

**REQUEST FOR PROPOSALS  
FOR STATEWIDE DELIVERY SYSTEM SERVING  
THE NEW HAMPSHIRE COUNCIL OF COLLEGES & UNIVERSITIES LIBRARIES**

**1. INTRODUCTION**

The New Hampshire College & University Council Libraries Committee seeks proposals from qualified organizations to provide delivery of library materials to member libraries (see attached list). The service must provide regular pickup and delivery at a fixed set of locations across New Hampshire on a schedule between two and five days per week (see attached schedule). We seek information on all aspects of delivery service including packaging, labeling, pickup, sorting, tracking, and transport.

The initial contract term will be **January 1, 2019-June 30, 2019** (we want to get this on a fiscal year schedule starting July 1, 2019). The Contractor has the option of extending the contract for additional one-year terms. The successful service will:

- Meet time expectations specified in this RFP
- Provide systems to monitor performance and track shipments
- Offer a competitive cost proposal

**2. DEFINITIONS**

- a. NHCUC – New Hampshire College & University Council
- b. Libraries Committee – the 15 member libraries of the NHCUC.
- c. Contractor – The firm awarded the contract responsible for delivering the service.
- d. Materials – library books, CDs, DVDs, or other physical items. Intercampus mail.
- e. Packaging – padded envelopes, plastic bins, transport bags, destination labels
- f. Business Days – Monday to Friday, 8:00am-4:30pm. Holidays and other closed dates communicated at the beginning of each contract year.
- g. State Library – located at 20 Park Street, Concord, NH

**3. OVERVIEW OF SERVICE**

- 3.1 Provide an overview of the proposed delivery service including descriptions of labelling, packaging, sorting, tracking, and delivery procedures.
- 3.2 Describe how you would organize and manage routes, transfer materials at the State Library and deliver to all dropsites.
- 3.3 Explain what other materials might be delivered in the same vehicles and how library materials will be protected.
- 3.4 Describe anticipated turnaround time for materials between pickup and delivery

#### **4. SERVICE SPECIFICATIONS**

- 4.1 Frequency and Location of Delivery Stops
  - 4.1.1 Contractor provides services once each service day with the frequency listed for each drop site in Appendix B. Frequencies are: five times per week or twice per week between Monday-Friday. **NOTE:** the van makes daily stops at the State Library in Concord to drop off materials for the state van and take on materials for the NHCUC libraries.
  - 4.1.2 Service to each drop site occurs between 8:00am-4:30pm. Specific times will be set by the Contractor with each delivery site.
  - 4.1.3 Exceptions to delivery on schedule are road closures and severe weather as indicated by school or other public building closures. When these conditions occur the Contractor notifies the NHCUC contact.
  - 4.1.4 Other exceptions to daily delivery are holidays and scheduled campus closings. NHCUC members and vendor will agree on notification process.
  - 4.1.5 The Contractor and NHCUC set the delivery schedule for drop sites in consultation with member libraries. Any changes must be discussed with NHCUC prior to implementation.
  - 4.1.6 Prior to the start of service the Contractor will visit each drop site to familiarize the driver with staff, location, and building access.

#### **5. MATERIALS SHIPPING, HANDLING, and DELIVERY**

- 5.1 The contractor delivers all materials shipped in accordance with the terms of the contract and returns any undeliverable items to the sender at no additional cost.
- 5.2 The Contractor supplies all equipment necessary to move materials to and from vehicles and in transit such as hand trucks, indoor sorting, and storage.
- 5.3 The Contractor provide safeguards against damage to library materials and is responsible for all packages while they are in the possession of the Contractor.
- 5.4 Drop sites include locations on college campuses (libraries or mail rooms) and urban locations. The Contractor's vehicles should be appropriately sized for parking or other restrictions as well as for volume of materials.
- 5.5 The Contractor is able to accommodate member library owned transport containers including open bins and mailing envelopes. The Contractor should also include specifications and cost information for Contractor-owned containers including bins or delivery bags/pouches.

#### **6. CUSTOMER SERVICE and CONTRACT ADMINISTRATION**

- 6.1 The Contractor communicates with NHCUC and/or directly with the designated drop site contact to resolve routine service problems such as missed stops or late arrivals. Contractor responds to reports of routine service problems within one (1) business day. The Contractor provides a method such as a web form or email

address for drop sites to report problems or inquire about packages or other service issues.

- 6.2 The Contractor provides a flat fee reimbursement for items lost or damaged while in the Contractor's possession according to the claim procedure agreed upon in the contract.
- 6.3 The Contractor and NHCUC contact meet no less than semiannually to review the overall courier program,
- 6.4 The Contractor will submit invoice to the NHCUC annually at least 60 days prior to the start of the new fiscal year.
- 6.5 The Contractor will supply reports of activities, invoices, and claims on request, at no additional charge.

## **7. COST PROPOSAL**

Pricing is firm and fixed annually. Pricing for a single year of a contract cannot be changed once set for that year.

- 7.1 Please provide a price quote for the total cost based on the delivery schedule attached including details of other factors contributing to the overall cost.
- 7.2 Provide any one-time costs for implementation, including optional costs for containers or other equipment.
- 7.3 Indicate any ongoing materials costs and any discounts available for adjusted service models such as a multi-year contract.

## **8. RESPONSIBILITIES**

### **8.1 Drop Site Responsibilities**

- 8.1.1 NHCUC will supply the Contractor with maps, parking instructions, etc.
- 8.1.2 Drop sites will stage containers for drivers in consistent locations.
- 8.1.3 Drop sites will ensure that shipments are appropriately packaged and comply with sorting and labeling requirements.

### **8.2 NHCUC Responsibilities**

- 8.2.1 NHCUC signs and is responsible for any contract with the Contractor.
- 8.2.2 NHCUC pays the Contractor in the manner agreed upon in the contract.
- 8.2.3 NHCUC maintains an updated list of drop sites and provides written (email) notice of additions, deletions, or address changes at least 14 days in advance.

### **8.3 Contractor Responsibilities**

- 8.3.1 Contractor provides a list of holidays and other planned closures of the service.
- 8.3.2 Contractor may not use subcontractors to perform services without the prior written consent of NHCUC.
- 8.3.4 Contractor is responsible for payment of its own materials, supplies, payroll, transportation costs, etc.

## 8. PROPOSAL REVIEW CRITERIA AND PROCESS

8.1 The Proposal Review Committee will include the NHCUC liaison to the Libraries Committee and three (3) committee members.

8.2 Review criteria are:

*Ability to meet RFP requirements	60%
*Pricing	20%
*Reputation & References	20%

8.3 Target dates:

*RFP released	<b>June 1, 2018</b>
<b>*Submit questions</b>	<b>June 7, 2018</b>
<b>*Submit responses</b>	<b>July 9, 2018</b>
<b>*Contractor negotiations</b>	<b>July-August 2018</b>

8.4 \*Contract begins January 1,2019

**Appendix A** – List of NHCUC member institutions using the van

**Appendix B** – Delivery Schedule

### **Volume Information:**

- Total volume for FY17 is approximately 3,500 items, ranging from less than 50 from one smallest library to close to 1,000 from the largest.

**NHCUC Libraries Committee  
Van Service Participants**

**Antioch University New England**

40 Avon St.  
Keene NH 03431

**Colby-Sawyer College**

541 Main St.  
New London NH 03257

**Franklin Pierce University**

40 University Dr.  
Rindge NH 03461

**Granite State College**

25 Hall St.  
Concord NH 03301

**Keene State College**

229 Main St.  
Keene NH 03435

**New England College**

98 Bridge St.  
Henniker NH 03242

**New Hampshire Institute of Art**

156 Hannover St.  
Manchester NH 03101

**Plymouth State University**

Plymouth NH 03264

**Rivier University**

420 Main St.  
Nashua NH 03060

**Saint Anselm College**

100 Saint Anselm Dr.  
Manchester NH 03102

**Southern New Hampshire University**

2500 North River Rd.  
Manchester NH 02106

**UNH Manchester**

88 Commercial St.  
Manchester NH 03101

**University of New Hampshire**

18 Library Way  
Durham NH 03824

**University of New Hampshire Institute on Disability**

Old Suncook Rd.  
Concord NH

**University of New Hampshire School of Law**

2 White St.  
Concord NH 03301

	A	B	C	D	E	F
1	<b>NEW HAMPSHIRE LIBRARY CONSORTIUM ROUTE</b>					
3	<b>STOP</b>	<b>MONDAY</b>	<b>TIMES</b>	<b>STOP</b>	<b>TUESDAY</b>	<b>TIMES</b>
4						
5	UNH MAIL SERVICES	DURHAM	8:00 AM	UNH MAIL SERVICES	DURHAM	8:00 AM
6	STATE LIBRARY	CONCORD	8:45 - 9:00 AM	STATE LIBRARY	CONCORD	8:45 - 9:00 AM
7	UNH SCHOOL OF LAW	CONCORD	9:05 - 9:15 AM	PLYMOUTH STATE	PLYMOUTH	10:00 - 10:10 AM
8	UNH INST. on DISABILITY	CONCORD	9:15 - 9:25 AM	SOUTHERN NH UNIV	MANCHESTER	11:05 - 11:10 AM
9	COLBY SAWYER	NEW LONDON	9:35 - 9:45 AM	UNH MANCHESTER	MANCHESTER	11:20 - 11:35 AM
10	NE COLLEGE	HENNIKER	10:00 - 10:15 AM	ST ANSELM COLLEGE	GOFFSTOWN	11:45 - 12:00 PM
11	COOP EXT (IF CALLED)	KEENE	10:10 - 10:15 AM	LUNCH		12:15 - 1:15 PM
12	ANTIOCH UNIVERSITY	KEENE	11:00 - 11:10 AM	NASHUA COMM COLLEGE	NASHUA	1:15 - 1:30 PM
13	KEENE STATE COLLEGE	KEENE	11:15 - 11:25 AM	RIVIER COLLEGE	NASHUA	2:00 - 2:15 PM
14	LUNCH		12:00 - 1:00 PM			
15	FRANKLIN PIERCE	RINDGE	1:00 - 1:05 PM	DIMOND LIBRARY	DURHAM	3:30 - 3:45 PM
16	UNH MANCHESTER	MANCHESTER	2:10 - 2:20 PM	UNH MAIL SERVICES	DURHAM	3:45 - 4:00 PM
17	DIMOND LIBRARY	DURHAM	3:30 - 3:45 PM			
18	UNH MAIL SERVICES	DURHAM	3:45 - 4:00 PM			
19						
20	<b>STOP</b>	<b>WEDNESDAY</b>	<b>TIMES</b>	<b>STOP</b>	<b>THURSDAY</b>	<b>TIMES</b>
21						
22	UNH MAIL SERVICES	DURHAM	8:00 AM	UNH MAIL SERVICES	DURHAM	8:00 AM
23	STATE LIBRARY	CONCORD	8:45 - 9:00 AM	STATE LIBRARY	CONCORD	8:45 - 9:00 AM
24	UNH SCHOOL OF LAW	CONCORD	9:05 - 9:15 AM	COLBY SAWYER	NEW LONDON	9:30 - 9:45 AM
25	GS COLLEGE	CONCORD	9:15 - 9:25 AM	NE COLLEGE	HENNIKER	10:05 - 10:15 AM
26	IOD	CONCORD	9:25 - 9:35 AM	COOP EXT (IF CALLED)	KEENE	10:55 - 11:00 AM
27	UNH MANCHESTER	MANCHESTER	10:10 - 10:15 AM	ANTIOCH OF NE	KEENE	11:05 - 11:15 AM
28	NH INSTITUTE OF ART	MANCHESTER	10:15 - 10:30 AM	KEENE STATE COLLEGE	KEENE	11:15 - 11:30 AM
29	COOP EXTENSION	GOFFSTOWN	10:30 - 10:35 AM	LUNCH		12:00 - 1:00 PM
30	DIMOND LIBRARY	DURHAM	11:30 - 11:45 AM	UNH MANCHESTER	MANCHESTER	2:15 - 2:30 PM
31	UNH MAIL SERVICES	DURHAM	12:00 - 12:30 PM			
32				DIMOND LIBRARY	DURHAM	3:30 - 3:45 PM
33				UNH MAIL SERVICES	DURHAM	3:45 - 4:00 PM
34						
35	<b>STOP</b>	<b>FRIDAY</b>	<b>TIMES</b>			
36						
37	UNH MAIL SERVICES	DURHAM	8:00 AM			
38	STATE LIBRARY	CONCORD	8:45 - 9:00 AM			
39	UNH SCHOOL OF LAW	CONCORD	9:05 - 9:15 AM			
40	GS COLLEGE	CONCORD	9:20 - 9:25 AM			
41	IOD	CONCORD	9:30 - 9:35 AM			
42	PLYMOUTH STATE	PLYMOUTH	10:10 - 10:20 AM			

	A	B	C	D	E	F
1	NEW HAMPSHIRE LIBRARY CONSORTIUM ROUTE					
43	SOUTHERN NH UNIV	MANCHESTER	11:05 - 11:10 AM			
44	UNH MANCHESTER	MANCHESTER	11:15 - 11:25 AM			
45	NH INSTITUTE OF ART	MANCHESTER	11:30 - 11:35 AM			
46	ST ANSELM COLLEGE	GOFFSTOWN	11:45 - 12:00 PM			
47	COOP EXT	GOFFSTOWN	12:05 - 12:10 PM			
48	LUNCH		12:30 - 1:30 PM			
49	NASHUA COMM COLLEGE	NASHUA	1:30 - 1:35 PM			
50	RIVIER COLLEGE	NASHUA	2:10 - 2:15 PM			
51	DIMOND LIBRARY	DURHAM	3:30 - 3:45 PM			
52	UNH MAIL SERVICES	DURHAM	3:45 - 4:05 PM			