

**BRENDA M. PUGH, MEMBER**  
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December 10, 2025

Reggie McNeil, Secretary  
Department of General Services  
515 North Office Building  
Harrisburg, PA 17125

Dear Secretary McNeil,

When I read the news coverage of the failure of the Commonwealth's pre-sort mail vendor to actually deliver mail as required, I knew that explained the recent up-tick in constituent service needs in my district office.

While I am glad my office was able to work with these constituents, I also know that not everyone impacted has gone to their state legislator's office. In fact, many probably do not even realize that their important correspondence from their state government is delayed or gone.

I appreciate that the Department of General Services terminated the contractor's business with the Commonwealth after discovering the issue, but I would like to know more about the timing. Based on the correspondence between the governor's office and legislative staff, the Commonwealth seems to have discovered the issue between December 3 and December 5, 2025.

Can you please tell me:

- Which agency of the Commonwealth discovered the issue and how?
- What was the cause of the failure? Was it a gradual breakdown in the vendor's processes or due to a discrete occurrence?
- How long was the delay between the beginning of the issues and when the Commonwealth became aware of them?

In news coverage of the incident, there was discussion about Commonwealth agencies taking steps to mitigate the impact of the mail delay. I appreciate that this need was recognized, but who will be leading this review?

Will this be an agency-by-agency review or will there be a single office or official tasked with overseeing this review across the whole Commonwealth. Will the Office of Inspector General be involved? Will that review also include an accounting of how many items were delayed, lost, or destroyed? What type of mail was impacted? Crucially, will the top-line results of the review of this failure be made available to the public or the members of the General Assembly?

If the review determines that Pennsylvanians missed application deadlines, incurred penalties for late payments, or otherwise were negatively impacted by this vendor's failures, what steps will be taken to mitigate those impacts?

Finally, can you please provide me with an update, consistent with the Procurement Code's confidentiality requirements, on the process by which the new contractor will be selected? And, perhaps most importantly, what will be handled differently this time to ensure there is not a repeat with the new contractor?

As a lawmaker, I am always looking for ways to improve government services and to ensure consistent service for taxpayers, so please feel free to let me know if there are statutory changes that can be made to address this issue.

A handwritten signature in black ink, appearing to read "Brenda Pugh". The signature is fluid and cursive, with a large initial "B" and a long, sweeping underline.

Brenda Pugh  
State Representative  
120<sup>th</sup> Legislative District