

April 24, 2026

**Parcel Locker Systems  
RFP #125-17-26**

**ADDENDUM NO. 1**

This addendum issued April 24, 2026, becomes in its entirety a part of the Request for Proposals RFP #125-17-26 as is fully set forth herein:

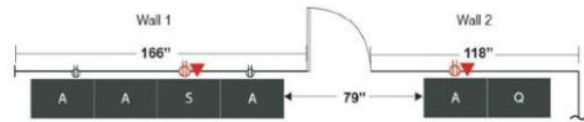
**Item 1:** Q: One question I did have is regarding the letters in the drawings. Are these to represent a particular column configuration or something meaningful?

A: **The drawings are only sample layouts. The expectation is that each Offeror will propose their solution in their response to this RFP.**

1. Pennsylvania Bidwell - 18' long x 25" deep x 7' high

Housing Authority City of Pittsburgh Location Address: 1014 SHEFFIELD ST  
Pennsylvania Bidwell City, ST Zip: Pittsburgh, PA 15233  
Latitude: 40.452182 Longitude: -80.019538

PROPERTY TYPE: High-Rise  
FLOOR TYPE: Concrete WALL TYPE: Drywall  
PROPOSED EQUIPMENT SPECIFICATIONS:  
(1) 18' Locker Unit: 18'-0" Long x 25" Deep x 7'-0" High  
Configuration: AASAAQ  
Locker Type: Indoor



**Item 2:** Q: Most Housing Authorities and entities that deal with private information of residents require data security of installed solutions to ensure compliance with HIPAA, PII regulations and overall privacy of their residents. Please confirm which data security level is required for the software portion of the solution given in this response. SOC2, FedRAMP, GovRAMP, NIST 800-53 or another?

**A: The locker system will not be on the HACP network, therefore “we” have no recommendation for security.**

**Item 3:** Q: How important is DATA Capture, having full chain of custody and accountability of every package received and delivered? What are your Reporting and Analytics needs?

**A: The HACP will not collect, store or use any data collected on delivered packages to our residents. The company providing the solution would be primary contact should a package recipient require data on a package.**

**Item 4:** Q: Are you using anything currently to scan/receive/track packages and send automated notifications to recipients that a package has been delivered for them? Or is this a manual process?

**A: No. Package delivery is a transaction between the sender and receiver exclusively.**

**Item 5:** Q: What are biggest issues/challenges, “pain points” you feel exist within current process?

**A: Missing packages.**

**Item 6:** Q: On the location site specific configurations and drawings in the RFP, there are letters i.e. “A”, “S” and “Q” representing various modules. It appears the “S” module has the control until (kiosk) in it. Please give detailed specifications that each module represents and which supplier provided these configurations.

**A: See response to Item 1.**

**Item 7:** Q: What is the Daily inbound package volume on average? Normal day volume? Peak day volume?

**A: The HACP does not collect or track this data.**

**Item 8:** Q: What is the % of packages by size? (Use “Small”, “Medium”, “Large”) (Example: 30% Small? 65%Medium? 5% Large?) (Approximate idea is fine).

**A: The HACP does not collect or track this data.**

**Item 9:** Q: Would there be a need for any oversized (XL or XXL) locker compartments?

**A: Yes.**

**Item 10:** Q: Average time it takes today (in your current process) – per package – to be claimed (actually received) by the end recipients? (i.e. – within 24 hrs? 48 hrs? Longer?)

**A: The HACP does not collect or track this data.**

**Item 11:** Q: Currently, how do packages ultimately get into the hands of the end/intended Recipient? Do you store them somewhere, notify recipients, and then the recipients (i.e. – employees?) have to come to a mail center window or a central receiving/package storage area (during open operation hrs.) and pick-up in person? Or are the packages delivered directly to the resident’s home by the carrier?

A: **Currently, packages are typically left in the front lobby near the mailboxes.**

**Item 12:** Q: With Lockers in place...How long do you think you’d be willing to leave a package in a locker for pick up before you remove it and bring it back to a central storing area to free up that locker compartment?

A: **One Week.**

**Item 13:** Q: Would a Recipient signature be required?

A: **Optimally, no. However, if that is a requirement by the sender, the resident may not be able to use the parcel locker system.**

**Item 14:** Q: Would you like to Capture a Photo of the Recipient?

A: **The HACP has no preference.**

**Item 15:** Q: What notification methods are preferred? (Email, SMS, mobile app, Teams, other).

A: **The HACP has no preference.**

**Item 16:** Q: Are there any accessibility or ADA requirements that must be supported?

A: **Yes. There should be an option to select an ADA compliant locker.**

**Item 17:** Q: How important is real time visibility and reporting on package status and locker usage?

A: **While important to our residents, the HACP will not collect or track package data.**

**Item 18:** Q: Please clarify if you are looking for an all-inclusive three-year initial lease term with two options years or if you wish to purchase the lockers with three years of software subscription and maintenance with two option years?

A: **3 year all-inclusive lease, with 2 optional 1 year extensions.**

**Item 19:** Q: Please further define – “Phone Support – Residents Tiered phone support for locker end-users (residents) for access, usage, and incident Resolution”.

A: **It is the expectation of the HACP that any and all support questions go through the selected vendor.**

**Item 20:** Q: Do you know if pursuing a waiver for this scope would be feasible on your end, or if that's something the Housing authority would consider as part of this RFP process?

**A: The Build America, Buy America (BABA) Act only applies to iron, steel, manufactured products, and construction materials used in infrastructure projects funded by federal financial assistance in excess of \$250,000.**

**Item 21:** Q: How to handle Proposed Contract Revisions?

**A: If submitting alterations to the HACP contract for review and acceptance by HACP, please submit an electronic version in MS Word format with your proposal. If submitting your company contract for review and acceptance by HACP, please submit an electronic version in MS Word format with your proposal. If your contract is not included with your proposal, it is assumed that HACP's contract will be used and is binding.**

**Item 22:** Q: Will HACP be providing the outlet for the plug-in of the lockers as well as the data plug-in that is recommended? If no data plug-in will be provided, would you like us to quote cellular connector or a hot spot connection?

**A: The HACP will provide electrical power for the lockers. The proposer will be responsible for all network connectivity.**

**Item 23:** Q: Can you please specify for each location of lockers what type of access carriers and residents have to the area where the lockers are located? For the indoor lockers, is a key needed to access the areas where the lockers are located?

**A: The preferred lockers are in unlocked areas and are accessible to resident and carriers. The entry doors of each building, however, are locked and will be opened by HACP staff or residents. Each building has a call button for the manager's office and each apartment.**

**Item 24:** Q: For each listed property, does HACP have a target number of compartments per installation, or is the proposer expected to determine optimal compartment mix within the stated linear dimensions?

**A: The proposer is expected to determine optimal compartment configurations.**

**Item 25:** Q: Are all locker installations intended to be indoors, or are any located outdoors or in semi exposed environments requiring weather rated hardware?

**A: 9 of the 10 surveys have placed the parcel lockers inside. Carrick Regency is the only property that the survey recommended the locker be placed outside. The preferred location is in the rear of the building. The ceilings in the lobby are very low and have sprinklers that may interfere with installation.**

**Item 26:** Q: Will electrical power and network connectivity be provided at each site, or should proposers include costs for electrical/network extensions where required?

**A: The HACP will provide electrical power for the lockers. The proposer will be responsible for all network connectivity.**

**Item 27:** Q: For the property currently under construction (Murray Towers), what is the anticipated timeline for locker deployment, and will this require a separate notice to proceed?  
A: **We do not have a date for this property. If a locker is added to this property a separate notice to proceed will be issued.**

**Item 28:** Q: Are there any requirements regarding data residency, hosting location, or compliance standards (e.g., SOC 2, ISO 27001) for the locker management software?  
A: **No.**

**Item 29:** Q: Does HACP require ownership of all resident usage data, and are there any restrictions on anonymized analytics or performance reporting?  
A: **No.**

**Item 30:** Q: Are specific resident authentication methods required (e.g., SMS, email, PIN, QR code), or may vendors propose best practice workflows?  
A: **The vendor may propose best practice workflows.**

**Item 31:** Q: Does HACP have defined response time expectations for Resident support calls or onsite service calls for inoperable lockers?  
A: **Each Offer will propose their solution in their response to this RFP.**

**Item 32:** Q: Are service calls expected outside of normal business hours, and if so, should this be included in base pricing?  
A: **Outside of extreme situations (electrical fire, locker failing over, etc.) service calls can be made during normal HACP business hours – 8:00 a.m. to 5:00 p.m. EST. The proposer should detail any costs associated with after-hour service.**

**Item 33:** Q: How should damage due to vandalism or misuse be treated under the contract – considered normal wear and tear, or billed separately?  
A: **Billed separately.**

**Item 34:** Q: Will HACP provide carrier coordination and access approvals, or is the vendor expected to manage carrier onboarding at each site?  
A: **The vendor is expected to manage carrier onboarding at each site.**

**Item 35:** Q: What is the expected workflow when a carrier cannot complete a delivery due to full lockers or access issues?  
A: **The HACP cannot dictate carrier practices.**

**Item 36:** Q: Are annual price escalations permitted for extension years, or should extension pricing remain fixed?  
A: **Each Offerer should propose their fees in their response to this RFP in accordance with Attachment K.**

**Item 37:** Q: If additional properties are added during the contract term, will pricing follow the same rate card as Attachment K?

A: **No additional properties will be added.**

**Item 38:** Q: If a specific property is decommissioned or removed from scope, will remaining contract value be adjusted?

A: **This will be discussed with the awarded vendor if such an instance occurs.**

**Item 39:** Q: In the Methodology and Capacity scoring, is greater emphasis placed on hardware robustness or on ongoing operation support capability?

A: **The scoring metrics are outlined in the RFP.**

**Item 40:** Q: Will shortlisted vendors be invited to provide demonstrations or site walkthroughs prior to final award?

A: **Potentially.**

**Item 41:** Q: Can HACP clarify which components (hardware, software, installation labor) are subject to Build America, Buy America requirements?

A: **The Build America, Buy America (BABA) Act only applies to iron, steel, manufactured products, and construction materials used in infrastructure projects funded by federal financial assistance in excess of \$250,000.**

**Item 42:** Q: Must subcontractors independently certify BABA compliance, or is prime contractor certification sufficient?

A: **The Build America, Buy America (BABA) Act only applies to iron, steel, manufactured products, and construction materials used in infrastructure projects funded by federal financial assistance in excess of \$250,000.**

**Item 43:** Q: Can; you clarify what the letters on the locker towers designate? There is an "A", "S" and a "Q".

A: **See response to Item 1.**

**Item 44:** Q: Is there a way to incorporate that we are a woman-owned business in the proposal? Would our WBE Certificate suffice?

A: **Yes, the offeror can indicate that they are a WBE in their proposal. They also have to include their certification in their submission.**

**Item 45:** Q: Based off the scoring sheet, are any points granted for local companies?

A: **No.**

**Item 46:** The due date is changed to May 6, 2026; time and location remain unchanged at 11:00 a.m., at the HACP Procurement Dept., 412 Boulevard of the Allies 6<sup>th</sup> Floor, Pittsburgh, PA 15219.

**Item 47:** The Housing Authority of the City of Pittsburgh will **only accept physical proposals dropped off in person from 8:00 AM until the closing time of 11:00 a.m. on May 6, 2026**, in the lobby of the One Stop Shop at 412 Boulevard of the Allies, Pittsburgh, PA 15219.

Proposals may still be submitted electronically via:

<https://www.dropbox.com/request/CrGZGHc2GPvldK5Uhksw>

Sealed proposals may still be mailed via USPS at which time they will be Time and Date Stamped at 412 Boulevard of the Allies, 6<sup>th</sup> Floor - Procurement, Pittsburgh, PA 15219. All proposals must be received at the above address no later than May 6, 2026, at 11:00 a.m. regardless of the selected delivery mechanism.

**END OF ADDENDUM NO. 1**



Mr. Brandon Havranek  
Associate Director of Procurement/Contracting Officer

04/24/2026

Date