

ADDENDUM ONE

DATE: April 9, 2013

TO: All Vendors

FROM: Michelle Musick/Mary Lanning, Buyer
 State Purchasing Bureau

RE: Questions and Answers for RFP Number 4303 Z1
 to be opened April 23, 2013

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

QUESTIONS	ANSWERS
1. Do you consider Omaha to be within 45 minutes of Lincoln?	This RFP requires the physical location of the Fulfillment Center to be within a 45-minute drive radius from the Commission's headquarters location in Lincoln, Nebraska. Some locations within Omaha city limits exceed these requirements.
2. When deliveries need to be completed by the contractor, what is the typical load?	The warehouse materials can include (but are not limited to) mailing envelopes and brochures. Delivery items and quantities vary based on the needs of the Commission and industry members. A typical weekly delivery may include, but is not limited to, 15 boxes of Travel Guide magazines and 3 boxes of maps to the Commission's headquarters office.
3. Is there any preference to contractors that are bidding on both tourism RFPs?	No.
4. For the warehousing, does the area need to be air conditioned, or will fans be sufficient?	The Fulfillment Center must be temperature and climate controlled to a degree sufficient to maintain the physical integrity of the materials kept therein, and to allow comfortable access and use by people utilizing the Fulfillment Center.

QUESTIONS	ANSWERS
<p>5. I am working on RFP 4303 Z1 and was wondering if there is any way a person could get a sample of each piece I am bidding on so that I can get the dimensions and the weights</p>	<p>Samples of the 2013 Nebraska Travel Guide and Nebraska Highway Map may be sent to the bidder upon written request. Please e-mail the ship to address and UPS Account Number to as.materielpurchasing@nebraska.gov. Any additional items used in customized packets can vary and are introduced on an as needed basis.</p>
<p>6. Also, I do believe that the pricing is public from the last contractor. Can I get a sample billing so that I can see how the bid is broken down? Or is that private material?</p>	<p>To view the current contract, please click on the following link: http://das.nebraska.gov/materiel/purchasing/contracts/pdfs/26393(o4)ren(2)ext(2)award.pdf</p>
<p>7. Can you provide a sample of the Travel Packets, student information packets, state maps and any of the different envelopes used?</p>	<p>See the answer to Question #5.</p>
<p>8. Is all return mail returned to The Commission and handled by The Commission?</p>	<p>Yes, to both parts of the question.</p>
<p>9. Who is the incumbent fulfillment provider?</p>	<p>The current contracted Fulfillment Center is ACTON Marketing, LLC.</p>
<p>10. Will there be a conversion of the data made available from the previous fulfillment provider?</p>	<p>If the awarded contractor needs historical data, the request should be made to the Tourism Commission.</p>
<p>11. In regards to the volume could we get a breakdown by month the volume of packets sent by fulfillment provider?</p>	<p>The volume of mailings varies greatly depending on the advertising schedule and market trends which can affect the inquiry numbers. Based on the calendar year 2012, the standard packet monthly mailing counts were as follows: January 2012: 33,396 standard packets February 2012: 33,225 standard packets March 2012: 21,801 standard packets April 2012: 4,205 standard packets May 2012: 12,979 standard packets June 2012: 3,852 standard packets July 2012: 3,797 standard packets August 2012: 7,201 standard packets September 2012: 2,272 standard packets October 2012: 2,034 standard packets November 2012: 1,043 standard packets December 2012: 1, 176 standard packets</p>

QUESTIONS	ANSWERS
<p>12. Are there any existing systems to be used for database management or will the vendor use their own?</p>	<p>The vendor will use their own. Both the fulfillment center and the call center are currently in the RFP process. Compatibility of software will be a necessity once contractors are chosen. However, the type of software maintained by each contractor may not be known until the contractors are chosen.</p>
<p>13. Is the "rent" for teh 6,000 SF of warehouse to be included in the bid per piece? Or can it be bid separately?</p>	<p>The bidder must submit a proposal response including fulfillment, warehousing and mailing services. The bidder must include details in the Cost Proposal supporting any and all costs.</p>
<p>14. Will the winning contractor need to install a phone line for the purpose of phone orders: Or will they go through the Comission and then be passed on to the Contractor?</p>	<p>The chosen contractor must have some means of communication and notification available in order to provide convenient and timely access to the Commission and industry members Monday through Friday, 8:00 a.m. to 5:00 p.m. Phone service and/or email communication options would be preferred.</p>
<p>15. What is the "maximum amount" you would expect the Contractor to be able to process and send out within 24 hours for first class mailings?</p>	<p>The requirements of first class mailings vary greatly on a day to day, month to month basis depending on the needs of the Commission. An estimate of no more than 5,000 pieces of first class mail would be required to be sent out in one day's time.</p>
<p>16. How would one bid the delivery from the fulfillment center to the Commissions office? Per trip?</p>	<p>Any fee that will be charged for delivery of boxes to the Commission should be clearly itemized in the pricing summary.</p>
<p>17. What software are you currently using to keep inventory? What software would be ideal to be compatible with your software?</p>	<p>The software is chosen by the awarded contractor. See answer to Question #12.</p>
<p>18. What software is currently being used to track phone calls, emails, mail, and fulfillment of all requests from Travel Commission?</p>	<p>See answers to Questions #12 and 17.</p>

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<p>19. RFP says the contractor will need 6,000 sq. ft. of warehouse space to store inventory. Is that 6,000 sq. ft. of floor space or does that include vertical sq. ft.?</p>	<p>The selected contractor must be able to warehouse and secure safely all Commission's travel materials, approximately 6,000 sq. ft. of floor space, which must be able to accommodate approximately three rack layers above the floor or approximately a total of 150 pallets of brochures. The aforementioned square footage does not include aisle space for fork-lifting.</p>
<p>20. Does the Travel Commission currently do the process of warehouse and fulfillment themselves? Or is there a current vendor for this process? If so, can we see the current contract?</p>	<p>The current contracted Fulfillment Center is ACTON Marketing, LLC. To view the current contract, please click on the following link: http://das.nebraska.gov/materiel/purchasing/contracts/pdfs/26393(o4)ren(2)ext(2)award.pdf</p>
<p>21. Referring to the weekly delivery to the Travel Commission headquarters, is this just a weekly delivery of a box of brochures or are we talking pallets of brochures?</p>	<p>See the answer to Question #2.</p>
<p>22. How is the Travel Commission currently mailing daily non-bulk mail pieces? Media Mail? Bound Printed Material?</p>	<p>The selected contractor must assemble travel materials, label and meter packets, and deliver to the US Postal Service or other appropriate shipping service. The bidder must propose the most cost-efficient means to ship travel packets to its customers, however the method of shipping will be determined by specified criteria provided by the Commission and depending upon the requested turn-around time. Generally the majority of the packets are to be delivered to the requestor within a 7 to 10 day time frame. The selected contractor must provide procedures to track postage costs. The selected contractor should continually advise the Commission if changes are made or should be made in the fulfillment and mail processing to ensure efficiency and cost effectiveness.</p>
<p>23. Are the Student and Custom packets being mailed at parcel rates?</p>	<p>See the answer to Question #22.</p>

QUESTIONS	ANSWERS
<p>24. What is required of contracting employee when Travel Commission arrives for pick-up and deliveries at warehouse?</p>	<p>The warehouse facility must be staffed during normal business hours, Monday through Friday, 8:00 a.m. through 5:00 p.m. to accommodate the Commission's and third party brochure pickup needs. Warehouse duties could include, but are not limited to, transferring boxes of material to/from the fulfillment center to/from vehicles, as well as logging visitor's name and contact information, item count, item name and pickup/drop date for inventory purposes.</p>
<p>25. Does contractor need to provide all necessary equipment to load and unload all pallets of inventory?</p>	<p>Yes.</p>
<p>26. Is a dock required?</p>	<p>No, the drop-off and pickup point of varied travel and tourism materials must allow for comfortable access and use by people utilizing the Fulfillment Center.</p>