**STATE OF MAINE**

**Maine State Library**



**RFP# 202401004**

**Statewide or Regional Delivery Service of Library Materials**

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| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.  **Name:** Lori Fisher **Title:** State Librarian  **Contact Information:** [lori.fisher@maine.gov](mailto:lori.fisher@maine.gov) |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:*  **Date:** Wednesday, April 3, 2024, no later than 11:59 p.m., local time |
| **Proposal Submission Deadline** | *Proposals must be received by the Division of Procurement Services by:*  **Submission Deadline:** Monday April 15, 2024, no later than 11:59 p.m., local time.  *Proposals must be submitted electronically to:* [Proposals@maine.gov](mailto:Proposals@maine.gov) |

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**PUBLIC NOTICE**

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**State of Maine**

**Maine State Library**

**RFP# 202401004**

**Statewide or Regional Delivery Service of Library Materials**

The State of Maine is seeking proposals for a courier service to provide statewide or regional delivery service of library materials. This helps to fulfill one of Maine State Library’s core statutory functions: fostering and encouraging cooperation among Maine libraries of all types (Title 27, §39).

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to the RFP, can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the State of Maine Division of Procurement Services, via e-mail, at: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on Monday, April 15, 2024. Proposals will be opened the following business day. Proposals not submitted to the Division of Procurement Services’ aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

The following terms and acronyms, as referenced in the RFP, shall have the meanings indicated below:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **AG** | State of Maine, Department of the Attorney General |
| **BAFO** | Best and Final Offer |
| **Centralized billing** | An Agency receiving a detailed invoice for multiple pick-up and delivery sites. |
| **Closing** | The date and time proposal must be received |
| **DAFS** | Maine Department of Administrative and Financial Services |
| **Delivery bags** | Zippered canvas bags with label sleeve that holds the label on the outside of the bag. All materials inside the bag are intended from one library to another as designated by the label on the canvas bag. These bags are placed in totes. Delivery bags come in 3 sizes: small (9x13”), medium (11x14”), and large (14x18”). These are provided by the Maine State Library and participating consortia. |
| **Department** | Maine State Library (MSL) |
| **Direct Billed Participating Library** | A pick-up and delivery site that receives an invoice directly from the Bidder. |
| **Fixed codes** | Each library will have a fixed, standardized code that will not change due to route changes or other situations. Example: A100 for academic libraries, P20 for public libraries, E400 for school libraries, and S500 for special libraries. |
| **Interlibrary Loan (ILL)** | Library materials lent between libraries for patron use |
| **Library Materials** | Books, journals, photocopies, CDs, DVDs, and other material normally held in library collections for use by library patrons as defined in Part II, Section A. The exchange of standard reusable shipping materials is also permitted. |
| **On call** | A small number of libraries receive deliveries only when staff at those libraries request it, rather than weekly service. |
| **Participating Library** | A Bidder-serviced pick-up and delivery site. |
| **Pick-up and delivery site** | A pre-specified location within a library where service is provided. |
| **Proposal** | A written offer in response to this RFP |
| **RFP** | Request for Proposal |
| **Rural route** | Delivery route that has higher costs due to how far a library is from a sorting facility and primary delivery routes. |
| **Service** | Arrival no more than once per day, Monday through Friday excluding State holidays, to a pick-up and delivery site for the purpose of picking up and/or delivering library materials. |
| **Shipment** | The set of library materials sent from one pick-up and delivery site to another on a given day. |
| **Shipping Label** | A standard formatted label with information including the name and fixed code of both the lending library and the borrowing library. The label will allow for Bidder specific information if requested. |
| **Sort facility** | Bidder must provide one or more sorting facilities as part of the service from which all delivery bags, incoming/outgoing, are sorted and packed in totes for designated libraries. For example, an incoming tote from Library "A" may have delivery bags for libraries "B" "C" "D" and "E". The selected Bidder(s) uses their sort facility to unpack delivery bags from the tote from library "A" and to re-package totes with the corresponding delivery bag for libraries B, C, D, and E. |
| **Standard Business Day** | 8:00 a.m. to 5:00 p.m. Monday-Friday unless the Bidder and Participating Library agree to a different time period. Some library locations require delivery services beyond the standard business day. |
| **State** | State of Maine |
| **Tote** | Standard large gray plastic containers with interlocking lids that hold Delivery Bags. The totes measure 19.8 x 13.8 x 11.8". The selected Bidder picks up and delivers totes. Totes may weight up to 50 pounds. Totes are provided by the Maine State Library and participating consortia. |
| **URSUS** | A shared library system that brings together the seven University of Maine System libraries and combines them with the collections of the Bangor Public Library, the Maine State Library and the Maine Law and Legislative Reference Library. |
| **Bidder** | Any individual, partnership, firm, corporation, limited liability company, joint venture, or representative or agent, that provides goods or services described in this solicitation. |

**State of Maine – Maine State Library**

**RFP# 202401004**

**Statewide or Regional Delivery Service of Library Materials**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Maine State Library (Department) is seeking proposals from highly qualified companies to provide regional or statewide delivery service of library materials for public, school, academic, and special libraries as defined in this Request for Proposal (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

This courier service helps to fulfill one of the Department’s core statutory functions: fostering and encouraging cooperation among Maine libraries of all types ([Title 27 M.S.R. §39](https://legislature.maine.gov/statutes/27/title27sec39.html)). The sharing of library holdings enriches the economic, educational, and cultural life of each Maine community. This delivery service is the backbone that supports all of the state’s interlibrary loan activities.

Over 1 million library materials travel through the current service each year, serving a total of 205 library locations. Participating libraries receive either 1, 2, 3, 4, or 5 deliveries per week. On average, the courier will make approximately 450 stops per week, though frequency varies seasonally. Many school and academic libraries do not receive deliveries during summer and other school breaks.

The Department will coordinate the RFP and contracts.

1. **General Provisions**
   1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
   2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
   3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
   4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
   5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
   6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
   7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
   8. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
   9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
2. **Eligibility to Submit Bids**

Bidders must demonstrate at least two (2) years of experience providing daily courier service to at least 50 locations.

1. **Contract Term**

The Department is seeking a cost-efficient proposal to provide services, as defined in the RFP, for the anticipated contract period defined in the table below. Please note, the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for two renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 7/1/2024 | 6/30/2026 |
| Renewal Period #1 | 7/1/2026 | 6/30/2027 |
| Renewal Period #2 | 7/1/2027 | 6/30/2028 |

1. **Number of Awards**

The Department anticipates making up to four (4) awards as a result of the RFP process, whichever number is in the best interest of the State. Bidders may propose to provide services for one (1) or more of the four (4) regions as defined in **Appendix F**.

**PART II SCOPE OF SERVICES TO BE PROVIDED**

1. **Overview**

The continuing statewide delivery service supports resource sharing among libraries of all types (school, public, academic, and special) throughout Maine. When library users wish to borrow materials from another Maine library, library staff at their home libraries request loans through the statewide interlibrary loan system. The requested materials are sent from the lending library to the user’s local library through this delivery service. Library users then return materials borrowed from other member libraries to their own library, which then uses this delivery service to return the item to the lending library.

Materials to be shipped include, but are not limited to, books, audiobooks, magazines, CDs, DVDs, videos, documents, envelopes, and other library materials. Library staff place materials in standard zippered canvas bags labeled with the destination library. These bags are then placed in standard plastic totes for delivery.

In a typical week, the Awarded Bidder will make approximately 450 stops, though volume varies seasonally with most school and academic libraries closing for summer and other school breaks. The current annual count of items moving between libraries is approximately 1 million. Larger libraries have significant volume on any given day. For example, as many as 8-12 totes might be delivered and picked up at one location.

Libraries receive varying numbers of deliveries per week; currently, participating libraries receive:

* One day (91 libraries)
* Two days (51 libraries)
* Three days (11 libraries)
* Four days (8 libraries)
* Five days (41 libraries)

Additionally, there are currently three (3) libraries that receive on-call service; these libraries receive deliveries only when staff at those libraries request it, rather than weekly service. The list of currently participating libraries is available in **Appendix F**.

The Awarded Bidder will pick up all materials awaiting pickup each scheduled delivery day at each participating library. The Awarded Bidder will then sort the materials at a sorting facility each day and deliver them to the designated libraries.

Bidders may bid on one or more of the 4 regions of Maine as defined in **Appendix F**. Bidders may offer variations on these regional boundaries.

Participating libraries may be viewed on a map at: <https://www.google.com/maps/d/edit?mid=1CECUzt7bcpzEaYGsbd1ueDD5-iRCw4w&usp=sharing>.

1. **Delivery Methods**
   1. Delivery specifications: The Awarded Bidder is responsible for carrying totes between the Awarded Bidder's vehicle and a service point within each library as specified by that library. A single fully packed tote may contain as many as 20-30 items and weigh as much as 40-50 pounds.
      1. The Awarded Bidder is responsible for handling packages in a professional manner to eliminate damaging library materials, e.g. by liquids, dropping, over stacking totes, etc. Instances of damage to shipping containers should be noted and immediately reported to the Department. Drivers should take reasonable measures to protect totes from rain and snow, and wet totes should not be stacked on top of dry totes.
      2. The Awarded Bidder will work with each library to determine the most efficient drop off/pick up location for incoming and outgoing totes.
      3. If a library is closed, or may be closed, during its delivery time, the library will provide a key, lock box, door code, or alternate location for drivers to access the delivery location. The Awarded Bidder must provide drivers with current information about codes and alternate locations, as well as the physical key when applicable.
   2. Provision requirements: The Awarded Bidder will provide all vehicles, personnel, equipment, tools, supplies, supervision and other items and services necessary to perform courier services for the library, other than zippered bags, and printed labels.
      1. All vehicles must be of sufficient size and capacity to handle the volume of materials on a particular route and to accommodate changes in volume throughout the year.
      2. Awarded Bidder personnel must have the ability to lift up to 50 lbs. and to perform the bending, stooping and lifting actions required for the delivery functions of this service.
      3. Awarded Bidder personnel must have company identification cards at all times.
      4. Drivers must have sufficient equipment (e.g. hand trucks, boxes, bins) to pick up all waiting items and to transport them to their vehicle.
      5. Awarded Bidder and subcontractor vehicles must be maintained in a clean condition and in good working order. The vehicles used to transport library material must be smoke free environments.
      6. Vehicles must be covered by the Awarded Bidder’s liability and loss/damage insurance policies in relation to the services provided to the Department and the participating libraries.
   3. Security requirements:
      1. Drivers must close and lock vehicle doors when not physically near the vehicle.
      2. Library keys and door codes must be maintained in secure locations at all times.
   4. Sortation requirements: The Awarded Bidder will maintain at least one sorting facility if bidding to cover the whole state, or one sorting facility for the area(s) for which the Awarded Bidder is covering.
   5. If more than one Awarded Bidder is selected from this RFP, all Awarded Bidders will need to arrange a mutually agreed upon location to exchange materials each day in order to serve the entire state.
   6. Packaging and labeling: Staff at the lending libraries will package library materials in zippered delivery bags and place them inside the standard courier tote with a pre-printed label specifying the library name, its code, and its town name. The code is a unique, fixed identification number for each library as assigned by the Department, with input from the Awarded Bidder.
      1. Totes for delivery to a single library may contain unpackaged items. These totes will be sealed with zip ties and labeled.
      2. The Department and Maine consortia provide participating libraries with standard zippered canvas delivery bags in three sizes (9x13”, 11x14”, and 14x18”).
      3. The Awarded Bidder must deliver an adequate number of totes to libraries when needed. The Awarded Bidder will dispose of damaged totes. Replacement totes will be supplied by the Department when informed by the Awarded Bidder when there is a need.
      4. Awarded Bidder(s) may retain the current packaging and labeling structure or propose a different structure for consideration.
   7. Materials: Materials to be shipped include, but are not limited to, books, audiobooks, magazines, CDs, DVDs, videos, documents, envelopes, and other library materials.  
        
      Participating libraries are NOT permitted to place the following on the van delivery service:

* Individual packages that weigh more than 50 pounds
* Fragile/breakable items
* Furniture
* Material of a rare or irreplaceable nature

Awarded Bidder is allowed to carry library materials on vehicles with other customer packages.

* 1. Lost items: Awarded Bidder must make a reasonable attempt to locate missing or lost materials in the delivery system and have an established procedure for dealing with missing/lost items.
  2. Mislabeled items: Awarded Bidder must ensure the return of undeliverable items due to no label, mislabeling, or other reasons to the sender if possible, or to the Department, at no additional cost.
  3. Inspection expectations: The Department shall have a reasonable opportunity to inspect all service performed by, work produced by, and facilities of the Awarded Bidder. Before a contract is signed, the Department must have the opportunity to inspect the Awarded Bidder’s facilities.

1. **Delivery Schedules**
2. Frequency: Deliveries will be made Monday through Friday. Libraries receive 1, 2, 3, 4, or 5 days of service per week. The contract will serve the 205 currently participating libraries; a detailed listing of these locations, addresses and delivery frequency appears in **Appendix F**.
   1. The Department reserves the option of modifying the schedule biannually (June, for July 1st implementation; and December, for January 1st implementation). This includes the possibility of:
      1. current libraries adding or dropping days per week of service
      2. current libraries moving from weekly to on-call service
      3. adding new libraries
      4. discontinuing service to participating libraries.
   2. The Awarded Bidder must be willing and able to add new sites to routes throughout Maine during our twice per year add/drop periods (December for January 1st; June for July 1st). The Department recognizes that these additional stops may be priced differently than prices secured for service at current locations.
   3. Whenever a library is added to the service, the Awarded Bidder will provide a pre-service visit to meet the library staff, establish the day and time of service, locate the most efficient drop off/pick up site for totes, and receive a key or door code if needed.
   4. Bidders are encouraged to suggest metrics for moving sites from weekly delivery to 'on-call' if that would result in savings to the Department.
3. Scheduling:
   1. To mitigate rescheduling due to holidays and delays in delivery, the Department requests that libraries only receiving one day of delivery per week not have that delivery day scheduled on a Monday.
   2. The Awarded Bidder shall assign a delivery day and an approximate delivery time for each stop (i.e. Tues / AM). Assigned times will be within the library's normal Monday - Friday business hours unless a mutually agreed upon alternative is reached between the Awarded Bidder and the library. Assigned service times will not be changed without the mutual agreement of the library, the Department, and the Awarded Bidder.
      1. Bidders are encouraged to look at the participating libraries and their corresponding delivery day(s) and make suggestions as to delivery schedules that would make the delivery of materials (i.e. Routes) more efficient.
   3. It is preferable for delivery to be at a consistent time of day. Mutually acceptable revisions that will contribute to efficient services to libraries will be considered.
   4. School and academic libraries: Deliveries to school libraries and many academic libraries are not made during the long summer break, as well as winter and spring holiday breaks of one or more weeks. These stops must be deleted from the schedule and from invoices during these periods. Participating libraries will provide Awarded Bidder at least one weeks’ advance notice of these extended service pauses.
   5. Holidays: The service will not operate during state holidays, and the Awarded Bidder cannot charge for these days. The current slate of State holidays are: New Year’s Day, Martin Luther King Day, President’s Day, Patriot’s Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Indigenous People’s Day, Veteran’s Day, Thanksgiving, Thanksgiving Friday, and Christmas Day. Holidays are determined per the State of Maine [Bureau of Human Resources](https://www.maine.gov/bhr/state-employees/2024-holiday-schedule).
      1. For libraries that receive one or two days of service, the selected Awarded Bidder will provide a makeup delivery following the holiday.
      2. The Awarded Bidder must be prepared for an increase above normal volume after a holiday.
   6. Inclement weather:
      1. This is Maine; individual libraries will close depending on their local weather conditions. The libraries will notify the Awarded Bidder as soon as possible about the closure.
      2. For libraries that receive one or two days of service, the Awarded Bidder will provide a makeup delivery following the day of closure whenever possible, given weather conditions.
4. **Communications**
5. Awarded Bidder must provide a contact person(s) who is on-duty and accessible by telephone and email Monday through Friday during the hours 8 a.m. - 5 p.m. to resolve problems reported by participating libraries and the Department, and to contact drivers as necessary. The Awarded Bidder will acknowledge and respond to questions and feedback from the Department and libraries within one hour of receipt during working hours.
6. Awarded Bidder must regularly communicate with the Department and URSUS and CBB libraries via email concerning billing queries, missed deliveries, route changes, and all other needed communication.
7. Awarded Bidder must communicate directly with the libraries via email or phone concerning missed or late deliveries, challenges providing deliveries at the location, needed keys or codes, make up deliveries, attempts to locate lost items, and all other needed communication.
8. The Department will provide a feedback form, <https://www.maine.gov/msl/libs/interlib/illfeedback.htm>, that library staff fill out to alert both the Awarded Bidder and Department staff of upcoming library closures, missed or incomplete deliveries, temporary shifts in pickup/drop off locations, and other immediate issues.
   1. Bidders may propose new/more efficient methods of communication.
9. Libraries will notify Awarded Bidder about library closures by at least 3 pm the day before the closure whenever possible via the feedback form. The Awarded Bidder must delete these cancellations from the schedule and must not bill for them. In the event of an emergency (i.e., weather, water main break, etc.) that closes a library without advance notice, the library will notify the Awarded Bidder as soon as possible about the closure and the Awarded Bidder must make a reasonable attempt to cancel the delivery with the driver and not bill for the stop. In the event that a library fails to notify the Awarded Bidder about a known closure and the driver attempts a delivery, the Awarded Bidder may charge the full cost for that stop.
10. Drivers must speak, read, and write English sufficient for basic communication with the Awarded Bidder’s dispatch staff and staff at libraries.
11. The Awarded Bidder is responsible for clearly communicating customer needs to drivers.
12. Awarded Bidder must supply a detailed daily schedule for each route with descriptions of the type of delivery vehicle that will be used on each route. If routes are adjusted by mutual consent, new routes and vehicle descriptions shall be supplied to the Department and are subject to approval by the Department.
13. Awarded Bidder will meet with the Department quarterly, either face-to-face in the Department’s office or at the Awarded Bidder’s warehouse, or via online meeting.
14. **Delivery Billing**
15. Currently, libraries are billed per stop.
    1. Bidders may propose new or more efficient methods of billing.
16. The majority of libraries will be billed according to a standard rate.
17. For libraries that lie outside of the majority of routes, Awarded Bidder may charge more per stop. Bidders must specifically define and justify these rural routes, based upon mileage from their sorting facility OR based upon mileage from the nearest library. (Example: Everytown Library is X miles from a sorting location/van storage, OR deviates X miles from standard rate routes.)
18. Awarded Bidder cannot charge for missed stops due to Awarded Bidder issues and library closures/issues in which the Awarded Bidder must track these exceptions and subtract them from that week’s invoice.
19. The Department will coordinate billing with the majority of participating libraries (see **Appendix F** for a list of these libraries). The Awarded Bidder will invoice the Department for these libraries weekly by route. Each invoice must clearly be for each route with individual library costs listed.
20. For the libraries in the URSUS consortium (see **Appendix F** for a list of these libraries), the Awarded Bidder will aggregate the charges and University of Maine – Orono, Folger Library, weekly.
21. The Awarded Bidder will invoice the Colby, Bates, and Bowdoin College libraries separately, weekly.
22. Awarded Bidder is responsible to keep records of all stops and exceptions and bill accurately. Invoices must indicate clearly the number of stops made at each frequency and rate. Any credits will detail all exceptions to scheduled work and include the date, name of library, and reason for the credit.
23. **Record Keeping and Documentation**
24. Drivers must sign a log that the library maintains in a visible, permanent location. Drivers will sign only on the day the actual delivery takes place. The log includes the date, time, number of outgoing totes, and number of incoming totes, along with the signature line.
25. A Bidder may propose a different structure for consideration to document each delivery and all exceptions.
26. Awarded Bidder will supply quarterly service reports to the Department to document problems and solutions; volume statistics; areas of service problems; miles driven; total number of stops; and suggestions for efficiency improvements.
27. **Technology**

The Awarded Bidder will provide technology in these areas for the following processes:

1. Record keeping and billing
2. Monitoring of route/driver status
3. Notification of delivery/pick-up completion at each stop
4. Online communication between the Department and Awarded Bidder
5. Problem resolution

The Department is especially interested in technology options that aid in communication, save time, and assist in route efficiency.

All technology solutions will be required to meet the standards of the following MaineIT Policies:

1. Data Classification Policy: <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DataClassificationPolicy.pdf>
2. FOAA Policy: <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/FOAAPolicy.pdf>
3. Information Security Policy: <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SecurityPolicy.pdf>
4. **Subcontracting**

Except as set forth in the Awarded Bidder’s proposal, the Awarded Bidder may not subcontract without prior written consent of the Department. Such consent, if granted, shall not relieve the Awarded Bidder of any of its responsibilities under the contract, nor shall it create privity of contract between the Department and any subcontractor. If the Awarded Bidder uses a subcontractor to fulfill any of its obligations, the Awarded Bidder shall be responsible for the subcontractor’s: (i) performance; (ii) compliance with all of the terms and conditions of the contract; and (iii) compliance with the requirements of all applicable laws.

Nothing contained in any of the contract documents, including this RFP and the Awarded Bidder’s proposal, shall be construed as creating any contractual relationship between any subcontractor and the Department.

1. **Awarded Bidder** **Responsibilities**
2. To purchase and maintain, without lapse, insurance written by a responsible insurance company, and provide annual proof of that insurance to the Department with the Department named as an additional certificate holder.
3. To assume all risk of loss and to indemnify and hold harmless the Department, its officers, agents and employees from and against any liabilities, demands, claims suits, losses, damages, causes of action fines or judgments, including costs, attorney and witness fees, and expenses incident thereto, for injuries to persons (including death) and for the loss of damage to, or destruction of property arising out of or in connection with this agreement unless caused by the negligence or willful misconduct of the Department, its agents or employees.
4. To be liable for any expense incurred as a consequence of any motor vehicle infraction or parking violations attributable to employees and/or subcontractors of the Awarded Bidder.
5. That under no circumstances is the Awarded Bidder or any subcontractor’s personnel deemed an employee of the Department. Awarded Bidder or subcontractor personnel shall not represent themselves to be employees of the Department or State of Maine.
6. That under no circumstances shall the Department be held liable for any acts by and/or claims brought against any of Awarded Bidder’s employees or agents whether committed inside or outside the scope of employment.
7. The Department and the Awarded Bidder acknowledge that the Department is funded by the State of Maine. In the event funding is terminated or curtailed by the State of Maine, the Department shall have the right, in its sole discretion, to renegotiate or terminate the contract within 90 days’ written notice to the Awarded Bidder with no penalty to the Department or recourse to the Awarded Bidder.
8. Awarded Bidder is required to take responsibility and provide reimbursement (at typical library replacement costs) for all known theft and loss due to negligence of the Awarded Bidder’s personnel while items are in their possession.

1. **Service expectations**
2. **Required**
   1. Awarded Bidder must provide on-road access online for drivers, updated regularly with the assistance of the Department, of stops along each route with information about keys, passcodes, alternate drop off/pick up locations, library hours, special instructions, library phone number, and library address. In this way, drivers can consult this ready reference efficiently instead of sending emails, calling the Department, or missing a delivery.
   2. Awarded Bidder must communicate with libraries **directly** about these topics that come in through the standardized online form: missed deliveries, late deliveries, access issue (keys, alternate pick up/drop off locations, road construction), and library closures due to winter weather, staff days, etc. Awarded Bidder must follow up with participating libraries by the close of the next business day for inquiries not immediately resolved at the time received.
   3. If the Awarded Bidder makes permanent delivery driver staffing changes, the Awarded Bidder will notify the participating libraries on affected routes of those changes, including the name of the new driver, no later than 5 business days via email. This will ensure that the participating libraries are aware of changes in individuals entering their facility.
   4. Drivers must sign, date, and indicate time of delivery on a log that each library maintains in a visible permanent accessible location. This log is each library’s delivery record and is required by the Department. It documents monthly activity.
      1. A Bidder may propose a different structure for consideration by the Department to document each delivery and all exceptions, when applicable.
   5. The Awarded Bidder must provide a cell phone number that accepts texts in case of emergencies in which library staff can alert the Awarded Bidder of a closure when they’re unable to speak or access a computer due to a lock down situation. Library staff will at all other times use the online form to contact the Awarded Bidder.
   6. For any incomplete stops, i.e., when all materials available for delivery are not picked up, the Awarded Bidder will notify the Department of the date and library name and will incur an administrative fee equal to 25% of the per stop cost for that stop. The Awarded Bidder shall automatically subtract this administrative fee from the monthly invoice. (Not applicable the day after holidays or the day after a weather emergency that curtails delivery services.)
   7. It is the Awarded Bidder’s responsibility to bill accurately. When stops that were not made or were incomplete are billed as complete, and this fact is discovered by the Department, a $5.00 administrative fee will be deducted from the month’s payment for each affected stop. This amount is in addition to the total stop cost in the event of a missed stop and in addition to the 25% administrative fee, in the event of an incomplete stop. Repeated months of inaccurate billing will be considered breach of contract.
   8. Service schedules may be changed occasionally, with no less than one week (7 days) prior written notice, and only with agreement by the affected participating libraries.
   9. The price shall remain fixed for the first term of the Contract, which is from the Contract award date through June 30, 2026. Price changes are limited to once per renewal. Any price increase must be agreed to by April 30 to be applied starting July 1 of that year.
3. STRONGLY ENCOURAGED
   1. Drivers should sort bins while on the road so that materials going to libraries on that route will receive their materials without going back to the sorting facility.
   2. The Awarded Bidder should provide a shared software/documentation/tracking mechanism between the Awarded Bidder and the Department.
   3. The Awarded Bidder should contact each participating library once a year to review its service and current/future needs.
4. **Renewal Factors**

Provided sufficient funding is available, in the sole discretion of the Department, the Department may offer an annual contract renewal, with a maximum of two one-year renewals as defined in Part I, D of the RFP.

1. Volume fluctuations may occur during the contract period as the Parties negotiate one of

the renewals available in the Agreement. The Department gathers statistics annually from the libraries and anticipates that these annual figures will be used to measure volume fluctuations, except when the Awarded Bidder proposes a mutually acceptable alternative.

1. Regulatory change in the industry may increase or decrease Awarded Bidder costs at renewal time. The Department understands that such costs, e.g., minimum wage increases, may affect the Awarded Bidder’s cost of doing business. The Department prefers to accept direct increases due to regulation and direct decreases, in such an event. However, the Department prefers not to include any overhead or profit in such cases.

**PART III KEY RFP EVENTS**

1. **Questions**
   1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
      1. Bidders and other interested parties should use **Appendix E** (Submitted Questions Form) for submission of questions. The form is to be submitted as a WORD document.
      2. The Submitted Questions Form must be submitted, by e-mail, and received by the RFP Coordinator identified on the cover page of the RFP as soon as possible but no later than the date and time specified on the RFP cover page.
      3. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
   2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.
2. **Amendments**

All amendments released in regard to the RFP will also be posted on the following website: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

1. **Submitting the Proposal**
   1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
      1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
   2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to the State of Maine Division of Procurement Services at [Proposals@maine.gov](mailto:Proposals@maine.gov).
      1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
         1. Proposal submission e-mails that are successfully received by the [proposals@maine.gov](mailto:proposals@maine.gov) inbox will receive an automatic reply stating as such.
      2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
      3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization’s Information Technology team to ensure that your security settings will not encrypt your proposal submission.
      4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
      5. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202401004 Proposal Submission – [Bidder’s Name]”**
      6. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Debarment, Performance and Non-Collusion Certification)

All required eligibility documentation stated in PART IV, Section I.

* **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**

*PDF format preferred*

**Appendix C** (Organization Qualifications and Experience Form) and all required information and attachments stated in PART IV, Section II.

* **File 3 [Bidder’s Name] – Proposed Services:**

*PDF format preferred*

**Appendix F** (Response to Proposed Services Form) and all required information and attachments stated in PART IV, Section III.

* **File 4 [Bidder’s Name] – Cost Proposal:**

*Excel or PDF format preferred*

**Appendix D** (Cost Proposal Form) and all required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s qualifications, experience, and ability to perform the requirements specified throughout the RFP.

The Bidder’s proposal must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

**Section I Preliminary Information** (File #1)

* 1. **Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Debarment, Performance and Non-Collusion Certification**

Bidders must complete **Appendix B** (Debarment, Performance and Non-Collusion Certification Form). The Debarment, Performance and Non-Collusion Certification Form must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Eligibility Requirements**

Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, C. of the RFP. This documentation includes:

* List of current delivery sites including frequency of deliveries to each site and length of time Bidder has provided them with courier service.

**Section II Organization Qualifications and Experience** (File #2)

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills.

* 1. **Subcontractors**

If subcontractors are to be used, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an organizational chart.  The organizational chart must include the project being proposed.  Each position must be identified by position title and corresponding to the personnel job descriptions.

* 1. **Litigation**

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

* 1. **Financial Viability**

Bidders must provide the following information for each of the past three tax years:

* + 1. Balance Sheets
    2. Income (Profit/Loss) Statements
  1. **Licensure/Certification**

Bidders may provide documentation of any applicable licensure/certification or specific credentials that are related to providing the proposed services of the RFP.

* 1. **Certificate of Insurance**

Bidders must provide a certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

**Section III Proposed Services** (File #3)

* 1. **Services to be Provided**

Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer. Bidders must complete **Appendix E**(Response to Proposed Services) to document their response.

* 1. **Implementation - Work Plan**

Provide a realistic work plan for the implementation of the program through the first contract period. Display the work plan in a timeline chart. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task. If applicable, make note of all tasks to be delegated to subcontractors.

**Section IV Cost Proposal** (File #4)

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the period starting July 1, 2024 and ending on June 30, 2026.
     2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
     3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
  2. **Cost Proposal Form Instructions**

Bidders must fill out **Appendix D** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Department.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **Evaluation Process – General Information**
   1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
   2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
   3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and, therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.
2. **Scoring Weights and Process**
   1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

**Section I. Preliminary Information (No Points – Eligibility Requirements)**

Includes all elements addressed above in Part IV, Section I.

**Section II.**  **Organization Qualifications and Experience (30 points)**

Includes all elements addressed above in Part IV, Section II.

**Section III.**   **Proposed Services (45 points)**

Includes all elements addressed above in Part IV, Section III.

**Section IV. Cost Proposal (25 points)**

Includes all elements addressed above in Part IV, Section IV.

* 1. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, the evaluation team will use a consensus approach to evaluate and score Sections II & III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Sections IV, the Cost Proposal, will be scored as described below.
  2. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula per region. The lowest bid for each region will be awarded **25** points. Proposals with higher bids values for each region will be awarded proportionately fewer points calculated in comparison with the lowest bid in that region.

The scoring formulas are:

(Lowest submitted cost proposal for Region 1 / Cost of proposal for Region 1 being scored) x 25 = pro-rated score

(Lowest submitted cost proposal for Region 2 / Cost of proposal for Region 2 being scored) x 25 = pro-rated score

(Lowest submitted cost proposal for Region 3 / Cost of proposal for Region 3 being scored) x 25 = pro-rated score

(Lowest submitted cost proposal for Region 4 / Cost of proposal for Region 4 being scored) x 25 = pro-rated score

No Best and Final Offers: The State of Maine will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

1. **Selection and Award**
   1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
   2. Notification of conditional award selection or non-selection will be made in writing by the Department.
   3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
   4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

Any person aggrieved by the award decision that results from the RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in [5 M.R.S.A. § 1825-E](http://www.mainelegislature.org/legis/statutes/5/title5sec1825-E.html) and [18-554 Code of Maine Rules Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120).  The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of conditional contract award.

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**

The awarded Bidder will be required to execute a State of Maine Service Contract with appropriate riders as determined by the issuing department.

The complete set of standard State of Maine Service Contract documents, along with other forms and contract documents commonly used by the State, may be found on the Division of Procurement Services’ website at the following link: [Division of Procurement Services Forms Page](https://www.maine.gov/dafs/bbm/procurementservices/forms)

Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, [Chapter 110, § 3(B)(i)](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-110).)

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

The State recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in the RFP may need to be adjusted, if necessary, to comply with mandated requirements.

In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the State of Maine.

1. **Standard State Contract Provisions**

Contract Administration

Following the award, a Contract Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

The successful Bidder will invoice the Department weekly for the Maine State Library group. The successful Bidder will invoice the URSUS group and the libraries of Colby, Bates, and Bowdoin separately on a weekly basis.

**PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

**Appendix B** – Debarment, Performance, and Non-Collusion Certification

**Appendix C** – Qualifications and Experience Form

**Appendix D** – Cost Proposal Form

**Appendix E** – Response to Proposed Services

**Appendix F** – Libraries Participating in Van Delivery

**Appendix G** – Submitted Question Form

**APPENDIX A**

**State of Maine**

**Maine State Library**

**PROPOSAL COVER PAGE**

**RFP# 202401004**

**Statewide or Regional Delivery Service of Library Materials**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Bidder’s Organization Name:** | |  | | |
| **Chief Executive - Name/Title:** | |  | | |
| **Tel:** |  | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | |
| **Headquarters City/State/Zip:** | |  | | |
| ***(Provide information requested below if different from above)*** | | | | |
| **Lead Point of Contact for Proposal - Name/Title:** | |  | | |
| **Tel:** |  | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | |
| **Headquarters City/State/Zip:** | |  | | |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting contract with the Department if they are awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Maine State Library**

**DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION**

**RFP# 202401004**

**Statewide or Regional Delivery Service of Library Materials**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
   1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
   2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
4. *Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default*.
5. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX C**

**State of Maine**

**Maine State Library**

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202401004**

**Statewide or Regional Delivery Service of Library Materials**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Present a brief statement of qualifications. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.**  **Include information that demonstrates your organization’s experience, if any, with providing courier services:**   * **to rural areas** * **in inclement weather** * **in states in the Northeast** * **to libraries** * **where sortation of materials is necessary** |
|  |

**APPENDIX C (continued)**

|  |
| --- |
| **Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.** |

|  |  |
| --- | --- |
| **Project One** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

|  |  |
| --- | --- |
| **Project Two** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

|  |  |
| --- | --- |
| **Project Three** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

**APPENDIX D**

**State of Maine**

**Maine State Library**

**COST PROPOSAL FORM**

**RFP# 202401004**

**Statewide or Regional Delivery Service of Library Materials**

**Bidders must use the form below to complete the cost proposal. Double-click on the icon below to access the cost proposal form.**



**APPENDIX E**

**State of Maine**

**Maine State Library**

**RESPONSE TO PROPOSED SERVICES**

**RFP# 202401004**

**Statewide or Regional Delivery Service of Library Materials**

**Double-click on the icon below to access the Response to Proposed Services form.**



**APPENDIX F**

**State of Maine**

**Maine State Library**

**LIBRARIES PARTICIPATING IN VAN DELIVERY**

**RFP# 202401004**

**Statewide or Regional Delivery Service of Library Materials**

Libraries receive varying numbers of deliveries per week; currently, participating libraries receive:

* One day (91 libraries)
* Two days (51 libraries)
* Three days (11 libraries)
* Four days (8 libraries)
* Five days (41 libraries)
* Occasional (3 libraries)

**Double-click on the icon below to view the list of libraries by region.**

****

**Google map of current libraries participating in van service:**

<https://www.google.com/maps/d/u/0/edit?mid=1CECUzt7bcpzEaYGsbd1ueDD5-iRCw4w&usp=sharing>

**APPENDIX G**

**State of Maine**

**Maine State Library**

**SUBMITTED QUESTIONS FORM**

**RFP# 202401004**

**Statewide or Regional Delivery Service of Library Materials**

This form should be used by Bidders when submitting written questions to the RFP Coordinator as defined in Part III of the RFP.

|  |  |
| --- | --- |
| **Organization Name:** |  |

|  |  |
| --- | --- |
| **RFP Section & Page Number** | **Question** |
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*\* If a question is not related to any section of the RFP, state “N/A” under “RFP Section & Page Number”.*

*\*\* Add additional rows, if necessary*

*\*\*\* Submit in WORD format, not PDF*