

Request for Proposal

LibraryLinkNJ - Statewide Delivery System

Issued by:

Cheryl O'Connor, Executive Director
LibraryLinkNJ . The New Jersey Library Cooperative
44 Stelton Road, Suite 330
Piscataway, NJ 08854
Phone: 732-752-7720

Date issued: Tuesday, February 22, 2011

SECTION 1 – INTRODUCTION.....	1
SECTION 2 – SCOPE OF WORK.....	2
SECTION 3 – SPECIAL TERMS AND CONDITIONS	3
SECTION 4 – VENDOR REQUIREMENTS/RESPONSIBILITY	4
SECTION 5 – PRE-PROPOSAL MEETING AND QUESTIONS.....	6
SECTION 6 – COST INFORMATION.....	6
SECTION 7 – BIDDER SUBMITTAL REQUIREMENTS	6
SECTION 8 – AWARD PROCESS.....	7
SECTION 9 – BIDDER INSTRUCTIONS	9
SECTION 10 – SEALED PROPOSALS.....	9
ATTACHMENT A – LIST OF DELIVERY SITES AND STATISTICS	10
ATTACHMENT B – EXAMPLE OF CURRENT DELIVERY LABEL.....	10

REQUEST FOR PROPOSAL (RFP) SPECIFICATIONS FOR STATEWIDE LIBRARY DELIVERY SYSTEM SERVING THE NEW JERSEY LIBRARY NETWORK

SECTION 1 – INTRODUCTION:

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~~ ~~the~~ Cooperative.+ The Cooperative is part of the New Jersey Library Network and serves every County in the State of New Jersey. Bidders must meet the requirements as described within these specifications.

NAME CHANGE. Previous RFPs were issued in the name of the four New Jersey Regional Library Cooperatives. These were the Central Jersey Regional Library Cooperative, the Highlands Regional Library Cooperative, the South Jersey Regional Library Cooperative, and INFOLINK, the Eastern New Jersey Regional Library Cooperative. In July 2010, the four Regional Library Cooperatives were consolidated into one, INFOLINK. INFOLINK remains the organization's legal name but the Cooperative is doing business as LibraryLinkNJ – The New Jersey Library Cooperative.

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, school, academic, special and institutional libraries. Handling 2.4 million items in FY10 (June 2009-July 2010), it is the backbone of resource sharing among members of the New Jersey Library Network. An FY10 overview reflects that the Cooperative delivered to 493 libraries that received either one (2%), two (30%), three (4%), four (25%) or five days (39%) of delivery per week. Approximately 1% of these receive delivery twice a day, five days a week, due to their high volume. Deliveries are among libraries across 21 counties in New Jersey.

When a library user desires materials and information from another New Jersey library, the user requests a loan through his/her local library. The requested materials are sent from the owning library to the user's local library through delivery. Library users may also return materials borrowed from other member libraries to their own library, which then uses delivery to return the item to the owning library. The Cooperative also sends paper communications through this system.

The statewide delivery service was begun 24 years ago to support resource sharing among libraries. A variety of borrowing agreements among library consortia and resource sharing in public library branch systems and academic institutions are in place. Interlibrary loan of materials between libraries is conducted across the state. Materials to be shipped include - but are not limited to - books, audiotapes, CDs, DVDs, videos, documents, envelopes, boxes of books, bulk loans that move on a library circuit, and other library material.

1.2 . TERM OF CONTRACT

The contract for the Statewide Delivery System shall be in effect from January 1, 2012 through December 31, 2012. The Cooperative may extend the contract award for up to two ~~one-year~~+ periods or parts thereof. The Cooperative holds the contract. All billing is sent to the Cooperative. Prior to the contract expiration date, the vendor will be notified with regard to the decision to extend the contract award. If an extension is requested, the agreement of this extension will be in the form of a supplement to the contract award.

Anticipated Contract Period: January 1, 2012 . December 31, 2012
Possible Contract Extension Terms: January 1, 2013 . December 31, 2013
January 1, 2014 . December 31, 2014

SECTION 2 – SCOPE OF WORK:

2.1 . FREQUENCY

Delivery is defined as delivering Monday through Friday during the time the library is open. A link to a detailed listing of libraries, addresses and delivery frequency appears in [Attachment A](#).

Delivery will be provided to approximately 493 libraries in New Jersey. Stops for pickups and deliveries at participating libraries will be on a pre-scheduled (route) basis. It is preferable for delivery to be at a consistent time of day, with a published schedule of stops.

Stops are based currently on a frequency of two to five days per week. A small number of libraries have stops two times per day, five days per week. The Cooperative schedules occasional stops for one time delivery and/or pickups.

The Cooperative is interested in a proposal which includes per stop pricing for two, three, four, and five, days per week delivery options and the option of twice daily service (10 stops) Monday through Friday.

School libraries are deleted from the stop schedule and invoices at the conclusion of the school year and during Christmas and spring holidays of one or more weeks. The Cooperative will provide at least two weeks advance notice of these deletions.

Holidays. Each year, the Executive Director and the delivery vendor agree on a set of holidays when no deliveries take place and when no charge for delivery is made. The holiday list currently includes: New Year's Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving, the day after Thanksgiving, and Christmas Day.

2.2 . DELIVERY VOLUME

Estimated number of items shipped in FY10: 2.4 million

The range of items to be picked up on one day at any single library may vary from shipments of 0-5 items in plastic shipping bags, to large boxes of books or videos, to over 20 boxes daily at some libraries receiving service.

It is expected that all materials awaiting pickup are taken by each driver, each scheduled delivery day. Vendor vehicles need to be of sufficient size and capacity to handle the volume of materials on a route.

2.3 . DELIVERY TIMES

- Deliveries are made Monday through Friday.
- The vendor must schedule its delivery time during the hours a library is open. Most libraries are open for service from 9:00 a.m. to 5:00 p.m. with the exception that most school libraries are open from 8:30 a.m. to 2:30 p.m. Both ranges of hours must be accommodated with a scheduled delivery stop.
- Materials are not delivered if the library is closed, unless the Cooperative office has confirmed an alternate arrangement. Re-delivery must be tried the next time a stop is scheduled for that site. If

the library is still closed up to five consecutive days, the materials must be delivered to the Cooperative office.

- The vendor must notify the Cooperative by the close of the next business day of any missed stops and provide the reason(s) for the occurrence.
- The Cooperative expects a maximum of two business days transit time between shipping library and destination library. The vendor will ensure this through timely sorting, adequate storage and efficient transfer of materials.
- Vendor will maintain sorting facilities. It is desirable that the sorting facilities be strategically located across the state so they can efficiently serve the geographic distribution of the service. Multiple sorting facilities are desirable.

2.4 . ADDITIONS AND DELETIONS

The Cooperative may add and delete libraries or stops in the delivery schedule. Attachment A is a reflection of delivery at the time the RFP is posted. After 10 days notification from the Cooperative, the vendor will make additions and deletions in the delivery schedule. An addition must be within the open hours of the library involved. It is highly desirable that the vendor respond to additions or deletions in the delivery schedule sooner than 10 days after notification.

2.5 . CHANGES IN SERVICE

Changes by the vendor to the delivery schedule and service may be instituted only after discussion with and notification to the Cooperative office. The Cooperative office must approve changes in the service. A seven day notification of proposed change is required.

2.6 . IMPROVEMENTS TO CURRENT SCOPE OF WORK

Bidding vendors are encouraged to propose new, different or more efficient methods of providing this service. See also 3.5 - Technology.

SECTION 3 – SPECIAL TERMS AND CONDITIONS:

3.1 . BILLING

Vendor will bill the Cooperative monthly, net 30 days, for the previous month's service. The bill must show clearly the number of stops made at each frequency and rate.

3.2 . MATERIALS

Materials to be shipped include but are not limited to books, audiotapes, CDs, DVDs, videos, documents, envelopes, boxes of books, bulk loans and other library material.

The Cooperative does NOT allow libraries to send the following materials through the delivery system:

- a. Oversized/heavy packages: individual packages may not weigh more than 50 lbs. and may not exceed more than 130+in length, plus width, plus height of the longest side
- b. Fragile/breakable items
- c. Equipment
- d. Furniture
- e. Material of a rare or irreplaceable nature

3.3 . PACKAGING AND LABELING REQUIREMENTS

Each participating library is responsible for packaging and labeling. The Cooperative requires each participating library to include an appropriate delivery label with each item shipped. The label contains the name and address of the ship to library and the ship date linked to the next expected delivery pick up. The label contains a unique identification number for each library as developed and assigned by the current vendor. Links to sample labels are provided in Attachment B. Item(s) will be placed in plastic bags of two sizes and are zipped+or secured with rubber bands. Larger shipments may be placed in cartons. Multiple items intended for the same destination may be placed in a single ziplock+ bag. No other special packaging is required.

3.4 . RECORD KEEPING AND DOCUMENTATION

Except in the case of one time shipments to libraries that are not on as a regularly scheduled stop, libraries do NOT manifest or track individual items or shipments. The vendor in turn, moves shipments intact to the destination address and will not have records or knowledge of what is contained in each individual shipment.

Drivers must record the total number of pieces picked up at a library each delivery day. Additionally, drivers must sign a log that the library maintains in a visible, permanent location at each library. This statistics sheet is each library's required delivery record for the Cooperative and documents monthly delivery activity.

3.5 . TECHNOLOGY

No special technology in these areas is currently in place:

- record keeping
- documentation of movement of shipments
- monitoring of route/driver status
- communication between the Cooperative and vendor

It is desirable for a bidding vendor to include online or other technological options in any of the areas listed in 3.5. The vendor must break out pricing for technological options.

SECTION 4 – VENDOR REQUIREMENTS/RESPONSIBILITY:

The Vendor agrees to the following:

- a. To perform all of the services listed in the proposal specifications in the sections above
- b. To purchase and maintain, without lapse, insurance written by a responsible insurance company, including the following coverage:
 1. Workers Compensation and Employer's Liability on employees and independent contractors as required by applicable statute
 2. Cargo Insurance up to \$100,000 per shipment
 3. Comprehensive automobile liability with minimum coverage limits as follows:

<u>Coverage</u>	<u>Each Occurrence</u>
Bodily Injury Liability/Property Damage Liability	\$1,000,000.00

Documentation of each of these must be filed with the Cooperative.

- c. To assume all risk of loss and to indemnify and hold the Cooperative, its officers, agents and employees harmless from and against any liabilities, demands, claims suits, losses, damages, causes of action, fines or judgments, including costs, attorney and witness fees, and expenses incident thereto, for injuries to persons (including death) and for the loss of damage to, or destruction of property arising out of or in connection with this agreement unless caused by the negligence or willful misconduct of the Cooperative, its officers, agents or employees.
- d. To be liable for any expense incurred as a consequence of any traffic infraction or parking violations attributable to employees of the vendor.
- e. To make every attempt to locate missing or lost materials in the delivery system and have an established procedure for dealing with missing/lost items.
- f. To provide a contact person(s) who is on-duty and accessible throughout the day to resolve problems reported by the Cooperative office and to contact drivers by radio or cell phone when necessary.
- g. Drivers must speak, read and write English sufficient for basic communication with the vendor's dispatch staff and member libraries. The vendor is responsible for clearly communicating customer needs to drivers, including communicating with those whose first language is not English.
- h. To bill the Cooperative for pick-ups or deliveries from/to stops on the master list only. Payments for other pick-ups or deliveries must be authorized in advance by the Cooperative.
- i. To communicate directly with the Cooperative office. All communication concerning missed pick-ups, scheduled stops, packaging and labeling, requests for pickups outside the contracted schedule and other delivery issues must be between the Cooperative office and the delivery vendor. The Cooperative office must authorize in advance any other direct communication between vendor and library.
- j. To ensure that vendor personnel have the ability to lift up to 50 lbs. and to perform the bending, stooping and lifting actions required for the delivery functions of this service.
- k. To ensure that vendor personnel are in attire clearly indicating name of the firm and identifying their affiliation with the firm. In addition, personnel will have identification cards at all times with their name as well as the firm name listed on the card.
- l. To ensure that drivers have sufficient equipment (e.g. hand trucks, boxes, bins) to pick up all waiting items and to transport them to their vehicle.
- m. That under no circumstances is the vendor or any subcontractor's personnel deemed an employee of the Cooperative. Vendor or subcontractor personnel shall not represent themselves to be employees of the Cooperative.
- n. That the vehicles must be supplied by the vendor or by their independent contractors and maintained in a clean condition and in good working order.
- o. That the vendor must supply descriptions of the types of delivery vehicles that will be used.
- p. That vendor vehicles need to be of sufficient size and capacity to handle the volume of materials on a particular route.
- q. That the vendor will supply a list, with addresses and descriptions (where, how many and how much space) of all depots and sorting facilities.

SECTION 5 – PRE-PROPOSAL MEETING AND QUESTIONS:

All prospective bidders may attend a **Pre-Proposal Meeting on Tuesday, March 8, 2011 at 11:00 a.m.** at the LibraryLinkNJ Office, 44 Stelton Road, Suite 330, Piscataway, NJ 08854; (Phone) 732-752-7720. Attendance is optional. If a bidder plans to attend, advance registration is required. Directions are available at <http://www.infolink.org/contact/#directions>.

Bidders are requested to present questions in writing (citing the particular proposal sections and paragraph number, where appropriate) at the pre-proposal meeting. Answers will be provided and posted online.

SECTION 6 – 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. Prices are for statewide delivery as described in this document. See Attachment A for a link to statistical information about delivery volume. Vendor shall quote prices for:

1. Cost per stop for current number of delivery stops as shown in Attachment A.
2. Cost per stop for two, three, four, and five days per week delivery options and for the option of twice-daily service (10 stops) Monday through Friday.
3. Cost per stop for one time delivery/pick-up.

SECTION 7 – BIDDER SUBMITTAL REQUIREMENTS

Each bidder shall submit responses to all of the following information in the order listed below:

Identify responses by number and letter.

1. References

Please provide a list of at least three current or former clients similar in nature to this RFP that your company has contracted with in the last three years.

Information should include the following:

- a. Organization Name and Address
 - b. List the past/present contact(s) name, telephone number(s), fax number(s), and e-mail addresses.
 - c. Dollar volumes of the contracts on a yearly basis.
 - d. Size of the account and volume of transactions.
 - e. Detailed, itemized list of all services.
 - f. Length of time that the organization has been a client.
2. Terminations and defaults
 - a. If the bidder has had a contract terminated for default during the past five years, please give all details and particulars.
 - b. If the bidder has experienced no terminations for default in the past five years, please so declare.
 3. History of your company.

4. Organization chart within your company. If the company is a subsidiary of another company, the corporate organizational chart must be provided along with address for each unit.
5. Name of a single individual that will be assigned as the project manager of this project. Please include title or position, telephone number and e-mail address.
6. Description of how the vendor communicates with contractors (see Section 4 . i)
7. Description of the attire/uniform and identification vendor supplies to its drivers (see Section 4 . k)
8. Description of the type, size and capacity of the vehicles used for delivery by the vendor (see Section 4 . o and Section 4 . p)
9. List, with addresses and descriptions (where, how many and how much space) of all New Jersey depots/sorting facilities used by the vendor (see Section 4 . q)
10. Service Plan describing how the vendor proposes to administer and support the statewide delivery to libraries as described in Section 2 and in Section 3.
 - a. Include a description of any vendor-required packaging and delivery procedures that are different from those described in Section 3.3.
 - b. Include a description of possible technology options with break out pricing in the areas described in 3.5.
11. Proof that the company is financially and logistically able to handle the delivery of large quantities of materials to many locations around the State. Bidders must supply proof of the company's financial stability. Proof can be in the form of their most recent financial statement of the last fiscal year, a Dun & Bradstreet report or any other document/report from a reputable source of financial information. Proof of adequate insurance (see Section 4 . b)
12. ***Signed Proposal - An authorized official must sign the bid proposal.*** The proposal must also provide the name, title, address and telephone number of individuals with authority to bind the company and for those who may be contacted to clarify the information provided. ***Only signed proposals are eligible for review and consideration.***

SECTION 8 – AWARD PROCESS:

8.1 . EVALUATION

Proposals will be evaluated for completeness and compliance with the requirements of the RFP by the LibraryLinkNJ Delivery Services Advisory Task Force which consists of the Cooperative Administration (2) and representatives (6) of the membership.

- a. Those proposals which are incomplete, which do not meet all requirements of the RFP, or otherwise deemed by the Cooperative to be non-responsive will be rejected.
- b. Proposals considered complete or responsive, will be evaluated to determine if they comply with the administrative, contractual, and technical requirements of the RFP. If the proposal is unclear, proposer may be asked to provide written clarification.

- c. Although the selection criteria to be used for final evaluation have been provided, it is not intended to limit imagination or creativity in preparing a proposal that will accomplish the same goals and expectations

8.2 . SELECTION CRITERIA

The Delivery Services Advisory Task Force will evaluate each proposal received; rating each based on the selection criteria as follows:

Selection Criteria Rating	
Experience	25 points
Price	25 points
Proposed Service	25 points
References	15 points
Supporting Documentation	10 points
TOTAL	100 points

8.3 . AWARD PROCESS

- a. The LibraryLinkNJ Executive Board will receive a contract award recommendation from the Cooperative Executive Director in conjunction with input from members of the Delivery Services Advisory Task Force.
- b. Upon approval of the Executive Board, the Cooperative Executive Director will commence award notice and contract process as follows:
 - Notify the successful vendor in writing of its winning proposal.
 - Draw up a contract which will include by reference this RFP, the vendor's proposal, and any additional contractual language as may be required by the Cooperative or by law.
 - Notify all other proposers in writing after a contract has been negotiated and signed with the successful vendor.
 - Notify the Cooperative membership.

SECTION 9 – BIDDER INSTRUCTIONS:

9.1 . RFP SCHEDULE:

Release of RFP:	February 21, 2011
Pre-Bid Meeting (optional):	March 8, 2011, LibraryLinkNJ Office, 11:00 a.m.
Proposal Due Date:	April 4, 2011
Review of RFP & Contract Negotiations Begin:	April 5, 2011
Anticipated Announcement of Award:	June 1, 2011
Anticipated Contract Commencement Date:	January 1, 2012

9.2 . PROPOSAL PROCESS

- a. **Eight** paper copies of the vendor's proposal must be received by 5:00 p.m. on April 4, 2011. In addition, the vendor must send an electronic copy of the proposal by the same deadline to Cheryl O'Connor at coconnor@infolink.org. Proposals not submitted by the time specified will not be evaluated.
- b. Paper copies of the proposals must be delivered to:

Cheryl O'Connor, Executive Director
LibraryLinkNJ . The New Jersey Library Cooperative
44 Stelton Road, Suite 330
Piscataway, NJ 08854
Phone: 732-752-7720
- c. The Cooperative reserves the right to inspect the vendor's facilities.
- d. This Request For Proposal and the selected vendor's proposal shall become part of the formal contract between the Cooperative and the vendor.
- e. The Cooperative reserves the right to accept any proposal in whole or in part or to reject any or all proposals if they do not meet the requirements specified in the Request For Proposal, the cost benefit desired, or if there is doubt about the vendor's ability to perform the service.

SECTION 10 – SEALED PROPOSALS:

Proposals must be submitted in a SEALED envelope or carton, clearly marked with RFP . Statewide Delivery System,+ the RFP Due Date and the name and address of the bidder. Any material not so marked may be opened as general mail, and may result in invalidating the bidder's submission. Proposals may be mailed or delivered in person to the address above.

ATTACHMENT A – LIST OF DELIVERY SITES & STATISTICS

- To view the Master File as a pdf, go to: http://www.infolink.org/pdf_files/MasterAlpha.pdf
- To view the Master File in Excel, go to: http://www.infolink.org/pdf_files/MasterRegion.xls

For a statistics report, contact Cheryl O'Connor, Executive Director, at coconnor@infolink.org or call the office at 732-752-7720.

ATTACHMENT B – EXAMPLES OF DELIVERY LABELS:

Go to the **Delivery Label Generator**, http://www.sjrlc.org/cdl_labels.asp

This is a merged delivery service for multi-type libraries of LibraryLinkNJ . The New Jersey Library Cooperative. The delivery sites are in the 21 counties across the state.

On the label, **LLNJ** = LibraryLinkNJ.

Delivery Label Generator	
Insert this number to view a public library label:	2342
Insert this number to view a college library label:	3889
Insert this number to view a school library label:	1069
Insert this number to view a medical library label:	2663