

# Request for Proposal

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## Regional Library Cooperatives of New Jersey Delivery System

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# **REQUEST FOR PROPOSAL (RFP) SPECIFICATIONS FOR REGIONAL LIBRARY COOPERATIVES STATEWIDE LIBRARY DELIVERY SYSTEM**

## **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 the four Regional Library Cooperatives, hereafter referred to as “RLCs,” in the New Jersey Library Network serving every County in the State. Bidders must meet the requirements as described within these specifications.

This is not a new service, but a re-bid of a service already in place in New Jersey. The RLCs operate a statewide delivery service for public, school, academic, special and institutional libraries. Handling over 1.8 million items each year, it is the backbone of resource sharing among members of the New Jersey Library Network.

The RLCs currently deliver to 535 libraries that receive either two (35%), three (.4%), four (26%) or five days (35%) of delivery per week. Approximately 1% of these receive delivery twice a day, five days a week, due to their high volume. Deliveries are between libraries in all four Regions.

When a library user needs materials and information from another New Jersey library, the user requests an interlibrary loan through his 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 RLCs also send paper communications through this system.

The delivery service was begun 21 years ago to support resource sharing among libraries. A variety of reciprocal borrowing agreements among library consortia and resource sharing in public library branch systems and academic institutions are in place. Interlibrary loan of materials is conducted across the state.

Materials to be shipped include, but are not limited to books, audio-tapes, 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 Regional Library Cooperatives Statewide Delivery System shall be in effect from January 1, 2009 through December 31, 2009. The RLCs may extend the contract award for up to two (2) additional one (1) year periods or parts thereof. One negotiated contract covers all four RLCs, but each signs its own copy and is billed separately. 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, 2009 – December 31, 2009

Possible Contract Extension Terms: January 1, 2010 – December 31, 2010  
January 1, 2011 – December 31, 2011

## SECTION 2 – SCOPE OF WORK:

### 2.1 – FREQUENCY

Delivery is defined, as delivering Monday through Friday during the time the library is open. A detailed listing of libraries, addresses and delivery frequency appears in Attachment A.

Delivery will be provided to approximately 535 libraries in New Jersey. Stops for pickups and deliveries at participating libraries will be on a pre-scheduled basis. Delivery needs to be at a consistent time of day, with a published schedule of stops.

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

We are interested in seeing proposals with per stop pricing for two, three, four, and five, days per week delivery options and for 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 RLCs will provide at least two weeks advance notice of these deletions.

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

Deliveries are made Monday through Friday, with a maximum of two-business days transit time between all scheduled stops. Vendor will ensure this through timely sorting, adequate storage and efficient transfer of materials. Vendor will maintain at least two sorting facilities in the State of New Jersey. Multiple sorting facilities across the state are desirable.

### 2.2 – DELIVERY VOLUME

Estimated number of items shipped per year: 1.8 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 particular route.

### 2.3 – DELIVERY TIMES

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. However, most school libraries are open from 8:30 a.m. to 2:30 p.m. Both types of hours must be accommodated with a scheduled delivery stop. Materials are not delivered if the library is closed, unless the regional 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 appropriate RLC office. The vendor must notify the appropriate RLC by the close of the next business day of any missed stops and provide the reason(s) for the occurrence.

## 2.4 – ADDITIONS AND DELETIONS

The RLCs may add and delete libraries or stops not listed in Attachment A onto the delivery schedule. Additions and deletions should be made on the first Monday of the month no later than 10 days after notification from a regional office. Additions must be within the open hours of the library involved.

## 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 appropriate regional office. The regional office must approve changes in service. 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.

## SECTION 3 – SPECIAL TERMS AND CONDITIONS:

### 3.1 – BILLING

Each of the four regional offices will be billed monthly, net 30 days, for the previous month's service. Although this is one contract covering all four Regions, each regional office pays only for the service received by the members in its Region. The bill must clearly show the number of stops made at each frequency and rate.

### 3.2 – MATERIALS

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

Library materials that are NOT to be sent 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. All items shipped must have an appropriate delivery label that contains the shipping date, library's town and library name. The label must also contain a unique identification number for each library. A sample label is shown in Attachment B. Item(s) will be placed in plastic "ziplock" bags and "zipped" or secured with rubber bands. Large 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 both the total number of pieces picked up and received at a library each delivery day. Additionally, drivers must sign a log that the library creates and maintains in a visible, permanent location at each library.

**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 coverages:
  - 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 each regional office.

- c. To assume all risk of loss and to indemnify and hold the RLCs, 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 RLCs, 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 for each Region who is on-duty and accessible throughout the day to resolve problems reported by regional offices and to contact drivers by radio or cell phone whenever necessary.
- g. Drivers must speak, read and write English sufficient for basic communication with the vendor's dispatch staff and RLC 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 RLCs for pick-ups or deliveries from/to stops on the master list only. Payments for other pick-ups or deliveries must first be authorized by the RLCs.
- i. To communicate directly with RLC offices. 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 appropriate regional office and the delivery vendor. The

appropriate regional office must first authorize 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 uniform, clearly indicating name of 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 supply drivers with 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 RLCs. Vendor or subcontractor personnel shall not represent themselves to be employees of the RLCs.
- 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 Monday, March 17, 2008 at 11:00 a.m.** at the INFOLINK Office, 44 Stelton Road, Suite 330, Piscataway, NJ 08854, (Phone) 732-752-7720. Attendance is optional. If attending, registration is required. Directions are available at <http://www.infolink.org/contact/#directions>.

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

#### **SECTION 6 - COST INFORMATION:**

Vendors 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. 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 your responses by number and letter.**

1. (A) Experience and background with similar projects is preferred. 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:
  - Organization Name and Address
  - List the past/present contact(s) name, telephone number(s), fax number(s), and e-mail addresses.
  - Include dollar volumes of the contracts on a yearly basis.
  - Give the size of the account and volume of transactions.
  - A detailed itemized list of all services.
  - Give the length of time that the organization has been a client.

(B) If the bidder has had a contract terminated for default during the past five years, please give all details and particulars.

If the bidder has experienced no terminations for default in the past five years, please so declare.

2. Bidders must provide the following:
  - a. Brief history of your company.
  - b. An 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.
  - c. The name 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.
  - d. A description of how the vendor communicates with contractors (see Section 4 – i)
  - e. A description of the dress/uniform and identification vendors supplies to its drivers (see Section 4 – k)
  - f. A description of the type, size and capacity of the vehicles used for delivery by the vendor (see Section 4 – o and Section 4 – p)
  - g. A list, with addresses and descriptions (where, how many and how much space) of all New Jersey depots and sorting facilities used by the vendor (see Section 4 – q)
3. Provide a project plan describing how the vendor proposes to administer and support the statewide delivery to libraries as described in Section 2 and in Section 3. Include a description of any vendor required packaging and delivery procedures that are different from those described in Section 3.3
4. Bidder must have an organization that is financially and logistically able to handle delivery of large quantities of materials to many locations around the State. Bidders must supply proof of their 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.

5. **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 CRITERIA:**

Confidence by the Regional Library Cooperatives in the ability of the vendor to begin service contract on time, to perform well in that service, and to work with established procedures specified will be factors in the decision for a vendor. An award will be made to the most responsible bidder, who best meets our vendor requirements, responsibilities, and evaluation criteria listed in the ***Bidder Submittal Requirements***, and who submits an acceptable total cost for the delivery service.

**SECTION 9 – BIDDER INSTRUCTIONS:**

9.1 – RFP Schedule:

Release of RFP:	February 25, 2008
Pre-Bid Meeting (optional):	March 17, 2008, INFOLINK Office, 11:00 a.m.
Proposal Due Date:	April 3, 2008
Review of RFP & Contract Negotiations Begin:	April 4, 2008
Anticipated Announcement of Award:	July 15, 2008
Anticipated Contract Commencement Date:	January 1, 2009

9.2 – Proposal Process

- a. Four paper copies of the vendor's proposal must be received by 5:00 p.m. on April 3, 2008. In addition, the vendor must send an electronic copy of the proposal by the same deadline to Cheryl O'Connor at [coconnor@infolink.org](mailto: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**  
INFOLINK, the Eastern Regional Library Cooperative  
44 Stelton Road, Suite 330  
Piscataway, NJ 08854  
Phone: 732-752-7720

- c. The RLCs reserve 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 contracts between the RLCs and the vendor.
- e. The RLCs reserve 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 – RLC 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 – COMBINED DELIVERY SITES OF ALL FOUR RLCS:**

§ To view the Master File as a pdf file, go to: [http://www.infolink.org/pdf\\_files/MasterAlpha.pdf](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](http://www.infolink.org/pdf_files/MasterRegion.xls)

**ATTACHMENT B - EXAMPLE OF DELIVERY LABEL from one Regional Library Cooperative:**

**INFOLINK**  
44 Station Road, Suite 300 - Piscataway, NJ 08854  
**INTERLIBRARY DELIVERY**

Library ID # \_\_\_\_\_

Enter Region Letter \_\_\_\_\_

**TO:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ATTN:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SHIPPING DATE:** \_\_\_\_\_

*PLEASE STAMP YOUR LIBRARY'S RETURN ADDRESS ON BACK*