

Delivery RFP
LibraryLinkNJ, The New Jersey Library Cooperative

Pre-bid Meeting with Vendors
March 8, 2011 – 11:00 a.m.
LibraryLinkNJ Office, Piscataway, NJ

LibraryLinkNJ representatives present included: Cheryl O'Connor, Executive Director; Joanne P. Roukens, Assistant Director

Vendors present included representatives from:

Bohren's, DC Express, Jet Transportation & Logistics, Lasership, NCD Package Express, Priority Express Courier, Smart Moves LLC, and Velocity Express.

Vendor Questions

Written Questions

There were no written questions presented by the vendors.

Review of the Request for Proposal

The full RFP was reviewed section-by-section giving time for additional questions. The Executive and Assistant Director provided answers, both are summarized here:

Section 2.3 Delivery Times.

Question: How consistent do the delivery times need to be?

Answer: Delivery must be within the time the library is open. Opening hours can vary greatly. Libraries do hire part-time staff to prepare and receive delivery and prefer a consistent time. It is desirable that delivery is at a consistent time, but it is not required.

Section 2.4 Additions and Deletions.

Question: How likely is it that all delivery sites might receive delivery 5 days a week? Significant savings to the vendor may be available if everyone is on a 5 day schedule.

Answer: Not likely. The cost per stop to the Cooperative would not be within our budget.

Question: How often and how many additions, deletions or changes in delivery sites are there likely to be?

Answer: These are reviewed once a year. Eligibility for the Delivery Service is based on criteria approved by the Executive Board. There can be temporary changes if libraries are closed for emergencies such as fire or if they are renovating or under construction.

Question: Has a review of eligibility taken place?

Answer: This is a transition board. They have approved no change in eligibility criteria for 2011. The Cooperative is merging staff, board members, money and philosophies of the four former Regional Cooperatives into one Cooperative. There is a Delivery Task Force that will review eligibility criteria and make a recommendation to the Board for the 2012 contract. We want equity of access that we can afford.

Section 3.4 Record Keeping and Documentation.

Question: What documentation of items exists now?

Answer: The lending and borrowing of items are documented within the library circulation systems. Contents of packages are not documented within the delivery system. Individual bar coding is not desired. The volume is too great. The number of packages sent from each library is documented on log sheets at each site. Libraries submit these to the Cooperative and this generates our statistics.

For example: You live in Ogdensburg in Sussex County. You go into your local branch of the Sussex County Library and request an item that they do not own. The item you want is owned only by the Cape May County Library. Cape May checks it out to Sussex and sends it out via the delivery system. Each library has a record of the request item being asked for, shipped and received. However, once in the delivery system the item has no individual documentation.

Section 4.b Vendor Insurance.

Question: How much loss of items is there?

Answer: Very little in comparison to the volume shipped every year.

The delivery contract does not cover insurance or tracking for each item shipped. We require libraries to package items securely and label each package correctly. We expect the vendor staff to deliver all packages to the correct destination. If packages or boxes are lost in the delivery process, we expect the vendor to help locate and find the missing item, e.g. search the sort depot, etc.

Damaged items. This has been a rare occurrence over the 20 plus years of the service. One example was when all items in a delivery vehicle had severe water damage from flooding. Another situation occurred when a delivery vehicle burned. The office worked with the vendor to identify what libraries were serviced on the route. The libraries provided an estimate of the number of items lost. The office came up with replacement cost figure and the vendor agreed to compensate each library that had a loss. Again – this is rare.

Question: Could you define “per shipment”?

Answer: The contents of the driver’s vehicle.

Question: Can you give the amount in an average shipment?

Answer: See Attachment A of the RFP. We will send our statistics to any vendor requesting that information. [All vendors at the meeting requested this information. It was sent out that day via email.]

Section 6. Cost Information.

Question: Do you want us to submit fuel surcharge costs?

Answer: Yes

General Questions after Review of RFP.

Question: Do you have routes you can share?

Answer: No. They are proprietary to the vendor.

Question: Can they be changed?

Answer: Yes. Each vendor may set up their own routes. Our focus is on the prompt delivery of materials.

Question: Do you have a means of tracking library closings due to weather? If yes, are there standards for when they are submitted?

Answer: Yes. We have a form on our website that libraries can fill out and submit. This is sent to a member of the LibraryLinkNJ staff and to a staff member of the vendor. We encourage members to submit in a timely fashion, as early as possible and to update their status, but there are no other standards.

Question: How is the reconciliation of the bills done? Especially for missed or cancelled stops, etc...

Answer: We encourage our members to tell us promptly when a delivery stop has been missed. At times we have tracked that diligently and adjusted the bill accordingly. Currently, due to the fact that we now serve the whole state, we have been less meticulous. If you want the reconciliation and accounting for missed stops done in a certain way, please put it in your proposal or negotiate it into the contract.