

Delivery RFP Bidder's Conference Questions and Answers
Thursday, August 10, 2017, 11:00 am.
LibraryLinkNJ Office, Piscataway, NJ

The following were questions submitted in advance by vendors:

- 1. Clarify average package counts per location shown in excel sheet (pickup, delivery or both?)**
 - The number indicated on the spreadsheets is the pickups. We count what goes out from the library.
- 2. Need clarification on what is considered a pre-sorted container.**
 - RFP section: 3.4 Packaging and Labeling Requirements. The Cooperative prefers that pre-sorted containers being sent to a destination later on in the route be delivered the same day when the destination is on the same route and delivery is scheduled after the pick-up. Pre-sorted containers would be indicated by the library and labeled in some way, both on the bin and package.
- 3. Need clarification on bulk deliveries.**
 - This is an infrequent and occasional delivery of a large collection of materials from one library to another.
- 4. Can we or cannot commingle the work?**
 - Yes, you can commingle items.
- 5. Please clarify summer schedule. Is it only Private/Public schools?**
 - Yes, our K - 12 school libraries close for an 11 week period. There is a consistent start and end date. We would alert the vendor of any variations. Academic libraries generally close during the summer on Fridays. We would adjust the delivery schedule for the summer only and go back to their regular schedule in the fall.
- 6. Total number of shipments. You indicate 2.2 million deliveries. Does this include 'returns' to the originating library, or are these only counted once. In other words, is it actually 4.4 million deliveries, including RETURNING those items to the originating library?**
 - Packages are counted at the point they are sent out from a library in a pick-up. These could be a new shipment or a return to a library. The correct estimated figure is 2.3 million, per the RFP.
- 7. Packages associated with Locations Similar to #1, are these packages pickup up at/delivered to/or both?**
 - These are both.

8. School Library Full/Partial Closings: Could you provide a complete list of those schools which will be closed for the summer as well as all schools that may have 'summer' hours?

- This information is available in the spreadsheet in Appendix A. The public and private school libraries are closed for the summer. Academic libraries have adjusted schedules, typically closed on Fridays.

9. 2.7 Transition Plan: Will bidders have access to the current vendor at some point to discuss any transition plans? For example, as the contract is anticipated to begin January 1, is it also anticipated that the current vendor, if not chosen, will complete deliveries for items in its possession that same week, January 1?

- The goal is to work with the vendors involved. If a transition is needed, we are not able to guarantee a specific meeting or discussion with the current vendor, but we would work to make the transition as smooth as possible.

10. What is the total number of bins now in circulation?

- There is no exact number because we have been buying bins throughout the whole process. Since March 2015 we have purchased 3,098 new bins. We last purchased bins in November 2016. It's approximately 1,500 a year.

11. How many new bins are purchased every year?

- See #10

12. Are the labels now in use actually stickum labels, or do all/most of the libraries simply print these out on 8.5x11" paper and attach them by tape?

- Our packages are now sent in plastic bags, ziploc or open and taped shut, in cardboard boxes, or zippered bags. A label is placed in the plastic bag or taped to the box or zippered bag. The label is printed out on 8.5 inch x 11 inch plain paper, 3 per sheet, the size of a business envelope.

13. Section 4.W: The requirements include, in addition to standard insurance, a provision that all thefts, losses, damages to library materials will be reimbursed to LLink. Is this a change from the current contract, wherein members are advised the service is "uninsured" and that losses are NOT reimbursed

- Yes, this is a change from the current contract. Currently there is no tracking of individual items, received or not received. The focus of this requirement is on "known losses." For example, an accident causes an entire loss of a truckload of materials or a dishonest warehouse employee steals DVDs and CDs to sell on eBay. We are looking at known losses not individual items that cannot be tracked.

14. Section 4.W: Has Library Link an evaluation of the approximate replacement cost of materials damaged, lost or stolen during delivery for calendar years 2015 and 2016?

- No

15. Many libraries had literally nothing listed for a whole year, yet are on the 2x/week stop list. For example, some 500 'stops' were done where no materials were apparently delivered/picked up. Were these stops actually made?

- Some libraries have nothing listed but we would not characterize it as "many." Stops were actually made and are expected to be made. Before the contract starts, we will revisit the number of libraries receiving delivery and we may stop delivery to those that have little or no usage.

16. Is LibraryLinkNJ open to suggestions on modifying the #stops/location in situations where nothing is going to the stop, nor is anything being picked up from it?

- No, because we do not have a method of identifying when no pickup is required. The practice of libraries is to package throughout the day and place it for pickup throughout the day. The way libraries generate labels is to print these from our website. However, it doesn't trigger an alert at our end that a label has been generated.

17. Will bidder have access to the detail of the last RFP, most particularly the bid amounts?

- No, it is up to the bidders to determine the cost of the service and submit their best bid without reference to previous bids.

18. What does Automated Consortium mean?

- There are libraries that join together in the same automated integrated library system for cataloging, circulation, acquisitions and interlibrary loan. This can range from a large group (77 libraries) to a small consortium (3 libraries). The consortia do a lot of borrowing within the group. What is important is that libraries in a consortium are very active in delivery. Consortia libraries account for 90 percent of our delivery business. People are asking for materials their library doesn't have and requesting, receiving and returning materials from other consortia libraries. We indicate the consortia on the spreadsheet because they are generally high volume libraries.

19. Is the sort at the Package level or the Item level?

- In our current system, the packages may mean one or several items in package, box or zippered plastic bag. Libraries use our website to generate labels with an address and ID number. The library delivery numbers generally indicate areas in the State (1000 & 2000 means North Jersey, 3000 and 4000 means South Jersey). This information is listed on the spreadsheet.

20. Are you more interested in a dedicated scenario?

- The delivery service, as provided now, is essentially a dedicated system. In the history of delivery service, this has varied.

21. Are we able to pick delivery days?

- As long as these are throughout the week. We want the best coverage as possible. For example, Monday and Tuesday only would not be good for 2-day service locations.

22. How are the current delivery days broken down - What days of the week are 2 Days, 3 Days, 4 Days etc?

- Usually 2 day a week are Tuesday and Thursday; 3 days are Monday, Wednesday, Friday; 4 days a week varies depending on arrangement with library and the vendor.

23. Of the \$940,000 budget what percentage is used for supplies?

- During FY17, of our total delivery budget 96% was used for delivery and 4% was used for supplies (bags and bins).

24. What current technology do you have in place?

- In real-time we have access over the Internet to a database of what stops have been made. The information in that database is based on input from an app on the driver's phone.

25. App. A: and section 4Q: Please confirm your expectation is for the vendor to submit their routing plans. To provide the daily routing the please provide the days of service you would like to run any libraries that runs less than 5 days per week.

To provide this routing we envision there being more than (30) route scenarios based on the following:

- **The combination of 2, 3, 4 and 5 service days – Can require up to 7 routing scenarios**
 - **The above scenarios without the schools during the summer break, the winter break and school holidays - can require up to 7 routing scenarios**
 - **The original scenario with the early closings and special library hours – can require up to 7 routing scenarios**
 - **Lastly – the ad hoc schedule changes resulting for emergency and long term planned library closings – Will potentially change delivery windows**
- Is this what you are looking for?**

- Yes, we would like to see route plans. Libraries prefer a regular predictable schedule to schedule their staff and meet patron expectations. We understand that many variables will affect the routes, particularly under extraordinary circumstances such as holidays and weather emergencies. We also understand that routes may vary by day of the week because the two, three, and four-day stops are not consistent. That being said, we'd like to see the routes mapped out in as much detail as possible for normal weeks with the variables explained to provide predictability for the libraries. If a two-hour delivery window is the best way to accomplish this on particular routes, please include this in your proposal.

- In addition, if your proposal includes a fuel factor, route details will help demonstrate that any fuel surcharges are applied only to mileage (and exclude warehouse work and salaries). Details about routes will help us understand the actual fuel costs.
- In responses, the Cooperative is expecting bidders to concentrate on the September - June delivery schedule. Separate summer schedules are of secondary importance. We don't need to see holiday schedules.

27. Are two-hour delivery windows adequate?

- Yes.

28. Routes can change almost daily and therefore delivery windows will need to change very frequently. Also, the windows will be affected during seasonal closings and seasonal hour changes. How would like this handled in the proposal?

- We understand that we have variations in our schedule for holidays, and summer season routes. We are interested in the bulk of the year routes. If you could include summer routes, it would be of secondary interest to us. Try and set up a route so libraries will arrive within a reasonable window. Libraries bring in help for particular times of day.

29. Are the libraries flexible as their windows will change from scenario to scenario?

- Libraries will have to be flexible.

30. Section 3.5. If we are delivering or picking up 25 totes filled with packages Is it your desire for the PU /delivery driver to count individual packages?

- There was an error in the RFP. The first sentence of the second paragraph should read "The library [not drivers] must record the total number of pieces (packages) picked up at a library each delivery day." Currently, the library records the total number of pieces. The driver initials the library's statistics sheet.

31. Are you comfortable with dedicated static routes with fixed pricing for the 26 vans, versus the variable pricing?

- Static routes is an alternative worth considering as long as it allows all of the work to be done cost effectively and provides avenues for variations required by the Cooperative. This would be considered an alternate bid. The RFP calls for bidding per stop pricing in Section 8.A as status quo. Bidders are encouraged to submit multiple bids in Section 2.6.

32. In the event minimum wage increases during the term of this agreement, will the library increase the rates per stop to cover the 9 sorters.

- The Cooperative is not going to guarantee this in advance. Craft your bids with that in mind.