker, no packages would go out for delivery. Is that correct?
- A. *That is correct.*
23. Did the revised timelines push back the installation date of August 15th?
- A. *The University will need to have Phase I completed no later than August 22, 2017.*
24. Your RFP mentions not to answer see attachment, however you do ask for specific samples documents can we reference these documents and riders?
- A. *All attachments are included in the RFP.*
25. Is there a requirement for handheld devices to deliver packages and capture signatures?
- A. *See answer to question #7.*
26. Many universities are now using handheld devices with built-in magnetic stripe readers to process packages for students; either for overflow during busy times or as a replacement for a fixed pickup station. Would you like this functionality listed as an option?
- A. *The University would be open to this solution as long as it meets all requirements for Phase I.*

27. Are the intelligent lockers for Phase II already in place? If not, do you have a preference for the locker manufacturer?
- A. *No, this will be the University's first intelligent lockers. No, as long as it meets the requirements outlined in the RFP.*
28. Typically, when implementing intelligent lockers, users also implement a virtual mail system using file folders for letter mail thus freeing up the real estate from physical lockers. Is University of Maine interested in this?
- A. *See answer to question #1.*
29. The current RFP states that Phase I must be deployed and operational by August 15th. Is there a revised go-live date given that the response deadline has been extended and the earliest opportunity for a demonstration from vendors is July 26th?
- A. *See answer to question #23.*
30. The RFP states that software provided for both phases must be FERPA compliant. Is the University anticipating introducing FERPA-protected student data into the solution? Is FERPA compliance a requirement if the solution will not utilize/access/transmit/store FERPA-protected data?
- A. *Yes and Yes.*
31. The RFP requests service/support SLAs, but not a software license agreement. Will the University review bidders' license agreements and if not, will there be additional language incorporated into the University's terms and conditions that governs the subscription licensing?
- A. *Appendix C, #2 - "The cost response shall include the costs necessary for the Respondent to fully comply with the Agreement terms and conditions and requirements. Note regarding total cost of ownership: This "cost" will encompass the entire solution pricing along with all products and services offered as part of the solution." All cost regarding software license(s) are to be included to provide total solution.*
32. Will University of Maine be providing their own compliant PCs?
- A. *See answer to question #9.*
33. Will the Cubby still be staffed with Auxiliary or Mail Service staff?
- A. *The Cubby will be staffed by University employee.*
34. Are there any needs for handheld mobile devices? If so, how many handhelds are required?
- A. *Mobile devices are not required.*
35. If handheld mobile devices are required, would the handhelds be required to communicate through a proxy server?
- A. *See answer to question #34*
36. Do you plan to verify the number of packages the carrier is dropping off by scanning the packages and confirming the accurate number of packages?

- A. *Yes*
37. Does the University of Maine consider 'Name' and 'e-mail' address to be FERPA sensitive information? If University of Maine is delivering packages to locations, do you consider 'campus location' FERPA sensitive information? If University of Maine would like to use text messaging, do you consider 'Cell Phone #' FERPA sensitive information?
- A. *See answer to question #30.*
38. Page 50, #8: First class mail tracking, what is the volume and is it just track, not deliver for first class mail? Please describe the desired workflow for tracking first class mail.
- A. *The University average of 1<sup>st</sup> class mail is 80 letter pieces per day. The University delivers letter mail to student mailboxes located in the dorms. Ultimately the University would like to track first class mail from arrival to delivery.*
39. Is an auto-import of Recipient information required for the inbound tracking solution and parcel lockers? Inbound tracking supports SFTP and API. Parcel Lockers support auto import through SFTP only. Which method would you want for both solutions?
- A. *Yes, we would require an auto-import for both solutions, automating these processes is definitely preferred. We are able to work with both sFTP and API's within our systems, although sFTP is easier to setup. The Parcel Lockers solution through sFTP is fine and as well, for the Inbound Tracking...however, we want to make sure there isn't any loss in user functionality utilizing the easier sFTP. Unless there is a compelling loss of user functionality in using the API option over the sFTP option, sFTP is easier to implement and a very solid solution for University IT Department. As well as, with the Parcel Lockers only offering the sFTP option, it would be better to keep consistency across the platform. With the tight timeline, the easier we can make the integration...the quicker the University will be able to implement..*
40. Are any other external data feeds or outputs required?
- A. *No*
41. Will any parcel lockers be placed outside?
- A. *No*
42. How many different locations will the University of Maine being putting the lockers at? Is there a blueprint of the area(s) for lockers that can be provided?
- A. *The lockers will be placed in the large hallway outside the Cubby only.*
43. What is the ultimate goal of package volume to be processed through the locker system on a daily basis? How many boxes does the University of Maine anticipate being required at each location?
- A. *The University's goal is to utilize the lockers as a solution to provide students the opportunity to pick up package outside of the normal Cubby business hours. Packages during business hours will be picked up at the Cubby Window. The package lockers will only be located in the hallway outside the Cubby only. The Cubby usually experiences 85% of packages are not picked up each day and would be placed in the lockers. The University may want to install more lockers in the future at the same location to expand the use of the parcel lockers.*

44. When would Part II (the lockers) look to be implemented?
- A. *See answer to question #3.*
45. 3.1.4 Additional Attachments: We often include documents to best explain our solution. Is that allowed?
- A. *Yes*
46. On the Auto-notification how long would U of M like the delay to be?
- A. *The University is expecting the delay to be only approximately two (2) hours.*
47. Web tracking – what does the University wish to track?
- A. *The option to track incoming packages*
48. Remote monitoring & maintenance - What does U of M wish to monitor?
- A. *The parcel lockers to know which lockers are available, not available, etc.*
49. Real-time status of lockers – beyond rented / available status reporting what other statuses does the University wish to see?
- A. *The University will want to know which lockers are available or not.*
50. Manage notification message(s) - What aspects of the notifications would you like to have managed? Subject, body, recipients, delay U of M mentioned above?
- A. *Yes, that is correct.*
51. Is the University looking to ship through the lockers?
- A. *No*
52. What is meant by multiple package delivery with single signature? For Cubby employee or students?
- A. *Employees able to scan multiple packages for one (1) student who can sign once for all of the packages.*
53. What is meant by cloud based?
- A. *Not hosted on the University's server but by a remote server.*
54. Will the University of Maine be looking to lease the inbound tracking solution and parcel lockers?
- A. *No*
55. For the inbound tracking solution, will packages only be delivered via the 2 windows at the Cubby and the 3rd station that will be used for overflow (plus optional 4th station)? For example, do any delivery personnel go out on routes to deliver packages to students or faculty? If so, how many individuals go out on these deliveries? Additionally, if so, how many different routes are there?
- A. *No*

56. Is the University asking for software integration with their package solutions software?
- A. *Integration between the two solutions is preferred by the University. See answer to question #39.*
57. Will the Cubby employee place the packages in the lockers while the renovations are ongoing?
- A. *The employee will be putting packages in the lockers when they are completely ready for use.*
58. Will the vendor need to supply mag readers, scanners, signature pads, and label printer for the window stations?
- A. *Yes*
59. Will the University extend the submission deadline from July 14, 2017 to July 21, 2017?
- A. *No*