



Procurement Department Bid Section
Customer Center 1st Floor, Room 002
21 W. Church Street
Jacksonville, Florida 32202

October 4, 2018

ADDENDUM NUMBER: Two (2)

TITLE: ITN 95650 Mail Center Operations & Courier Services

BID DUE DATE: October 11, 2018

TIME OF RECEIPT: 12:00 PM EST

THIS ADDENDUM IS FOR THE PURPOSE OF MAKING THE FOLLOWING CHANGES OR CLARIFICATIONS:

1. Question: Can employees receive personal packages?

Answer: No. Our Mail Center is not large enough to handle personal packages to employees. If a package that appears personal comes into the Mail Center, we have stickers to place on the package identifying it as such. Records Compliance will notify Employees who repeatedly receive personal packages to stop. The Records Compliance will notify their Managers if it continues.

2. Question: Does the Mail Center send express mail packages?

Answer: Yes. JEA has accounts for FedEx and UPS. The preferred sender is UPS. The Mailroom Clerk is NOT expected to print labels or sign into the JEA account, but is expected to direct those needing a label to call 904-665-8606, Record Compliance. JEA does not expect the Mailroom Clerk to prepare packages for pick-up. The Mailroom Clerk may need to notify UPS or FedEx if packages have not been picked up.

3. Question: How are UPS and FedEx packages processed?

Answer: The Mailroom Clerk enters package information into SharePoint and then a workflow is created. In this workflow there is an assigned cubbie number telling the recipient where to find their package. Expectations are for the Mailroom Clerk to process mail within the same day and prioritize processing per the Mail Center Operations procedure. The SharePoint form is included with this Addendum on pages 4 and 5.

JEA is amenable to suggestions to help make the Mail Center Operations more efficient. As referenced in the Technical Specifications, Company-provided solutions must not add to the contract price. The Company shall provide bid pricing for the services specified in Appendix A-Technical Specifications only. JEA may purchase a barcode scanner and label maker in the future to help make the processing of mail more efficient.

4. Question: What does the Mail Center look like?

Answer: Pictures of the Mail Center are included with this Addendum.

5. Question: Does the Mailroom Clerk have to deliver mail?

Answer: No. The Mailroom Clerk does not deliver mail to different floors or people, other than what the Courier is expected to deliver as referenced in the Technical Specifications.

6. Question: The Technical Specifications refer to daily delivery, but on most, frequency is only three days? Which is it? What times do items need to be delivered?

Answer: The frequency of most outlying locations is typically three times per week and typically during the workday. As referenced in the Technical Specifications, “the company may coordinate with JEA for more specific times when developing routes and schedules.” For daily pick-up at the two post offices (Norwood and Kings Road locations), the expectation is that Mail is received at JEA as close to 7:00 AM as possible, so it can be processed.

7. **Question:** Is it one full-time employee in the Mail Center?

Answer: JEA expectation is for the Mail Center to be staffed during the day. The Mailroom Clerk could be several people who work part-time to fulfill this expectation. It does NOT have to be the same person 5 days/week and 8 hours/day. For example, for efficiency or scheduling, the morning courier could be the morning Mailroom Clerk, who is then replaced by an afternoon Mailroom Clerk.

8. **Question:** Does the outside call button go to a voicemail?

Answer: The outside call button rings to the phone in the Mail Center. During lunch, or at times the phone cannot be answered, the phone forwards to a Security desk. There is voicemail in case the call is not answered. Expectation is that the Mailroom clerk will check voicemail and respond accordingly. The Mailroom Clerk will also be expected to answer and respond to emails in the mail@jea.com box.

9. **Question:** What about large deliveries or lack of space?

Answer: The interior of the Mail Center has a door that leads to the loading dock. Large deliveries are usually placed on the loading dock and pick-up is the responsibility of the recipient.

PICTURES ARE LOCATED ON PAGES 3-5 OF THIS ADDENDUM

Badge access & call box w/camera



Mail Center Access – Front Doors



















Mail Center Workroom with postage machine, computer, desk, and door to loading Dock.



Mail Center Pick-up, Drop-off, and Sorting room, which is next to Mail Center Workroom. Includes cubbies for packages, plans, cart for sorting for JEA Security to deliver next door's mail.



	<h3>Package Pick-Up</h3> <p>(To be filled out by Mail Center Personnel Only)</p>	
Tracking Number <input type="text"/>	Package Type <input type="text" value="Select..."/>	
From <input style="width: 100%; height: 100%;" type="text"/>	Recipient <input type="text"/>   Recipient 2 <input type="text"/>   Recipient 3 <input type="text"/>   Recipient's Manager <input type="text"/>  	
Received Date <input type="text" value="10/3/2018"/> 	Box Number <input type="text"/>	
Note <input type="text"/>		
	<h3>Recipient Action</h3> <p>(To be filled out by Recipient)</p>	
Please Reply		
<p><input type="radio"/> I have picked up the package.</p> <p><input type="radio"/> <input type="text"/>  , has picked up this package on my behalf.</p> <p><input type="radio"/> Please return this package to sender.</p> <p><input type="radio"/> I have forwarded this notification to: <input type="text"/>  </p> <p><input type="radio"/> I am not located downtown, please place in interoffice mail.</p>		
Pick Up Date <input type="text"/> 		
Pick Up Status <input type="text" value="In Progress"/>		
<input type="button" value="Submit"/>		

Sample Email



Wed 10/3/2018 10:13 AM

Records Retention <SP2013PR@jea.com>

1st Package Alert FedEx, 1003201801

To  Hutchinson, Jasen C. - Mgr Corporate Records Compliance

Hello, [Hutchinson, Jasen C. - Mgr Corporate Records Compliance](#)

You have received an express letter or package in the Mail Center.

TYPE: [FedEx](#)

TRACKING: [1003201801](#)

BOX NUMBER: [20](#)

FROM: [Access](#)

RECEIVED DATE: [10/3/2018 12:00:00 AM](#)

NOTE:

Please pick up at your earliest convenience.

If package is not picked up timely it will be returned to sender.

[After pick-up please return to this link to acknowledge receipt by changing the status to COMPLETE to end package notifications.](#)