



2300 Stuyvesant Avenue
Trenton, NJ 08618

LibraryLinkNJ.org

EVERY NEW JERSEY LIBRARY
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TEL: 732-752-7720
FAX: 732-752-7785

Ralph S. Bingham III, Executive Director

Responses to Statewide Delivery Service RFP FY25 Bidder's Questions from 12/17/2024 Bidder's Conference

- Q1. Is there / what is the mechanism for communicating to vendor the pending open orders / volume on any given day? If nothing, then shall we assume that we have to stop at all stops regardless of whether there may be any packages to pick up**
- A1. There is currently no mechanism for communicating pending open orders and/or volume on a given day. Drivers stop at all stops regardless of whether there may be any packages to pick up. However, see RFP Section 2.6 (page 7) for desired "On-Demand Delivery" improvement to current service.
- Q2. Is there a potential to create a barcode for placement at each delivery location/ stop to capture driver scan / confirmation of presence?**
- A2. Yes. The Cooperative is using barcodes in this way with the current vendor.
- Q3. Is there any hard data for 2023 including seasonality due to school closures etc.?**
- A3. Data for 2023 is included on page 2 of the RFP.
- Q4. Is there an approved budget for FY 26?**
- A4. The Cooperative's organizational budget for FY26 will not be approved until Spring 2025 because we are dependent on the NJ State budget process. The Cooperative expects that the FY26 budget for the delivery service will be similar to the FY25 budget.
- Q5. Is the volume expected to increase as has been pattern?**
- A5. Yes
- Q6. Books that are loaned from a source library must eventually be returned, correct? Are book returns to original lending library included in normal delivery schedule process?**
- A6. Yes and yes

- Q7. Is there any hard detail data for 2023 for the mix / volume of packages by type and quantity per delivery? (ie. Bags, boxes, totes)**
A7. No, the Cooperative does not track that detail
- Q8. Is there any data for average wait times at stops for pick up?**
A8. No, but material must be packed up and waiting for the driver.
- Q9. What is the record for packages being ready for pick up on schedule?**
A9. See A11 below.
- Q10. Related to [Q8], Re the administrative fee for incomplete stops charged to vendor, can you define what qualifies as incomplete stop?**
A10. As stated on RFP page 15, Section 5, an incomplete stop is “when some but not all materials available for delivery are not picked up” by the driver during a stop.
- Q11. If the library does not have their packages ready on time, how long is the driver expected to wait, potentially making them late for follow on stops. (Section 5)**
A11. If the library does not have their packages ready, the driver is not expected to wait. The driver should pick up the packages that are ready.
- Q12. Are there any specific driver screening requirements for schools / libraries?**
A12. No, the Cooperative does not require screenings. The Cooperative has the contract with the vendor and it is the vendor’s responsibility to screen the drivers. If the vendor is aware of any legal restrictions which would prevent the driver from entering schools or public libraries then the driver should not be assigned to the Cooperative’s account.
- Q13. Can you clarify the days transit time required for deliveries? Example...if a library has a 1 day a week delivery on Thursday, and you pick up a package for them at another library on Friday, it will in effect be a 7 day delivery cycle which according to the spec in the RFP, would be a service level failure.**
A13. Allow us to clarify. For libraries with 2-day a week delivery, the maximum transit time is three business days; for libraries with only 1-day a week delivery, the selected vendor will only visit that library once per week, so five business days will be the expected transit time, which is also the maximum permitted time for all 100% of items for all libraries.

Q14. Confirm that if multiple vendors are selected that there will be an opportunity to re-quote based on specific awarded stops. The pricing structure is based on the entire bid, then the economics may change if only given part.

A14. Historically, only one vendor has been selected. To the extent that multiple vendors are selected for this contract, the Cooperative will work with both vendors to ensure that the pricing proposal makes sense to service a portion of the State.

Q15. Who is the current incumbent company (s) currently servicing the contract?

A15. TForce Logistics

Q16. How many additions and deletions to stop lists did you have in 2023?

A16. 7 cancellations, all school libraries.
2 add-ons, public libraries

Q17. What is the expectation for item traceability with no barcodes on either items or packages (totes).

A17. There is currently no expectation for item traceability; however, the Cooperative is open to improvements in this area. The Cooperative will work with the vendor to determine a process for claims for lost or damaged materials during final contract negotiations that is based on current practice.

Q18. (a) There is no advance notification of what is expected for pick up/delivery, so what is the driver expected to account for and how? (b) We can record # of items received... # of items delivered. But this will not ensure it was the right items. (c) The RFP requires vendor to record number of totes, not items when items are the base unit of measure. (par 3.4 – 3.5)

A18. (a) Determining pickup/delivery volume for each driver/route is the responsibility of the vendor.
(b) As stated on page 7 of the RFP, "Bidding vendors may propose new, different or more efficient methods of providing this service including a detailed cost proposal. Bidding vendors are encouraged to propose innovative, alternative, or enhanced methods of providing this service. These proposals should detail how the suggested methods would improve upon the current system in terms of efficiency, reliability, and user satisfaction. These alternative or enhanced models must be accompanied by detailed cost proposal outlining initial implementation costs and ongoing expenses."

(c) Recording the number of totes is the current practice and our minimum expectation. If a vendor is able to record the number of packages, that would be a welcome addition.

Q19. Can you provide more information on labeling and unique identification numbers assigned to packages (par 3.4). Is there an openness to changing this?

A19. Appendix B contains a link to the LLNJ Delivery Label Generator at <https://librarylinknj.org/delivery/library-delivery-info>. The Cooperative is open to improvements to the service as stated above.

Q20. Can you elaborate on the use of Zoho help desk by vendor in comm with Library / schools (3.6)

A20. Libraries/Schools/Academic use a Delivery Support form which is supported on our website that is connected to the Zoho system to report issues with their delivery service or library closures. Cooperative staff and the vendor receive these requests at the same time. The Cooperative works with the vendor to resolve these issues and communicate the resolution to the library or school. The vendor should not directly communicate with the delivery locations. All communication goes through the Cooperative office with the exception of our alert email group that the vendor uses to notify impacted locations about delivery delays.

Q21. In the bidding evaluation process, what is the weight on each of the evaluation criteria. (pr 10.2)

A21. The weighting is as follows:

| | |
|-----------------------------|-------------------|
| Price | 40 points |
| Experience | 25 points |
| Proposed Service | 25 points |
| References | 5 points |
| Supporting Documentation | 5 points |
| TOTAL MAXIMUM POINTS | 100 points |

Q22. Within the requirement for 1, 2 through 5 day per week deliveries is there flexibility on what days those are accomplished? Can we choose the days to maximize route efficiency?

A22. There is limited flexibility because the open days and hours of operation of each library differ. Stops for pickups and deliveries at participating libraries must be on

a route basis. It is preferable for delivery to be on a consistent day(s) of the week and at a consistent time of day, with a set schedule of stops. We ask all bidders to include a tentative detailed schedule for the initial contract launch. The Cooperative is willing to discuss mutually acceptable revisions that will contribute to efficient services to libraries.

Q23. What is the frequency of different libraries being added to the service, services changed, or libraries removed?

A23. See A16 above.

Q24. What is the expected claims process, if any?

A24. As stated in A17 above, the Cooperative will work with the vendor to determine a process for claims for lost or damaged materials during final contract negotiations that is based on current practice. The current practice is as follows:

1. Libraries should report the incident (missing or damaged items) as soon as possible. Turnaround time expected by the vendor for deliveries is around 2-5 business days, so if items are not delivered within that timeframe then the libraries should submit a Zoho support ticket on the 6th business day.
2. Submitting the ticket will prompt the Cooperative and vendor to start tracking the library route and speaking to the warehouse and drivers.
3. If items are missing and the vendor is not able to identify the issue, then the Cooperative will work with the reporting library during a 90 day waiting period to generate a missing items report from the library's internal system used to track items put into transit.
4. The 90 day waiting period will give the vendor more time to research and time to see if the items do show up (never sent/pick-uped, delivered to the wrong location).
5. After 90 days, the claim process will start and the Cooperative will gather value information on the items and submit that information to the vendor.
6. The vendor will process that claim and reimburse the Cooperative for the lost or damaged materials.
7. The Cooperative will reimburse the library.

Q25. What was the fiscal year's budget for July 1, 2023-June 30, 2024?

A25. The FY24 (July 1, 2023 – June 30, 2024) delivery budget approved by the LibraryLinkNJ Membership was \$1,130,371.

Q26. Would there be bulk shipment? If yes, floor loaded, by pallets, etc...?

A26. Large bulk shipments would not be part of the normal delivery schedule. The range of items to be picked up on one day at any single library may vary from library and/or consortium. Shipments may contain 1 to 8 items in clear plastic Ziploc shipping bags, to large boxes of books or DVDs, to more than 20 boxes or zippered bags daily at some libraries receiving service. Please refer to Sections 2 and 3 of the RFP for descriptions of delivery volume, materials, labeling, and packaging.

Q27. Would there be segregation by SKU, serial number etc..?

A27. No

Q28. How often do you have bulk shipments?

A28. See A26 above.

Q29. Would the price sheet reflect the additional work “load, unload, segregation, warehousing fees, etc...”?

A29. Please refer to RFP Section 3.2 “Billing” and Section 8 “Cost Information.”

Q30. Is this a requirement for the vendor to have a warehouse to receive the bulk shipment?

A30. Yes, warehouses or other similar locations are required for sorting of materials. Section 2.3, item G of the RFP (page 6) states the following:
“The 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 strongly desired by the Cooperative....” Also, Section 2.3, item H states: “Drivers must return all materials to a vendor sorting facility at the completion of their route each day.”

Q31. Are there changes in the current contract scope of work? If yes, what are the changes?

A31. There are no major changes to the scope of work for the current delivery service in this RFP. Over the course of the current contract, the Cooperative made changes to improve communication with the libraries being served and the current vendor using a helpdesk system, and negotiated a flat rate billing structure. These changes are reflected in the current RFP. We also list some desired improvements to the current scope of work in Section 2.6. You can view the previous RFP at <https://librarylinknj.org/delivery/RFP2022>.