

LibraryLinkNJ Delivery RFP Bid Meeting Notes - 2/23/18

Attending:

1. James Blondek, Optima Shipping
2. Alex Boekholt, STAT Courier
3. Andrew Chiu, UPS
4. Cassie Dyer, UPS
5. Josh Gamble, AEXGroup
6. James Moore, Library Systems and Services
7. Aaron Odud, TForce Final Mile
8. Robert W. Pladek, NJLS
9. Mark Sandborn, Optima
10. Mike Turek, TForce Final Mile
11. Brian Stekloff, Dicom Transportation Group

Kathy Schalk-Greene, LibraryLinkNJ Executive Director
Joanne Roukens, LibraryLinkNJ Assistant Director
Avi Kelin, Genova Burns attorney

Bidders Conference Questions

- The first section below are questions submitted before the meeting using an online question form.
- The deadline for submitting these was Thursday, February 22, 2018, 11:00 am.

Question Form 1:

Your Name Bob Pladek

Your Company Name NJLS

1. Has BCCLS turned on its delivery service? When is that expected?

Answer: BCCLS is a library consortium and has 76 member libraries, the single largest group in the delivery service. They temporarily turned off the ability of customers to place holds/requests. Starting last Wednesday they turned existing holds/requests back on. They will phase in to full capacity over the next few weeks.

2. Does LLink have any plans for clearing up leftover, undelivered items, should there be any on May 29, or at the start of the new vendor's contract? Are bidders now supposed to present that plan in their transition plan?

Answer: In our contract, if contract is not renewed, the current carrier will delivery all materials to a designated place for the new vendor. Expect there will undelivered materials this time again.

3. 9.3.L: are you still expecting the driver to independently count the number of packages at pickup?

Answer: Yes, unless another solution is available. Please propose, if you want to.

4. The contract period is truncated: Start date through the end of 2018; 7 or 8 months. Has any thought been given to simply having a one-year period begin on the start date, with renewals a year and two years after that date? Bidding for a shorter period may affect bid pricing. Is there some other reason a calendar year contract period is necessary?

Answer: For internal accounting, we want to keep this on an annual calendar basis. Renewal is possible, as per contract.

5. If a new vendor is found and can start before May 29, or even May 1, 2018, will Expak be released from its obligations?

Answer: The contract start date is May 21st to allow 1 week overlap. It is possible that Expak may be released earlier .

Question Form 2

Your Name Cassie Dyer, Director – UPS Enterprise Accounts, State Government

Your Company Name UPS

1) REFERENCE: LLNJ Delivery RFP 2018 020818, Page 8, Section 3.2 BILLING

“Vendor will bill the Cooperative monthly, net 30 days, for the previous month’s service. Vendor is responsible to keep records of all stops and exceptions and bill accurately. The bill must indicate clearly the number of stops made at each frequency and rate. Any credits will detail all exceptions to scheduled work and include the date, name of library

and reason for the credit. The Cooperative pays bills twice per month – mid-month and end of the month.”

QUESTION: Can invoicing detail reflect package level detail instead of number of stops?

Answer: This is not our current model. We look to a per stop price in order to predict our costs.

QUESTION: Can invoicing be made weekly being that net 30 payment terms are granted?

Answer: Yes, but we pay bills twice monthly

Question Form 3:

Your Name Cassie Dyer, Director – UPS Enterprise Accounts, State Government

Your Company Name UPS

REFERENCE: LLNJ Delivery RFP 2018 020818, Page 14, Section 4, VENDOR REQUIREMENTS / RESPONSIBILITY, 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 typical library replacement costs.

Answer: Our members lend books and other items. An average purchase price for a fiction book = \$25; For a non-fiction books = \$25 and beyond. Media is harder to predict. Depends on the cost of material involved.

Question Form 4:

Your Name Cassie Dyer, Director – UPS Enterprise Accounts, State Government

Your Company Name UPS

REFERENCE: LLNJ Delivery RFP 2018 020818, Page 3, Note:

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

QUESTION: What did the current contractor charge or propose to charge LibrarylinkNJ in the 2017 RFP Solicitation?

Answer: We are most interested in your best offer. The goal is submit the best overall offer that you can make. We are not interested in your beating the previous offer.

Question Form 6:

Your Name Josh Gamble

Your Company NameAEXGroup

Describe what changes have taken place in service, scope of work, budget, etc that prompted LLNJ to re-open the RFP?

Answer: The service, scope of work, budget remains the same. The challenge was the current vendors ability to provide the service.

What are the current service related challenges LLNJ face?

Answer: Those that are described in the RFP with Appendix A. The 409 libraries have a variety of rates of volume. Consortia collectively represent 90% of the volume. Other libraries are important, but represent a much smaller level of total delivery volume. We want to provide equitable service to all.

Is the LLNJ open to an overall change in scope of service in order to meet budget expectations?

Answer: If there are creative solutions to provide service that meets our members needs, please provide those in your proposal. We are open to all creative solutions.

Question Form 5:

Your Name James Blondek

Your Company Name Optima Courier

1. With no assigned times for deliveries, can we take the liberty of creating the routes and time to be as efficient as possible? To extend this, can we assume 4 day per week deliveries can be at our discretion (we would lock in a set day/time), 3 day per week locations are M/W/F and 2 day per week locations are T/Th for deliveries?

Answer: In creating routes, you can be efficient as possible as long as it works within the libraries schedules. See Appendix A, which gives the libraries schedules. There is a great deal of variation in terms of library opening hours.

2. When T-Force had the contract was there a set schedule that worked? Is that information still available?

Answer: They did have a schedule that worked and it was considered proprietary information by the company. We don't have that information to share.

3. What is the typical amount of stops for each route?

Answer: There are no typical amount of stops in each route. Depends on the geography, density of the area and also the volume of the area. See Appendix A. We indicate consortia that share a common automation system and have active borrowing among themselves. They have higher volume. Take a look at number of packages in Appendix A.

4. What type of vehicles are being used for delivery?

Answer: This is determined by the vendor and varies by density of the volume on the route. There is generally a high density in northern NJ and lighter density in southern NJ. This can be identified by zip code and is provided to you.

5. Would you consider switching to a closed lid bin based system where all items, regardless of the destination, are put in for sorting? A label would be attached to each item or multiple items to the same destination would be banded together with one

label. Closed lid bins have proven very effective for maximizing vehicle capacity and offering protection to library items.

Answer: We are open to a proposal as described in the RFP. It would be helpful to have pricing on converting to a closed lid system.

6. How many sort facilities are being used now?

Answer: Currently there are three -- Cherry Hill, Jamesburg and Rockaway Twp.

7. Does most item lending stay within the regional ILS? What is the volume traveling to other regional networks?

Answer: Lending is very active within the individual consortia. Items traveling to other consortia - that amount will vary. There is lending on a statewide basis to the other 402 libraries in the system.

8. Do the larger volume libraries use mostly boxes or bags? How is this determined?

Answer: We provide free of charge to members large open and smaller zip top plastic shipping bags. Members also use zippered canvas bags and cardboard boxes. LLNJ provides open blue colored tote bins to all members where then can place packaged items for pick up by the delivery vendor. These bins are similar to the USPS white boxes. Each holds multiple packages.

9. There is mention of occasional requests for one time deliveries or pickups, how often does this happen, and where are these stops located?

Answer: Less than 12 times a year and locations may vary, but all are within NJ.

10. What ILS technology system is currently used, are there multiple different ones?

Answer: There are multiple systems being used in the various library consortia.

In the following section are the additional questions asked during the bidding conference:

Jim Moore - LSS

Q: Colored links in Appendix regarding consortia. If in the plan, can we phase the main consortia in and then move onto smaller libraries? This is in regards to the week of overlap.

A: We expect all members to be served, if they are in a consortium or not. Expectation is all 400 + would be receiving delivery from the beginning. Put any phasing in in your proposal.

Bob Pladek - NJLS

Q: Did the prior vendor count packages at pickup?

A: The way we formerly handled statistics is that the libraries logged packages on a log in sheet. Whether the drivers counted, we could not say. Stats were based on what the libraries provided.

Q: The recent contract awarded included a scanning feature. If you adopt a system of full scanning features and the vendor comes back after the contract and does not provide this, would LLNJ consider this a major breach of contract?

A: The purpose of this meeting is to answer questions about the RFP.

Q: Can we get a list of who participated in the meeting today?

A: Yes, by end of day Monday. It will be posted on the RFP website.

Q: Current count of materials now, since current vendor scanning never occurred.

A: We get statistics from the current vendors software on number of package labels created. Based on our internal study this 2.1 items per package.

Brian Stekloff of Dicom Transportation Group

Q: Do libraries have internet access to print labels with barcodes?

A: Yes, but not all have special label printers. They use regular printers and print on letter-sized paper.

Casey Dyer - UPS

Q. How many locations?

A: RFP 2nd page - 409 libraries. This past summer's RFP there were more.

Mike Turek, TForce:

Q: Any possibility state will increase our budget?

A: We would love it. LLNJ receives money from the New Jersey State Library. The State of New Jersey's budget is usually passed in the late spring. We have had flat funding since 2010. Our fiscal year is July 1st to June 20th. Our current FY18 budget is through June 30, 2018.

Andrew Chiu from UPS:

Q: Attending by phone, I can't hear due to background noise. Can we have the written questions and answers?

A: We will ask counsel and get back to you by end of Monday.