

City of Carmel by the Sea

ON SITE MAIL DELIVERY SERVICES – Delivery of USPS Mail to Homes RFP#24-24-004

Questions and Answers

Q: Is an email of the proposal for services sufficient?

A: Yes, an email sent to cityclerk@ci.carmel.ca.us will constitute an acceptable submission to the City. In order to be considered, per paragraph 5.3, that proposal should include summary of what is proposed, the courier's qualifications and references, a workplan or proposal detail, and proposed cost.

Q: Are you wanting the individual delivery person bonded? Or just the company? What size of bond are you looking for?

A: The professional liability insurance requirement for the company, outlined in the example contract in Attachment 1 paragraph 7.B., is sufficient and no further bond is required.

Q: Do you want the individual delivery person to be an employee of our company, or can we use an Independent Contractor?

A: Independent Contractors are acceptable, as long as the uniform, documentation, and insurance requirements are met.

Q: Is there an expectation that we will have a local office nearby? Or can the mail be sorted by the driver in their vehicle?

A: There is no requirement for a physical location.

Q: Rate – how might it be structured?

1. Is the City looking for a flat single daily charge to include “xx” deliveries and then an additional charge for each extra delivery per day?
2. Is the City looking for a stop charge (per address charge). So, if on Monday's there are 80 stops, we bill for 80 stops and on Tuesday there are 70 stops, and we bill for 70 stops?
3. Does the City want a sperate rate for picked up mail (by address) that is returned to the post office?
4. Is the City looking for a separate rate for an On Demand (Out of Scope) pickup/delivery?
5. Is there a separate rate for delivering wooden mailboxes to residents?

A: The current services are provided on a flat resident-per-month basis. The proposed rate may be structured however the carrier's business model requires. The City will need to understand how much the total estimated monthly cost would be, given the proposed pricing structure, so whatever assumptions are being made will need to be provided.

Looking at current activity for examples, the City can say that ~80 residents are currently signed up, that mail may or may not arrive for each residence each day, that return mail is generally picked up when mail is delivered, and that the mail box is provided by the courier, at the courier's cost, but that most of the residents have been signed up for many years and may never have required a box.

Q: Will the delivered mail include packages like Amazon packages? Or is it strictly letter size mail?

A: The delivered mail includes anything that can be sent in the mail. Note: third-party delivery firms, such as UPS and FedEx, are also actively delivering packages within the City.

Q: Will we be delivering registered mail that requires a signature?

A: Yes, the courier service's authorization to pick up the customer's mail applies to all the customer's mail.

Q: Will we need to use any specific software app/equipment?

A: The request for proposal only asks that customers be able to call the carrier with questions. No other technology is specified or required.

Q: Does the mail need to be scanned when picked up or delivered?

A: The mail does not need to be scanned.

Q: Will we need to supply a report of what addresses were delivered and picked up each day?

A: A daily report of deliveries is not required but could be beneficial if it is needed to support the invoices.

Q: Do you have historical data for the number or stops/day for the last couple of months?

A: The City does not have a report of the daily activity.