

Bidder's-Online-Questions-081717

1. REFERENCE: LLNJ Delivery RFP 2017, Page 5, Section 2.2, DELIVERY VOLUME

•“As noted previously, the estimated number of items shipped from July 2016 – June 2017 exceeds 2,300,000 packages which were sorted and delivered. The average number of items per package is 2.08 (2.3 million packages x 2.08 items per package = 4.78 million items based on this sample). “

QUESTION: Please clarify (or estimate if necessary) the weight distribution. i.e. 1lbs. – 5,000 packages shipped annually, 2lbs. 6,000 packages annually, etc.

- The 4.78 million items are chiefly library books, CDs, and DVDs and while the average package contains 2.08 items, many packages contain one book and in some areas libraries often ship sealed cardboard boxes with many books to let them gauge for themselves.

2. Who is the incumbent contractor?

- TF Final Mile, LLC dba Dynamex f.k.a Dynamex Operations East, LLC

3. Is the current contract the same as what is in this solicitation?

- While the existing contract is similar to the contract contemplated in the Request for Proposals (“RFP”), there are important differences. All bidders must craft their bids in response to the specific requirements of the current RFP.

4. What is the existing price per stop?

- Bidders are encouraged to submit their best bid without reference to the previous price per stop.

5. What is the existing total annual contract value excluding cost of totes?

- During FY17 96% of our delivery budget was spent on delivery costs, 4% was spent on supplies - plastic bags and totes.

6. Is it possible to review minutes / Q & A from the Pre Bid meeting?

- Yes, these are posted online at <http://librarylinknj.org/delivery/RFP2017>

7. Is it possible to review the attendee list from the Pre Bid meeting?

- No.

8. 2.1, Page 6 - Holidays: Historically, how many libraries are open on holidays?

- This is the first contract asking for delivery on holidays. We have no data yet on libraries which remain open on holidays. It will probably depend on the holiday. Very few are open on holidays.

9. Page 25; #9: Financial Stability: How will proposer's financial statements be kept confidential?

- Proposals will be reviewed by a committee of four plus counsel. No confidential information will be made public.

10. Can Independent Contractors, as well as, Sub Contractors be used for this contract?

- In principle, the Cooperative will accept the use of independent contractors by the vendor, which would be viewed by the Cooperative as a subcontractor to the vendor. As set forth in Section 3.7 of the RFP, the vendor will remain responsible for the any subcontractor's (1) performance; (2) compliance with all of the terms and conditions of the contract; and (3) compliance with the

requirements of all applicable law. Please refer to Section 3.7 of the RFP for more information and specific requirements.

11. REFERENCE: LLNJ Delivery RFP 2017, Page 5, Section 2.2, DELIVERY VOLUME

•“As noted previously, the estimated number of items shipped from July 2016 – June 2017 exceeds 2,300,000 packages which were sorted and delivered. The average number of items per package is 2.08 (2.3 million packages x 2.08 items per package = 4.78 million items based on this sample). “

QUESTION: What is the average weight per package?

- Our present system does not require weighing packages. We have no data on this.

12. Are the shipping bags reusable? If so, what is the average number of uses prior to the bag being discarded?

- Yes, the plastic shipping bags are reusable. We have no specific data on the average number of uses per bag.

13. How many packages are placed in each tote?

- The amount will vary depending on the number of items per package. We have no specific data on this.

14. How many totes are picked up per library?

- We have no data on this, as shipment statistics are based on the number of packages, not totes.

15. How many totes are delivered per library?

- We have no data on this.

16. Please define how many packages are being picked up from each library.

- Please see list in Appendix A.

17. REFERENCE: LLNJ Delivery RFP 2017, Page 2, Section 1.1, BACKGROUND AND PURPOSE

•“An FY17 overview reflects that the Cooperative delivered to 414 libraries that received either: Two days (97 libraries, or 23%), Three days (84 libraries, or 20%), Four (98 Libraries, or 24%), Five days (135 libraries, or 33%) of delivery per week.

QUESTION: Are there any delivery points outside of the state of New Jersey?

- No

18. If so, how many shipments per year?

- Does not apply

19. What are the origins and destinations?

- Does not apply

20. Is there ever a need for Next Day Air delivery before 8:00 AM or 10:30 AM?

- No

21. I wasn't sure if this was addressed last week at the meeting so I wanted to bring it back up once more. Will there be barcoding on each package vs. and ASN file for the deliveries; preferably an API for the pick-ups and deliveries?

- There is no barcoding per package. There is no ASN file for deliveries. We do not use API for pick-ups and deliveries.

22. REFERENCE: LLNJ Delivery RFP 2017, Page 27, Section 10.2, SELECTION CRITERIA

•“Proposals will be rated based on how well responses corresponds with the Cooperative’s needs. Some questions will be weighted more heavily than others to reflect their importance to the delivery program.”

QUESTION: Please provide the weights or point allotment for each question in the RFP.

- The criteria for evaluation are given in priority order. No other information is being provided at this time.

23. REFERENCE: LLNJ Delivery RFP 2017, Page 16, Section 8, COST INFORMATION, G

“If your bid includes a fuel surcharge, please include the following information in your proposal to demonstrate that the surcharge is affecting only fuel costs and not the overall contract.”

QUESTION: Is a fuel surcharge table associated with the current contract?

- Bidders are encouraged to submit their best bid without reference to any potential previous fuel surcharge.

24. If so, which fuel index that the fuel surcharge table is based on?

- Please refer to the response to Question 23.

25. REFERENCE: LLNJ Delivery RFP 2017, Page 16, Section 8, COST INFORMATION

•“The vendor must show all costs for the proposed service. Any costs not included in this proposal, for any equipment, personnel, software or service necessary to implement the service will be the responsibility of the vendor.”

QUESTION: What is the current cost per stop?

- Please refer to the response to Question 4.

26. Please define the elements included in the cost per stop? Does this cost include equipment, software, fuel etc.?

- All costs are associated with the cost per stop with the exception of the fuel surcharge.

27. REFERENCE: LLNJ Delivery RFP 2017, Page 15, Section 5, QUALITY ASSURANCE AND ADMINISTRATIVE FEES, E, Standards, C:

•“The vendor will provide: A minimum of 99.9% delivery accuracy. “

QUESTION: Please define delivery accuracy.

- Delivery accuracy means the delivery was completed to the addressed library correctly. That is, no totes or containers addressed for a different library were delivered.

28. REFERENCE: LLNJ Delivery RFP 2017, Page 15, Section 5, QUALITY ASSURANCE AND ADMINISTRATIVE FEES, E, Standards, B:

•“The vendor will provide: A minimum of 99.9% sorting accuracy. “

QUESTION: How is sorting accuracy measured? Is the sorting accuracy standard measured by correct delivery to library destination or correct delivery to a sortation facility?

- Sorting accuracy is defined as correct delivery to the addressed library.

This means that 99.9% of packages delivered to a library are delivered in containers delivered to that library. This allows for containers to contain very few mis-sorted items.

29. REFERENCE: LLNJ Delivery RFP 2017, Page 15, Section 5, QUALITY ASSURANCE AND ADMINISTRATIVE FEES, E.

•“The vendor shall provide high quality responsive customer service by telephone and email during the normal work day (9:00 a.m. – 5:00 p.m.) and respond to requests from the Cooperative within one hour. Failure to respond in a timely manner on repeated days will be considered breach of contract.”

QUESTION: Would a live, inbound phone call to a Customer Service Help Desk between the hours of 7:00AM EST to 8:00PM EST satisfy this requirement?

- Yes.

30. REFERENCE: LLNJ Delivery RFP 2017, Page 14, Section 5, QUALITY ASSURANCE AND ADMINISTRATIVE FEES

•“In assuming this work, the Vendor agrees to provide high quality services in all respects and the Cooperative reserves the right to charge administrative fees when quality work is lacking in specific situations, that is:”

QUESTION: How much has been paid in Administrative Fees during the current contract?

- None, this is not a part of our current contract.

31. REFERENCE: LLNJ Delivery RFP 2017, Page 14, Section 4, VENDOR REQUIREMENTS /REPOSNSIBLILITY, W

•“Vendor is required to take responsibility and provide reimbursement (at typical library replacement costs) for all known theft, losses, and damages incurred while in your possession or a subcontractor’s possession. Describe proposed policies/terms/insurance coverage on how such losses, damage, and possession will be determined. Describe any limits on reimbursement.”

QUESTION: Please describe the current theft / loss / damage claim process.

- We have nothing formally.

32. Are these claims currently tracked?

- No

33. REFERENCE: LLNJ Delivery RFP 2017, Page 10, Section 3.5, RECORD KEEPING AND DOCUMENTATION

•“~~Drivers~~ Libraries must record the total number of pieces (packages) picked up at a library each delivery day. Additionally, drivers must sign a log that the library maintains in a visible, permanent location. Drivers will sign only on the day the actual delivery takes place. This log is each library’s delivery record and is required by the Cooperative. It documents monthly delivery activity. A bidder may retain the current structure or propose a different structure for consideration by the LibraryLinkNJ Delivery Services Task Force to document each delivery and all exceptions, when applicable.”

QUESTION: Are shipments currently tracked from pick up library to delivery library? If so, please provide a sample of the tracking mechanism.

- No, not by the delivery vendor.

34. Are individual books / media tracked as well?

- No

35. Are individual books / media barcoded?

- Library items are individually barcoded to track within a library's Integrated Library System for circulation, cataloging and acquisition.

36. REFERENCE: LLNJ Delivery RFP 2017, Page 3, Section 1.1, Note

•“The FY18 (July 1, 2017 – June 30, 2018) delivery budget approved by the LibraryLinkNJ membership is \$940,000. This includes the delivery vendor cost as well as supplies provided by the Cooperative, such as plastic bags and tote bins.”

QUESTION: \$940,000 is the total annual budget. What is the annual cost of the plastic zip-top bags and tote bins (cost of supplies)?

- In FY17 4% of the total delivery costs were spent for plastic shipping bags and totes.

37. REFERENCE: LLNJ Delivery RFP 2017, Page 2, Section 1.1, BACKGROUND AND PURPOSE

•“Statewide Delivery is not a new service, but a re-bid of a service already in place in New Jersey. The Cooperative operates a statewide delivery service for public, academic, school, special and institutional libraries.”

QUESTION:

Please describe the current vendors operating plan from pick up to distribution, sorting, warehousing and delivery.

- Bidders are encouraged to submit their best bid without reference to any previous operating plan.

38. Describe the points of dissatisfaction with the current operating plan?

- Bidders are encouraged to submit their best bid without reference to any previous operating plan.

39. Where are the sort facilities located and which libraries flow shipments to each of the sort facilities?

- Sort facilities are provided by the vendor and are to be described by the bidder in the proposal.

40. Are the sort facilities vendor owned or state run?

- Sort facilities are vendor owned.

41. REFERENCE: LLNJ Delivery RFP 2017, Page 2, Section 1.1, BACKGROUND AND PURPOSE

•“The Cooperative operates a statewide delivery service for public, academic, school, special and institutional libraries.”

QUESTION: Do all listed libraries have internet access?

- Yes

42. REFERENCE: LLNJ Delivery RFP 2017, Page 2, Section 1.1, BACKGROUND AND PURPOSE

•“The purpose of this Request for Proposal is to solicit proposals from qualified firms and organizations to provide delivery of library materials for public, school, academic, special and institutional libraries that are members of LibraryLinkNJ - The New Jersey Library Cooperative, hereafter referred to as “the Cooperative.”

QUESTION: Please provide the name, address and website of the current vendor facilitating the LibraryLinkNJ – Statewide Delivery System.

- TF Final Mile, LLC dba Dynamex f.k.a. Dynamex Operations East, LLC. Additional information is available in the public domain.

43. REFERENCE: Column J, List of Libraries by Type tab, 2017-RFP-Appendix-A-Final. •“FY16 Stats”

QUESTION: Are “FY16 Stats” in Column J referring to the number of “zip-top” bag / packages being delivered to each of the 414 libraries?

If so, how many outbound “zip-top” bags packages are being picked up from each of the 414 libraries?

- Statistics are based on the number of outbound items from a library, whether delivery to another library to fulfill a request or returned to the original shipping from library. Packages are chiefly zip top bags, however, many packages are sealed cardboard boxes.

44. My question(s) is in regards to weight.

-What is the average weight of a tote full of library materials?

- This will vary depending on the type of materials shipped. This is not data which we have collected.

45. What is the average weight per stop/location?

- This is not data which we have collected.