



## REQUEST FOR PROPOSAL

# Courier Services for Inland Library System

February 1, 2024

All proposals may be submitted by email to:  
[cpowers@socallibraries.org](mailto:cpowers@socallibraries.org)

**Proposals must be received no later than  
Friday, March 1, 2024, 4:00 pm, Pacific Standard Time**

Any questions pertaining to this RFP should be directed via email to:  
Wayne Walker, Deputy Director  
Inland Library System | Southern California Library Cooperative  
[wwalker@socallibraries.org](mailto:wwalker@socallibraries.org)

## Purpose

Inland Library System (Inland) is conducting a request for proposals (RFP) to hire a courier (Consultant) to provide delivery service between members of Inland. The Scope of Service outlined further in this document provides additional information.

## About Inland Library System

The Inland Library System (Inland) was established in 1966 and is a public library cooperative serving 19 member libraries in the Riverside, San Bernardino and Inyo Counties. 103 public library service outlets serve over 4 million people in 37,000 square miles of urban, desert, and mountain territory.

Effective July 1, 2024, the Palm Desert Library will be joining Inland. Formerly under the Riverside County Public Library, it will be an independent library system and will be Inland's 20<sup>th</sup> member. Neither the geography of Inland's service area, nor the population served changes with this addition.

Inland is one of nine California library consortiums established by the California Library Services Act (CLSA) for the purpose of providing collaborative reference, communication and delivery services, staff development training, and grant administration for the diverse public libraries in the tri-county area. The purpose of the System is to extend and improve public library service throughout the System area.

Information about Inland is available online at: <https://socallibraries.org/inland-library-system/>.

## Overview

Inland is seeking a Consultant with demonstrated and extensive experience in courier services that is reliable, and has a record of accurate and timely deliveries.

## Scope of Service

The successful RFP will address all areas of this Scope of Service and Timeline, and the most qualified Consultant will be awarded.

### RESPONSIBILITIES OF CONSULTANT

- Consultant shall provide weekly delivery service to fourteen (14) Inland libraries (Corona, Riverside County, Riverside Public, San Bernardino Public, San Bernardino County, Colton, Rancho Cucamonga, Upland, Ontario, Hemet, Beaumont, Banning, Palm Springs, and Rancho Mirage). Effective July 1, 2024,

Consultant shall provide weekly delivery service to fifteen (15) Inland libraries, including all of the libraries referenced above, along with Palm Desert.

- Consultant shall provide delivery service for INLAND libraries according to the schedule outlined in Delivery Schedule (see below).
- Consultant shall sort the items picked up at every library by codes provided by each Inland library.
- Consultant shall be available by cell phone during the workday.
- Consultant shall make deliveries in an enclosed van or truck.
- Consultant shall transport library collection materials, including inter-library loans, courtesy returns, written materials, in-transit packages, payroll, and other small equipment and supplies that can fit in to the Consultant vehicle.
- Consultant shall anticipate transporting approximately **5,000 – 10,000** collection materials annually, although this figure may vary.
- Consultant shall maintain a daily delivery log and submit a monthly report to Inland. The report will include number of stops by location, items delivered by location, items picked up by location, and total miles driven.

## DELIVERY SCHEDULE

There are two delivery routes for Inland: one that serves the western region libraries, and one that serves the desert region libraries.

### Western Region Libraries

- Deliveries to occur once a week for the following nine (9) libraries: Corona, Riverside County, Riverside Public, San Bernardino Public, San Bernardino County, Colton, Rancho Cucamonga, Upland, and Ontario.
- Service to occur between 8:00 am and 5:00 pm. Consultant will maintain a record of each stop.

### Desert Region Libraries

- Deliveries to occur once a week for the following five (5) libraries: Hemet, Beaumont, Banning, Palm Springs, and Rancho Mirage. Effective July 1, 2024, deliveries will also include Palm Desert, for a total of six (6) libraries.
- Service to occur between 8:00 am and 5:00 pm. Consultant will maintain a record of each stop.

Delivery Location Addresses

| <b>Library Name</b>             | <b>Street Address</b>                | <b>City</b>      | <b>Zip</b> | <b>Region</b> |
|---------------------------------|--------------------------------------|------------------|------------|---------------|
| Corona Public Library           | 650 S. Main St.                      | Corona           | 92882      | Western       |
| Riverside County Library        | 5840 Mission Blvd.                   | Jurupa Valley    | 92509      | Western       |
| Riverside Public Library        | 3900 Mission Inn Ave.                | Riverside        | 92501      | Western       |
| San Bernardino County Library   | 268 W. Hospitality Lane,<br>Ste. 301 | San Bernardino   | 92415      | Western       |
| San Bernardino Public Library   | 555 W. 6th St.                       | San Bernardino   | 92410      | Western       |
| Colton Public Library           | 656 N. 9th St.                       | Colton           | 92324      | Western       |
| Rancho Cucamonga Public Library | 12505 Cultural Center Dr.            | Rancho Cucamonga | 91739      | Western       |
| Upland Public Library           | 450 N. Euclid Ave.                   | Upland           | 91786      | Western       |
| Ontario City Library            | 215 East "C" St.                     | Ontario          | 91764      | Western       |
| Banning Library District        | 21 W. Nicolet St.                    | Banning          | 92220      | Desert        |
| Beaumont Library District       | 125 E. Eighth St.                    | Beaumont         | 92223      | Desert        |
| Hemet Public Library            | 300 E. Latham Ave.                   | Hemet            | 92543      | Desert        |
| Palm Springs Library            | 300 S. Sunrise Way                   | Palm Springs     | 92262      | Desert        |
| Palm Desert Library             | 73-300 Fred Waring Dr.               | Palm Desert      | 92260      | Desert        |
| Rancho Mirage Public Library    | 71-100 Highway 111                   | Rancho Mirage    | 92270      | Desert        |

Estimated Holiday Schedule for 2024/25

Delivery services shall be skipped for the week if a scheduled delivery/pickup date falls on a scheduled holiday:

| <b>Day</b> | <b>Date</b> | <b>Holiday</b>              |
|------------|-------------|-----------------------------|
| Thursday   | 7/4/2024    | Independence Day            |
| Monday     | 9/2/2024    | Labor Day                   |
| Monday     | 11/11/2024  | Veterans Day                |
| Thursday   | 11/28/2024  | Thanksgiving Day            |
| Friday     | 11/29/2024  | Day After Thanksgiving      |
| Wednesday  | 12/25/2024  | Christmas Day               |
| Wednesday  | 1/1/2024    | New Year's Day (Observed)   |
| Monday     | 1/20/2025   | MLK Day                     |
| Monday     | 2/17/2025   | President's Day             |
| Monday     | 5/26/2025   | Memorial Day                |
| Thursday   | 6/19/2025   | Juneteenth Independence Day |

**Insurance Requirements**

Consultant shall maintain commercial California automobile insurance with a minimum of one million dollars per occurrence and two million dollars aggregate limit coverage. Proof of insurance shall be submitted as part of this RFP. Proposals that do not include the required insurance coverage listed in this RFP will be disqualified.

## Instructions to Submit a Proposal

Please include the following elements in your response:

- **Identification:** Legal name, mailing address, and website of the Consultant submitting the proposal.
- **Contact:** Name, title, email address, and telephone number of the person to be contacted to discuss questions regarding the proposal.
- **Introduction:** Brief description of the company and representative submitting this proposal.
- **Personnel:** A list of key personnel, their experience, and role for each person who will be providing services. If sub-contractors will be used, include names, qualifications, resume, and justification for each sub-contractor.
- **Qualifications:** Relevant skills, background, and experiences that make Consultant a good fit for this project (years in business, current client roster – particularly public agencies, nonprofits, government, etc.). Please provide proof of insurance.
- **Work Plan and Cost:** A detailed outline including vehicles that will be used for delivery, a proposed delivery schedule, a sample monthly report, and proposed cost for monthly service for up to a five-year period.
- **References:** Contact information for three clients who can speak to Consultant's qualifications and working relationships.
- **Questions:** All questions about this RFP must be submitted via email to [wwalker@socallibraries.org](mailto:wwalker@socallibraries.org). Refer to the Time Schedule below for final day to submit questions. Answers, along with the bid document, will be posted on the following website: <https://socallibraries.org/inland-library-system/>.

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## Evaluation Criteria

All proposals received in accordance with these RFP instructions will be evaluated to determine if they are complete and meet the requirements specified in this RFP. An award will be made to the Consultant whose offer is judged to best meet the needs of Inland, though Inland expressly reserves the right to reject all proposals and make no award under this RFP.

The following criteria will be considered in evaluating the proposals:

| CRITERIA TYPE  | POINTS     |
|--|------------|
| <b>Qualifications and Experience</b>   |            |
| General qualifications and experience, including years in business, scope of services provided, and client roster. | 20         |
| Experience and background in providing comparable courier services.  | 20         |
| <b>Work Plan</b>   |            |
| Evaluation of proposed delivery schedule, sample report, vehicles used, and personnel assigned.                    | 20         |
| <b>Costs and References</b>  |            |
| Cost of services.  | 20         |
| Recommendations by references based on work performed, obligations met, and customer satisfaction.                 | 20         |
| <b>Total Points Available</b>  | <b>100</b> |

## Time Schedule

Shown below are the dates and times by which actions related to this Request for Proposal must be completed. In the event that the Inland Library System finds it necessary to change any of these, it will do so by issuing an Addendum to this Request for Proposal.

- Request for bid proposals released Thursday, February 1, 2024.
- Proposal questions are due by noon on Friday, February 16, 2024, and should be sent to [wwalker@socallibraries.org](mailto:wwalker@socallibraries.org).
- Responses to any submitted questions will be shared by noon on Wednesday, February 21, 2024, and can be found on the following website: <https://socallibraries.org/inland-library-system/>.
- Proposal due date is 4:00 pm, PST Friday, March 1, 2024. Proposals should be sent as a pdf and emailed to [cpowers@socallibraries.org](mailto:cpowers@socallibraries.org).

- Consultant Selection: Thursday, March 14, 2024.
- Contract Award Date: Monday, April 1, 2024.

## **Pricing Eligibility and Proposal Retraction**

All Consultant proposals and offers are to remain open and subject to Inland's acceptance for a term of not less than 90 calendar days in duration following the last day for submission. A proposal may not be modified by Consultant during the 90-day time period following the date designated for the receipt of proposals.

## **Presentations**

Presentations may be required of proposal finalists as part of the evaluation process. Inland will notify one or more of the responsive Consultants to make arrangements for the date, time, and place for such a presentation. Consultants should expect to spend adequate time on their demos in order to provide Inland with a detailed description of the Consultant, processes, equipment, etc.

## **Disposition of Proposals**

All proposals submitted in response to this RFP become the property of Inland once they are submitted.

## **Cost Incurred in Responding**

Inland will not pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs, nor is Inland obligated to enter into a contract.

## **Content of Proposal**

Any addenda to these documents will be sent to Consultants and will become part of this RFP. No oral statements, explanations, or communications by anyone shall be of any effect unless incorporated into the addenda.



## **Disqualification of Consultants**

More than one proposal from an individual, a firm or partnership, a corporation, or an association under the same or different names shall not be considered. Any or all proposals shall be rejected if there is reason to believe that collusion exists among the Consultants, and all participants in such collusion shall not be considered in future proposals for the same work. No contract shall be awarded except to competent Consultants capable of performing work.

## **Acceptance/Rejection**

Inland reserves the right to reject any or all proposals; to negotiate any elements of a proposal; to conduct interviews at its sole discretion; and to solicit and/or select contractors for the program outside the scope of this RFP. See Evaluation Criteria.

## **Payments**

Pending execution of an agreement between Inland and Contractor, Contractor shall submit invoices monthly, subject to service performed to the satisfaction of Inland. Monthly reports shall be submitted with each invoice, as described in the Scope of Service section above. Invoices shall not be paid if this report is incomplete or missing.

Invoices will be submitted by Contractor to: Wayne Walker, Inland Library System, 222 E. Harvard St., Glendale, CA 91205.

## **Questions**

Any questions pertaining to this RFP should be directed via email to:

Wayne Walker, Deputy Director  
Inland Library System | Southern California Library Cooperative  
[wwalker@socallibraries.org](mailto:wwalker@socallibraries.org)