

Inland RFP for Delivery Services Questions

Question	Answer
Is there a Main location that we begin the day?	We do not have a main location that would be available for sorting or storing of items while in transition from locations. We would look to the courier to provide the space. We do not anticipate a large volume of items would require this space during a given week. A small corner of an office would be sufficient majority of the time as the number of items may be a dozen or less.
I understand it's weekly service, but the day is up to us?	We currently offer weekly delivery service for our members. The volume of items to be transported would not require anything more frequent than that. The day of the week is negotiable.
Both routes need to be done the same day or they can on 2 different days?	Both routes can be handled on separate days due to geography. The "western" libraries were handled by our previous courier on a separate day from the "desert" libraries based on location.
The items are being picked up form each location will be packed and marked or that will be our responsibility?	All items being picked up will be packed as needed and marked for the next location. Generally, this means a book with a slip containing a location code placed in it or checking for the name of the library printed on the item's library affixed barcode label.
Will each location have deliveries for various other locations?	Each location may or may not have a delivery for all other locations. It will all depend on what library patrons have returned to a given library that need to be returned to another library. Our library system offers patrons the ability to return a book to a library where they may not have originally checked it out from. That is actually the bulk of what needs transporting between libraries. So, it all depends on what patrons have done in the past week. There may be times where only a couple books need to be transported between libraries.
I am also a bit unclear as far the schedule, using the Western Region, we start from stop #1 Corona Library, and finish up at stop #9 in Ontario?	The schedule or order of which libraries are served is negotiable. We can share what the current courier was doing as a template or to emulate.
will the Western region have deliveries for the Desert region and vice versa?	We will definitely have items that need to be transported between the two regions. However, based on geography, we anticipate this will be a much lower overall volume as a book checked out at one library will probably not be returned to a library 50+ miles away.

<p>Let's say we start with stop #1 and by the we get to stop #5 and they have something going back to stop #1 or #2, would you want us to deliver to those the same day, or save them for the following week? Obviously if the deliveries are for the stops that we have not gone to it will be delivered on route?</p>	<p>Items picked up at another library for a location already served that day can be delivered the following week. Not a problem. This is where a small space will be needed to temporarily house items while in transition.</p>
<p>Price proposal should be submitted according to which of the following types of deliveries?</p>	<p>Our delivery process can best be described as multi pickup and multi drop off. Weekly service to one of the libraries on the either delivery route will usually contain items to be transported to multiple other libraries.</p>
<p>Are there any specific security protocols or insurance requirements for handling library materials?</p>	<p>There are no specific protocols of insurance requirements for the items to be transported. They will generally be books and similar material with a per unit value less than \$100. Although if it is determined the courier lost or damaged and item in transit, we will look for the courier to replace or compensate us for the cost of the item.</p>
<p>Are there any specific pick-up or drop-off instructions at each library?</p>	<p>Each library may have a different way of accessing their building, or location of a tote or box where they place the items needing transport.</p>
<p>If they do not accept the order at drop off locations, will there be a return process?</p>	<p>We do not see a scenario where a library would not accept a delivery of a particular item. If so, it can be returned to the library who requested the transport.</p>
<p>Need to start or pickup point?</p>	<p>Each of the two delivery routes (Western and Desert) will have a beginning library for the daily route, however that library will not serve as temporary storage for any items for other libraries. (We will look to the courier to provide any storage space needed. Would not be more than a handful of plastic totes.) The order in which libraries on a route are served is negotiable, but generally location of which determines the logical order.</p>
<p>Can we ask how many products we are picking up? Van? box truck with a lift gate? Heavy?</p>	<p>Generally, no more than a few plastic totes of books and other library materials that can be easily moved by hand. The current courier uses a pickup truck. Less than 6,000 items in total were transported last year through Inland.</p>