

Westchester Library System

Request for Proposal for Delivery Services

Company Background

Westchester Library System (WLS) is a cooperative public library system with a mission to empower lives and communities by connecting people in Westchester County with the resources, services and programs available through WLS and the member libraries. WLS is comprised of 38 member libraries and works with those libraries to provide access to resources and services, and to enhance and support library service for the more than 1,004,000 County residents. WLS is incorporated as a 501(c)3 not-for-profit corporation.

Background Information

WLS requests proposals for sorting and delivery of library materials (**approximately 2.1 million items per year**) between WLS member libraries (See Exhibit A), **45 delivery stops in total as often as six days per week, 52 weeks per year**. Materials that will be delivered include books, CDs, DVDs, cassettes, videotapes, printed material and other items. These other items may include, but are not limited to, correspondence, flyers, posters, newsletters, and supply items. For the purpose of this RFP, the term “library materials” includes all of the types of materials described above. In addition, contracted services include the daily exchange of materials between the 1st floor sorting/delivery area and the 4th floor administrative offices of WLS, at 570 Taxter Road.

This Request for Proposal (RFP) contains detailed information about the current library delivery services operating through WLS. It is important to understand the details including: how the network software is currently used to make and track requests; how individual library items are identified; how materials move between libraries and within the 570 Taxter Road location; work associated with labeling and sorting; volume of material; and delivery locations.

WLS seeks detailed proposals that apply library and logistics industries standard practices to enhance library delivery service and the tasks related to it as described below. Proposals that provide additional services or other useful enhancements and/or offer solutions related to all aspects of the daily delivery service including pick-up and delivery, sorting, labeling, packaging, routing, tracking, and transport are encouraged. Responses are sought that will ensure that WLS provides a cost-effective solution for all delivery and sorting services beginning January 1, 2023.

Anticipated Selection Schedule

RFP issue date: Monday, May 16, 2022

Bidders information meeting: Monday, June 13, 2022, 1:00 p.m. / WLS Headquarters

RFP Responses due: Thursday, June 30, 2022, 5:00 p.m.

Meetings with selected vendor(s), if needed: Monday, July 11 & Tuesday, July 12, 2022

Contract negotiations begin: Wednesday, July 13, 2022

Service start date: January 1, 2023

Scope of Work

Selected vendor will provide and service a delivery route which encompasses all WLS member libraries and branches. Vendor will pick up and deliver library materials between and among the WLS Headquarters (currently located at 570 Taxter Road, Elmsford, NY 10523) and the WLS member libraries and their branches. A list of delivery locations is attached as Exhibit A.

Proposals should include service options on separate schedules for (1) a 6-day per week operation where estimated delivery days are 252 weekdays and 52 Saturdays and a (2) a 3-day per week operation where estimated delivery days are 150 weekdays. There will be no service on WLS holidays. Proposals should also include appropriate accommodations for the holidays listed in Exhibit B.

All delivery locations are to receive shipments on a consistent schedule and on days that the delivery system is in operation. Vendor will provide the required levels of staffing, supervision and vehicles on a daily basis to ensure a highly reliable and cost-effective delivery service.

Project Duration

The term of the project will be from January 1, 2023 through December 31, 2025, with an optional 2-year renewal period by written agreement of the parties. **Any contract renewals will take place not less than 60 days before the expiration of the current contract.**

Basis for Award of Contract

WLS seeks detailed proposals that apply library and logistics industry standard practices to enhance library delivery service and the tasks related to it as described in the Critical Success Factors listed below. Secondary or alternative approaches and/or methodologies to accomplish the mandatory and desirable goals are encouraged, as are proposals that provide additional services or other useful enhancements.

Critical Success Factors

1. Improvements in efficiency, safety and ergonomics for library staff.
2. Improvements in customer service for library patrons.
3. Cost savings for WLS and member libraries.
4. Vendor performance guarantees with effective monitoring systems and penalties for underperformance.

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Mandatory Goals

1. Provide deliveries to each library location with separate containers for all items that are for a library or library branch.
2. Provide separate containers for book and non-book materials.
3. Provide next delivery day turn-around for all libraries.
4. Provide success metrics for on-time delivery/pick-up, sorting and delivery accuracy.

Operational Requirements

Please address each of the following and, as appropriate, elaborate on how each task will be accomplished. Information on number of drivers, supervisors and vehicles should be included.

Route Logistics

1. The vendor will provide delivery and pick-up service according to the contracted schedule (proposals should include schedules for a 6-day per week, Monday through Saturday and 3-day per week, Monday, Wednesday and Friday). Delivery is to be made during regular business hours to the designated location within each of the location addresses. Please note that this list of addresses is subject to change; any changes may be implemented with a two-week notice, unless a shorter turnaround time is required. Vendors may also propose day/night schedules with some libraries serviced during regular business hours and other libraries scheduled before/after regular business hours. These business hours vary by library and are subject to change.
2. The vendor will maintain scheduled routes in a consistent and timely manner. While on route, each driver will forward-sort all material according to the indicated schedule and perform the work in a careful and professional manner.
3. The vendor must be able to add service to any location in Westchester County within two weeks of a written request.
4. The vendor must stop at each location on every day it is scheduled for delivery and pick-up regardless of whether or not the driver has any packages or containers to deliver.
5. The vendor will not need to provide delivery to libraries on scheduled holidays, a list of which will be provided to the vendor by WLS at the beginning of each contract year.
6. The vendor must be able to accommodate scheduled closings at individual libraries within one week of a written request.
7. The vendor must be able to accommodate an emergency closing at an individual location with a two (2) hour notice.

8. The vendor must be willing to cooperate with carriers operating similar library delivery services in neighboring or overlapping systems to transfer materials back and forth as appropriate. Examples include METRO, Empire Library Delivery Network, Mid-Hudson Library System and Ramapo-Catskill Library System.
9. Delivery schedules are subject to change. The vendor should be prepared to adapt logistics and billing to accommodate changes to the standing schedule within two-weeks notice.

Performance

1. The vendor will deliver packages or containers between locations within one (1) delivery day, excluding Sundays and holidays, in 90% of cases, and no later than two (2) delivery days in 100% of cases. All materials are expected to be delivered in the same condition in which they are received. Any damages incurred during the delivery of materials are the responsibility of the vendor.
2. The vendor will provide the following statistics on a monthly basis:
 - a. Volume based on number of packages or containers
 - b. Other measures as mutually determined
3. The vendor must provide delivery and pick-up of material at any particular location at the same time every day the location is scheduled for service, within a 30-minute window.

Administration and Customer Service

1. The vendor will devise and manage an agreed-upon schedule of deliveries and provide a mechanism for handling schedule changes and missed deliveries.
2. The vendor will organize and manage routes, as well as the transfer of materials between routes.
3. The vendor will provide indoor sorting facilities protected from the elements, or will utilize sorting space, if available, at WLS. Schedules provided should indicate costs associated with either or both options proposed.
4. The vendor's delivery vehicles will be appropriately sized for the volume of materials and access at each location served. All vehicles must be maintained and operated in accordance with New York State and local laws and regulations. Use of vehicles that use green and/or renewable energy sources are encouraged.
5. All items will be delivered and picked up that are ready to be shipped by the library. If volume exceeds the limit the driver can safely carry, a back-up driver and/or alternate vehicle will be dispatched to complete the daily delivery and pick-up in a timely manner.
6. The vendor shall provide a description of how materials are to be packaged for pick-up and delivery, and indicate whether any of these packaging materials are included as part of this proposal.

7. The vendor will identify the approximate maximum weight of sealed packages or containers to be picked up and delivered. The vendor will not require participating locations to weigh shipments before sending them.
8. The vendor will work with WLS to determine an appropriate addressing methodology (e.g. using codes instead of real street addresses) that is easy for libraries to learn and results in a low rate of deliveries to an incorrect location.
9. The vendor will provide a designated customer service representative for communication with WLS and member libraries. This representative will handle all service issues including missed stops, schedule changes, expected materials that have not been delivered, damaged or lost materials, and other service issues that may arise. In addition, representative (or another contact person) will be responsible for answering questions and resolving issues related to invoicing, payment and damaged/lost materials claims.
10. The vendor will resolve any service problems, such as missed stops, in a timely manner.
11. The vendor will establish a damaged and lost materials claim procedure. If problems are to be reported electronically, please supply detailed information including a website URL and trial login (if appropriate) for the purposes of this response.
12. Any undeliverable materials will be routed to a single central location (to be determined at a later date).
13. The vendor will provide a mechanism for reporting where within a route the deliveries in progress are. Examples include, but are not limited to, response to email or phone inquiry, and/or live GPS reporting.

Driver Specifications

1. The vendor will conduct background checks on all company-employed or subcontracted workers performing delivery related activities onsite at WLS or member libraries.
2. Every vendor employee or subcontractor delivering to a location will display visible identification such as a standard uniform, tag or badge which clearly identifies the individual as a representative of the vendor.
3. Drivers will adhere to all applicable laws and regulations in the operation of delivery vehicles.
4. Drivers will behave in a courteous manner and exhibit a presentable appearance at all times during working hours.

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Vendor Requirements

Qualifications: A description of the vendor's qualifications and experience providing requested or similar service shall be submitted with the bid. The vendor must be an established firm recognized for its capacity to perform. The vendor must have sufficient personnel to perform the requested services on an ongoing basis. The vendor will assume full and exclusive liability for payment of taxes and contributions for unemployment insurance, pension, social security benefits (as now or hereafter imposed by federal, state or local government).

Vendor information: The vendor must submit the following information for the corporation and any subcontractors:

1. A corporate profile describing the company, including the number of employees, physical location of current operations' offices, and whether the drivers are company employees, subcontracted through another company, or individual subcontractors. Vendor is encouraged to identify if the corporation and any subcontractors to be involved in the performance of this project will be woman-owned, minority owned, and/or based in Westchester County.
2. The company's most recent available annual report or audited financial statement. If this information is considered proprietary, please indicate so on the first page of the financial statement.
3. The company's experience with route services, courier services or related delivery services, including both library and other types of customers. A minimum of three (3) years of experience in providing service of a scope similar to this procurement is preferred.
4. Certifications of insurance and liability. Selected vendor will need to provide these certifications naming WLS as co-insured. Selected vendor will also provide these certifications naming member libraires as co-insured as requested.
5. Names of key officers and managers, as well as the name of the primary customer service representative who would be assigned to this contract. Provide a brief description of work experience for each.
6. Three (3) references from current customers including address, contact name, e-mail address and telephone number. These references may be contacted before a short list of vendors is developed.

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Cost Proposal Requirements

The cost proposal shall include the following:

1. Proposed weekly and annual cost of service, and components included in these figures; any additional charges and components of those figures.
2. An explanation of how the total cost was determined (e.g., number of stops, weight, number of items, locations, etc.)
3. Any options for early payment discounts
4. Any multi-year contract discounts
5. Payment schedule and preferred payment method(s)

Proposal Response

Each proposal shall be submitted electronically via e-mail with attachments by the deadline to the RFP contact person listed on page 8 of this RFP. All inquiries will be written and shall be directed only to the RFP Contact person. Violations of this provision by vendor or interested parties may result in rejection of the proposal.

Any, all or no vendors may be required to appear before a WLS review committee to explain the vendor's understanding and approach to the project and/or respond to questions from the committee concerning the proposal – or the committee may award without conducting meetings with individual vendors, based on the initial proposal. The committee reserves the right to request information from vendors as needed. If information is requested, the committee is not required to request the information of all vendors.

Vendors selected to participate in negotiations may be given an opportunity to submit a revised technical and/or cost proposal/offer to the committee, subject to a specified cut-off time for submittal of revisions. All information received prior to the cut-off time will be considered part of the vendor's revised offer. No additional revisions shall be made after the specified cut-off time unless requested by the committee.

The cost of developing and submitting the proposal is entirely the responsibility of the vendor. This includes costs to determine the nature of the engagement, preparations of the proposal, submitting the proposal, negotiating for the contract and any other costs associated with this RFP.

The committee has the right to rely on any information and price quotes provided by vendors. The vendor shall be responsible for any mathematical error in price quotes. The committee reserves the right to reject proposals which contain errors.

A proposal shall not be considered for award if the committee determines that the price of the proposal was not arrived at independently and without collusion, consultation, communication or agreement as to any matter related to price with any other vendor, competitor or interested party.

WLS reserves the right to not award to any vendor.

Evaluation of Proposals

Proposals will be evaluated by a committee comprised of WLS staff. One or more vendors may be selected to make a presentation in person to the committee on Wednesday, June 29, 2022. This date is subject to change with two-week notification to any affected vendor.

Award shall be made in the best interest of WLS member libraries, as determined by the committee. Although no weighted value is assigned, consideration may focus on but is not limited to:

- Cost
- Adequacy and completeness of proposal
- Vendor's understanding of the project
- Compliance with the terms and conditions of the RFP
- Experience in providing similar services
- Methodology to accomplish tasks
- Vendor's ability to provide the services required
- Vendor's qualifications and references
- Answers to questions posed during any in-person presentation
- Certification as a Minority-Owned, Women-Owned, 2SLGBTQAI+-Owned, Veteran-Owned and/or Abilities-Owned Enterprise
- Status as a Westchester County-based business

The committee reserves the right to accept or reject any or all proposals or parts of a proposal; clarify any ambiguities in submitted proposals; modify any criteria in this Request; and unless otherwise specified, accept or reject any item in a proposal.

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Terms and Conditions

The successful vendor will be required to enter into a written contract with WLS. All responses and statements made by a vendor in response to the RFP will be incorporated into the resulting contract. Should the selected vendor and WLS fail to reach agreement on contract terms and conditions, WLS reserves the right to negotiate with one of the other vendors or to re-issue the RFP.

In the event of a conflict in terms of language among the documents, the following order of precedence shall govern:

- written modifications to the executed contract;
- written contract signed by the parties;
- this RFP including any and all addenda;
- Contractor's written proposal submitted in response to this RFP as finalized.

Notices: All notices, demands, requests, approvals, reports, instructions, consents or other communications (collectively "notices") which may be required or desired to be given by either party to the other shall be in writing and addressed to the designated contact for each party specified in the Notices section of the contract.

No proposals shall be disclosed until after a contract award has been issued. The committee reserves the right to destroy all proposals if the RFP is withdrawn, a contract award is withdrawn, or in accordance with New York State law.

Trade secrets or proprietary information legally recognized as such and protected by law may be requested to be withheld if clearly labeled "Proprietary" on each individual page. Pricing information is not considered proprietary and the vendor's entire proposal response package will not be considered proprietary.

After the deadline, only the names of those who submitted proposals shall be made public information. No price information will be released. All bidders will be notified in writing of the selected vendor no later than Friday, December 9, 2022. Bid results will not be given to individuals over the telephone. Results may be obtained after contract finalization by obtaining a bid tabulation summary.

RFP Contact Person:

Robert Caluori
Chief Financial Officer
Westchester Library System
570 Taxter Road, Suite 400
Elmsford, NY 10523
Email: wlscfo+deliveryrfp@wlsmail.org

Exhibit A: - Location List

Code:	Street address	City/town/village	State	Zip code
ARD	9 American Legion Drive	Ardsley	NY	10502
NCA	19 Whippoorwill Road East	Armonk	NY	10504
NWP	10 Clove Road	North White Plains	NY	10603
BDH	26 Main Street	Bedford Hills	NY	10507
BDV	32 Village Green	Bedford	NY	10506
BRI	1 Library Road	Briarcliff Manor	NY	10510
BRO	201 Pondfield Road	Bronxville	NY	10708
CHA	195 South Greeley Avenue	Chappaqua	NY	10514
CRO	171 Cleveland Drive	Croton-on-Hudson	NY	10520
DOB	55 Main Street	Dobbs Ferry	NY	10522
EAS	11 Oakridge Place	Eastchester	NY	10709
GRE	300 Tarrytown Road	Elmsford	NY	10523
HAR	2 Bruce Avenue	Harrison	NY	10528
HAS	7 Maple Avenue	Hastings-on-Hudson	NY	10706
HWE	2 Madison Street	West Harrison	NY	10604
IRV	12 South Astor Street	Irvington-on-Hudson	NY	10533
KAT	26 Bedford Road (Rte 117)	Katonah	NY	10536
LAR	121 Larchmont Avenue	Larchmont	NY	10538
MAM	136 Prospect Avenue	Mamaroneck	NY	10543
HHF	185 Kings Ferry Road	Montrose	NY	10548
MTK	100 East Main Street	Mount Kisco	NY	10549
MTP	350 Bedford Road	Pleasantville	NY	10570
MTV	28 South First Avenue	Mount Vernon	NY	10550
MVA	125 Lozza Drive	Valhalla	NY	10595
NEW	1 Library Plaza	New Rochelle	NY	10801
NHU	794 North Avenue	New Rochelle	NY	10804
NOR	276 Titicus Road (Rte 116)	North Salem	NY	10560
OSS	53 Croton Avenue	Ossining	NY	10562
PEK	4 Nelson Avenue	Peekskill	NY	10566
PEL	530 Colonial Avenue	Pelham	NY	10803
POR	1 Haseco Avenue	Port Chester	NY	10573
POU	271 Westchester Avenue	Pound Ridge	NY	10576
PUR	3093 Purchase Street	Purchase	NY	10577
RYE	1061 Boston Post Road	Rye	NY	10580
SCA	54 Olmsted Road	Scarsdale	NY	10583
YRK	1130 East Main Street	Shrub Oak	NY	10588
SOM	82 Primrose Street	Katonah	NY	10536
LEW	15 Main Street	South Salem	NY	10590
WNR	121 North Broadway	Tarrytown	NY	10591
TUK	71 Columbus Avenue	Tuckahoe	NY	10707
WLS	570 Taxter Road	Elmsford	NY	10523
WHI	100 Martine Avenue	White Plains	NY	10601
YCR	16 Thompson Street	Yonkers	NY	10707
YRI	1 Larkin Center	Yonkers	NY	10701
YWI	1500 Central Park Avenue	Yonkers	NY	10710

Exhibit B – Holidays

Note: For any holiday that falls on a Saturday, the Friday immediately preceding will be considered as the holiday. For any holiday that falls on a Sunday, the subsequent Monday will be considered as the holiday.

1. New Year's Day
2. Martin Luther King Jr. Day
3. Presidents' Day
4. Memorial Day
5. Juneteenth
6. Independence Day
7. Labor Day
8. Columbus Day / Indigenous People's Day
9. Veterans' Day
10. Thanksgiving Day
11. Christmas Day