



Solicitation Information

March 18, 2015

Addendum #1

**RFP #7549373**

**TITLE: STATEWIDE LIBRARY DELIVERY SERVICES**

**SUBMISSION DEADLINE: APRIL 2, 2015 AT 2:00 PM (ET)**

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS WILL BE ANSWERED.**

**Gail Walsh  
Chief Buyer**

Vendor A

- 1) Are stops to libraries permitted any time during the hours of operation?  
**Yes, but we ask vendors to establish a regular window of time for each location. For example, when a library expects to receive delivery at 10:00 am, it can be disruptive if the driver arrives at 2:00 pm.**
  
- 2) Is there a daily volume breakdown by location that can be provided?  
**The delivery items count figures provide a good snapshot of a typical week of delivery. Outgoing volume was tabulated during the week of October 26, 2014 and is available at <http://www.olis.ri.gov/network/delivery/surveyread.php>.**
  
- 3) What is the required response time to the DOD locations once a request has been received by the contractor?  
**DOD stops are made on Tuesday and Thursday. OLIS sends DOD pick up requests to the vendor on Monday and Wednesday afternoons before 2:30pm. OLIS expects the driver to be dispatched to the library the following day.**
  
- 4) Who is currently providing this service?  
**NOW Delivery.**
  
- 5) What is the current price per stop for the regularly scheduled service?  
**\$6.90**
  
- 6) What is the current price per stop for the DOD service?  
**\$6.90**
  
- 7) Does the PUC license need to be provided at the time of proposal submittal?  
**No, but the successful vendor must provide proof of licensing within 30 days of the tentative contract award.**
  
- 8) Do items listed under 'Vendor shall provide' on Page 6 need to be provided with the contractor's proposal?  
**No, but the successful vendor must provide proof of licensing within 30 days of the tentative contract award and demonstrate that all employees will have photo-identification cards before service commences.**
  
- 9) Page 22: What value should be used to calculate the Total Estimated Annual Cost?  
**Information about the number of stops is provided on page 8: 23,548 stops are estimated annually based on past history; of those, 12% of these stops were DOD.**
  
- 10) Is there an excel spreadsheet available for the Delivery Schedule format?  
**Yes, see attached.**

**11)** Are items transported "as is" or placed in protective covering, ie: pouch, envelope or bubble wrap, etc.?

**Items are transported "as is" with no protective covering with the exception of non-print media (e.g., DVDs) which must be placed in protective covering.**

**12)** Are individual items requested to be scanned and tracked? If so, are there IFID tags or barcodes on the items to be transported (for tracking purposes)?

**Individual items are not scanned or tracked currently and are not universally tagged with external barcodes. Only 2 libraries currently use RFID. OLIS is open to low-cost options for improvement but we are not requiring tracking of individual items.**

**13)** Please describe the general description of pick up locations. For example: Is there ease of access, adequate parking availability, ability to enter buildings quickly, are elevators involved, etc.?

**The majority of the libraries have adequate parking spaces and easy access. There may be a few exceptions, for example, some hospital libraries are not within the immediate vicinity of the building entrance.**

#### Vendor B

**1.** Is there a survey/data that provides the outgoing and incoming bin count by stop? This is especially important to understand for high volume delivery points and how may affect the routing structure.

**No. Item count information per stop during last fall's survey count is available at <http://www.olis.ri.gov/network/delivery/surveyread.php>.**

**Bins (dimensions are in the RFP) may hold anywhere from 10-20 items, depending on the format. Some stops may have partially filled bins.**

**2.** For the 79 on-demand libraries is there a breakdown of the delivery volume received/requested for each library?

**No.**

**a.** What is the current procedure for on-demand deliveries?

**DOD stops are made on Tuesday and Thursday. OLIS sends DOD pick up requests to the vendor on Monday and Wednesday afternoons before 2:30pm. OLIS expects the driver to be dispatched to the library the following day.**

**3.** Further clarification for On-demand stop process:

**a.** If we receive an item from a routine stop that is going to an "on-demand" stop does this automatically prompt a delivery to be scheduled to the "on-demand" library? And is the courier company responsible for inputting the data into the system to account for that additional stop.

**Yes, when an item in transit is destined to an on-demand stop, the vendor initiates the DOD stop. The vendor is responsible for inputting data into the system to account for the additional stop.**

4. Without book level scanning how is the current claims process handled? If there is no way to prove courier company received certain items, and with many items banded together with one routing slip it could be bit of “he said – she said” scenario.

**The current procedure is that libraries need to provide absolute proof that a missing item was in the hands of the vendor in order to file a missing item claim. The burden of proof is on the library.**

5. To potentially propose a more robust scanning/sorting program it’s important to know if most of the systems support SIP2? And if some system does not support SIP2 what is the platform used?

**Over 95% of our libraries use systems that support SIP2.**

6. In severe weather situations how is it determined which stops are to be cancelled. Is it on a statewide basis or based on network affiliation? There is a statement regarding public school closings and their relation to library delivery, is this how the cancellations are currently determined?

**During severe weather events, OLIS may cancel delivery statewide, though this is a very rare occurrence. In those events, OLIS will contact the vendor. Otherwise, cancellations follow public school closings in towns/cities or multi-town districts. For example, if Providence closes its schools during a weather event, delivery will be cancelled for all types of libraries in the City of Providence.**

LibraryName	Code	DOD	TotalStops	M	T	W	H	F	NumWeeks	DateStarted
Arlington Reading Room	ARL		2	M		W			52	begin 2/18/14
Ashaway Free Library	ASH		3	M		W		F	52	
Providence Athenaeum	ATH		2			W		F	52	
Auburn Branch Library	AUB		4	M	T	W		F	52	
Barrington Public Library	BAR		5	M	T	W	H	F	52	
Colt-Andrews School Library	BCA	DOD	0						36	
Guiteras School Library	BGA		3		T		H	F	36	
Hugh Cole School Library	BGC		2		T		H		36	
Barrington High School	BHS		2			W		F	36	
Barrington Middle School	BMS		2			W		F	36	
Rogers Free Library	BRI		5	M	T	W	H	F	52	
Brown University - Science Library	BRO		5	M	T	W	H	F	52	
Brown University - Rockefeller Library	BRR		5	M	T	W	H	F	52	8/5/2002
Rockwell School Library	BRW		2		T		H		36	
Bryant University - Douglas and Judith Krupp Library	BRY		5	M	T	W	H	F	52	
Butler Hosp. Ray Med Lib.	BTH	DOD	0						52	changed 10/12/2011
Burrillville High School Library	BUH	DOD	0						36	
Jesse M. Smith Memorial Library	BUR		5	M	T	W	H	F	52	
St. Mary Academy-Bay View	BVA		2			W		F	36	
Mt. Hope High School Library	BWH		2			W		F	36	
Arlington School Library	CAS	DOD	0						36	
Chester Barrows School Library	CBR	DOD	0						36	DOD 12/1/14
Blackrock School Library	CBS	DOD	0						36	
CCRI - Flanagan Campus Library	CCF		5	M	T	W	H	F	52	
CCRI - Newport Campus Library	CCN		5	M	T	W	H	F	52	9/12/2005 to start
CCRI - Liston Campus Library	CCP		5	M	T	W	H	F	52	
CCRI - Knight Campus Library	CCW		5	M	T	W	H	F	52	
Stadium School Library	CDS		2	M			H		36	
William Dutemple School Library	CDT	DOD	0						36	
Daniel D. Waterman School Library	CDW	DOD	0						36	
Western Hills Middle School	CEM	DOD	0						36	
Eden Park School Library	CEP	DOD	0						36	
Edward S. Rhodes School Library	CES	DOD	0						36	
Central Falls Free Library	CFA		3	M		W		F	52	begin 12/28/2011
Central Falls High School	CFH	DOD	0						36	begin 4/7/2014
Glen Hills Elementary School Library	CGH		2	M			H		36	
Garden City School Library	CGN		2	M			H		36	
Cross Mills Public Library	CHA		5	M	T	W	H	F	52	
Cranston High School East	CHE		3	M		W		F	36	

Chariho High School	CHO		2		T			F	36	
Coventry High School	CHS	DOD	0						36	
Cranston High School West	CHW		2	M			H		36	
Oak Lawn School Library	CKL		2	M			H		36	
Alan S. Feinstein Middle School Library	CKO	DOD	0						36	
Clark Memorial Library	CLA		5	M	T	W	H	F	52	
Stone Hill School Library	CLS	DOD	0						36	
Coventry Public Library	COV		5	M	T	W	H	F	52	
George J. Peters School Library	CPJ	DOD	0						36	
Hopkins Hill School Library	CPK	DOD	0						36	
Park View Middle School Library	CPV		3	M			H	F	36	
Cranston Public Library	CRA		5	M	T	W	H	F	52	
Orchard Farms Elementary School Library	CRF	DOD	0						36	
Gladstone Street School Library	CST	CST	0						36	
Tiogue School Library	CTS	DOD	0						36	
Cumberland High School Library	CUH	DOD	0						36	begin 10/30/14
Cumberland Public Library	CUM		5	M	T	W	H	F	52	
Western Coventry School Library	CVW	DOD	0						36	
Edgewood Highland School Library	CWD	DOD	0						36	
Woodridge School Library	CWO	DOD	0						36	
Washington Oak School Library	CWS	DOD	0						36	
Davisville Free Library	DPL		3	M		W		F	52	
Office of Library & Information Services	DSL		5	M	T	W	H	F	52	
Meadowbrook Farms School Library	EBF	DOD	0						36	
James Eldredge Elementary Library	EDM	DOD	0						36	
Frenchtown School Library	EFT	DOD	0						36	
Archie R. Cole Middle School Library	EGC		3		T		H	F	36	
East Greenwich High School	EGH		2		T		H		36	
East Greenwich Free Library	EGR		5	M	T	W	H	F	52	
East Providence High School	EPH		2		T		H		36	
East Providence Public Library	EPL		5	M	T	W	H	F	52	
Riverside Branch	EPV		5	M	T	W	H	F	52	
Rocky Hill School Library	ERH		2		T		H		36	
Martin Middle School Library	ERM		2		T		H		36	
East Smithfield Public Library	ESM		5	M	T	W	H	F	52	
Exeter West Greenwich High Library	EWH		2		T		H		36	
Exeter Public Library	EXE		4		T	W	H	F	52	
Foster Public Library	FOS		2		T		H		52	
Fox Point Library	FPT		5	M	T	W	H	F	52	
Gorton Jr. High School Library	GJH	DOD	0						36	

Glocester Manton Free Library	GLO		4	M	T	W		F	52	
Greene Public Library	GRE		2		T			F	52	begin 9/8/2010
Greenville Public Library	GVL		5	M	T	W	H	F	52	
William Hall Library	HAL		5	M	T	W	H	F	52	
George Hanaford School Library	HAN	DOD	0						36	
Harmony Library	HAR		4	M	T	W	H		52	
Hugh B. Bain Middle School Library	HBD		3	M		W		F	36	
Hope Highlands School Library	HGE	DOD	0						36	
Hampden Meadows School Library	HMS	DOD	0						36	
Hope Public Library	HPE		5	M	T	W	H	F	52	
Jamestown Philomenian Library	JAM		5	M	T	W	H	F	52	
Nicolas A. Ferri Middle School Library	JFM	DOD	0						36	
Johnston High School	JHS	DOD	0						36	
Marian J. Mohr Memorial Library	JOH		5	M	T	W	H	F	52	
Jamestown School - Lawn Library	JSL		2		T		H		36	
Jamestown School - Melrose	JSM	DOD	0						36	
Johnson & Wales University	JWA		5	M	T	W	H	F	52	
Johnson & Wales University Culinary Library	JWH		5	M	T	W	H	F	52	
Kent Hospital Library	KCM	DOD	0						52	
Knight Memorial Library	KMA		5	M	T	W	H	F	52	
Kickemuit Middle School	KMS	DOD	0						36	Begin 4/14/2017
Knightsville Branch	KNV		3	M	T			F	52	
Langworthy Public Library	LAN		3	M		W		F	52	2/19/2015
Brownell -Little Compton Free Library	LCO		5	M	T	W	H	F	52	
Lincoln Public Library	LIN		5	M	T	W	H	F	52	
La Salle Academy	LSA		2		T			F	36	
Mercymount Country Day School	MCT	DOD	0						36	
Middletown Public Library	MID		5	M	T	W	H	F	52	
Memorial Hospital Med. Library	MPS	DOD	0						52	
Meeting Street School Library	MSS	DOD	0						36	
Mount Pleasant Library	MTP		5	M	T	W	H	F	52	
Maury Loontjens Memorial Library	NAR		5	M	T	W	H	F	52	
New England Institute of Technology Library	NET	DOD	0						52	
Newport Hospital - Library	NHR	DOD	0						52	
Rogers High School	NHS	DOD	0						36	
North Kingstown Public Library	NKI		5	M	T	W	H	F	52	
North Providence Public Library	NPR		5	M	T	W	H	F	52	
Claiborne Pell Elementary School	NPS		2		T		H		36	
Newport Public Library	NPT		5	M	T	W	H	F	52	
Narragansett High School	NRH		2			W		F	36	

Narragansett Pier School Library	NRP	DOD	0						36	
Island Free Library	NSH		4	T	W	H	F		52	changed 4/24/2012
North Smithfield High School Library	NSJ		2	T		H			36	
North Smithfield Public Library	NSM		5 M	T	W	H	F		52	
Thompson Middle School Library	NTM		2		W		F		36	
Nayatt School Library	NYS	DOD	0						36	
Oaklawn Branch	OAK		3	T	W		F		52	changed on May 1, 2012
St. Joseph Health Sciences Library	OLF	DOD	0						52	
Olneyville Library	OLN		3 M		W		F		52	
Ocean State Libraries	OSL		2 M			H			52	2/23/2015
Portsmouth Abbey School	PAB	DOD	0						36	
Joseph Jenks Junior High School Library	PAJ	DOD	0						36	
Pascoag Public Library	PAS		3 M		W		F		52	
Pawtucket Public Library	PAW		5 M	T	W	H	F		52	
Prov.College-Phillips Memorial Library	PCO		5 M	T	W	H	F		52	
Ponaganset High School	PHS		2	T		H			36	
Ponaganset Middle School Library	PMS	DOD	0						36	
Portsmouth High School	POH	DOD	0						36	
Portsmouth Free Public Library	POR		5 M	T	W	H	F		52	
Primrose Hill School Library	PRH		2	T		H			36	
Providence Public Library	PRO		5 M	T	W	H	F		52	
Redwood Library	RED		2		W		F		52	
Rhode Island Historical Society Library	RHS	DOD	0						52	
RI Dept of Attorney General Library	RIA	DOD	0						52	
RI College - Adams Library	RIC		5 M	T	W	H	F		52	
Rhode Island Hospital	RIH		3 M		W		F		52	
Rhode Island Law Library	RLW	DOD	0						52	
Rochambeau Library	ROC		5 M	T	W	H	F		52	
Rhode Island School of Design	RSD		2	T			F		52	
Rhode Island State Library	RST	DOD	0						52	
Roger Williams Hospital	RWH	DOD	0						52	
Roger Wms Univ. Law Lib.	RWL		3 M		W		F		52	
Roger Williams University Library	RWU		5 M	T	W	H	F		52	
Saint Andrews School	SAS		2		W		F		36	
North Scituate Public Library	SCI		5 M	T	W	H	F		52	
Saint George's School	SGA		3 M		W		F		52	
Vincent J. Gallagher Middle School	SGM	DOD	0						36	begin 4/7/2014
Shea High School Library	SHE	DOD	0						36	
Scituate High School	SHS		2 M			H			36	

Broad Rock Road Middle School	SKB		2	M		W			36	
Robert Beverly Hale Library	SKH		4	M	T	W	H		52	
South Kingstown Public Library	SKI		5	M	T	W	H	F	52	
Curtis Corner Middle School	SKJ	DOD	0						36	
Kingston Free Library	SKK		5	M	T	W	H	F	52	
South Kingstown High School	SKS	DOD	0						36	
Smith Hill Branch	SMH		3		T	W	H		52	
Smithfield High School	SMS	DOD	0						36	
South Providence Library	SPR		3	M		W		F	52	
Saint Raphael Academy Library	SRA	DOD	0						36	
Salve Regina University	SRC		5	M	T	W	H	F	52	
State Street School Library	SST	DOD	0						36	
Sowams Elementary School Library	SWE	DOD	0						36	
West Kingston Elementary School	SWK	DOD	0						36	begin 4/7/2014
Tiverton High School Library	THS		2			W		F	36	
Essex Public Library	TIV		5	M	T	W	H	F	52	
Tiverton Middle School	TMS		3		T	W		F	36	
Tolman High School Library	TOL	DOD	0						36	
Union Branch Library	TUN		1		T				52	
Tyler Free Library	TYL		3	M		W		F	52	
Urban Collaborative Acc. Pgm	UCA	DOD	0						36	
Pell Marine Science Lib.	UPM		5	M	T	W	H	F	52	
Univ.of Rhode Island Libraries	URI		5	M	T	W	H	F	52	
University of Rhode Island - Providence	URP		5	M	T	W	H	F	52	
Veterans Affairs Medical Center Library	VAM	DOD	0						52	
Greenwood School Library	WAG	DOD	0						36	
Aldrich High School Library	WAH		2	M			H		36	
Women and Infants Hospital Library	WAI	DOD	0						52	added 3/18/2013
Wanskuck Library	WAN		3	M		W		F	52	
Apponaug Branch	WAP		3	M		W		F	52	
Warwick Public Library	WAR		5	M	T	W	H	F	52	
E. G. Robertson School Library	WAS	DOD	0						36	
Wyman School Library	WAW	DOD	0						36	
Bradford Elementary School Library	WBE	DOD	0						36	
Cedar Hill School Library	WCH	DOD	0						36	
Conimicut Branch	WCO		3	M		W		F	52	
Dunn's Corners School Library	WED	DOD	0						36	
Westerly Public Library	WES		5	M	T	W	H	F	52	
Louittit Library	WGR		5	M	T	W	H	F	52	
Wheeler School	WHL	DOD	0						36	

Westerly Hospital Library	WHM	DOD	0						52	
Landmark Medical Ctr. - Library	WHR	DOD	0						52	DOD 11/19/2007
Westerly High School Library	WHS	DOD	0						36	
Cottrell F. Hoxsie School Library	WHX	DOD	0						36	
Willett Free Library	WIL		3	M	T			F	52	
Lippitt School Library	WLS	DOD	0						36	
Westerly Middle School Library	WMS	DOD	0						36	
Norwood Branch	WNO		3	M		W		F	52	
Norwood School Library	WNR	DOD	0						36	
Woonsocket Public Library	WNS		5	M	T	W	H	F	52	
Pilgrim High School Library	WPH	DOD	0						36	
Washington Park Library	WPK		3	M		W	H	F	52	
Pontiac Free Library	WPO		3		T		H	F	52	
Randall Holden School Library	WRH	DOD	0						36	
George Hail Free Library	WRR		5	M	T	W	H	F	52	
Harold F. Scott School Library	WSC	DOD	0						36	
Springbrook Elementary School Library	WSP	DOD	0						36	
Toll Gate High School	WTH	DOD	0						36	begin 9/22/14
West Warwick Public Library	WWA		5	M	T	W	H	F	52	
W. Warwick Sr. High School	WWH		3		T		H	F	36	
Winman Junior High School Library	WWN		3	M		W		F	36	
Winman Junior High School Library	WWN		3	M		W		F	36	