



INTERUNIVERSITY SERVICES INC.

Request for Proposals

**Library Courier Services
2010-0309**

Closing Date:

Wednesday April 7, 2010

Closing Time: 15:00 Atlantic Time

Interuniversity Services Inc.
501 - 1550 Bedford Highway
Bedford, NS B4A 1E6
Telephone - 902 - 453-2470



1. Overview

Interuniversity Services Inc. (hereinafter referred to as ISI), on behalf of Novanet and the following participating libraries (hereinafter referred to as the Members):

Atlantic School of Theology
Dalhousie University
Mount Saint Vincent University
Nova Scotia Community College (Includes four local campuses)
NSCAD University
Saint Mary's University
University of King's College
IWK- Grace
Q.E.II Health Sciences Center
Nova Scotia Legislative Library
Halifax Regional Library

is issuing this Request for Proposals (hereinafter referred to as RFP) from qualified Couriers (hereinafter referred to as Proponents) for the provision of Courier Services within the Halifax region subject to the terms and conditions stated within this document.

2. Disclaimer

- 2.1 In issuing this Request for Proposals, ISI and the Members reserve the right to accept or reject any or all Proposals, in whole, or in part.
- 2.2 Neither ISI nor the Members commit to obtaining Courier Services from any or all Proponents responding to this RFP.
- 2.3 Neither ISI nor the Members guaranty that the Proponent chosen as a result of this Request for Proposals will be the exclusive supplier for Courier Services to the Members. ISI and the Members reserve the right to obtain Courier Services from Couriers other than the supplier chosen.
- 2.4 ISI reserves the right, in its sole discretion:
 - To waive irregularities, informality and/or minor non-compliance, by any Proponent, with the requirements of this RFP;
 - To request clarification and/or further information from one or more Proponents, after the closing date and time, without incurring any obligation to offer the same opportunity to all Proponents; and
 - To enter into negotiations with one or more Proponents to modify their proposal without being obligated to negotiate with or offer the same opportunity to all or any other Proponents in order to obtain the best overall value, as determined solely by ISI and the Members.
- 2.5 All expenses incurred by Proponents in the preparation of their response, and any subsequent presentations or demonstrations, are entirely the responsibility of the Proponents. Neither ISI nor the Members will reimburse any Proponent for any relevant expenses resulting from the preparation and submission of a proposal.
- 2.6 ISI or the Members will not accept any responsibility for Proponent's parking tickets. While at ISI or the Members, personnel of the successful Proponent(s) must observe all regulations and policies of ISI or the Members (made known to them, including parking and traffic regulations. Vehicles shall be parked in areas, at the Proponent's expense, as directed by ISI or the Members' parking administration.

3. Proposal Submission

- 3.1 Proponents submitting a proposal **are required** to register, by email, with the contact noted in clause 3.2, to ensure that Proponents receive any addenda, clarifications or questions. **Registration should be at least three (3) days prior to the RFP closing time and date.** Registration is to include:
- Proponent's name;
 - Designated contact person; and
 - Their email address.
- 3.2 Two (2) complete copies of each proposal **must** be submitted in printed format to the following person. The proposals, as well as requests for information or clarification, are to be directed, in writing, to:
- Diana MacDonald
Purchasing Coordinator
Interuniversity Services Inc.
1550 Bedford Highway, Suite 501
Bedford, NS B4A 1E6
Telephone – 902-453-2470
Fax – 902-453-2369
Email – Diana.macdonald@interuniversity.ns.ca
- 3.3 Proposal submissions **must** be received at ISI, in a sealed envelope clearly marked "RFP for Library Courier Services" on or before **Wednesday April 7, 2010 at 3:00 p.m. Atlantic time.**
- 3.4 Proposals submitted by facsimile (**FAX**) or any other electronic means **will not** be accepted.
- 3.5 Late proposals **will not** be considered and will be returned unopened. It is the Proponent's responsibility to ensure that their proposal is received by the designated contact by the date and time indicated.
- 3.6 Proponents responding to this RFP are required to indicate in their proposal submission if any proponent owner, Director, Principal, or employee is employed by any of the Universities indicated above, or serves on any University Committee, including Board of Governors, etc.
- 3.7 The printed format response **must** be signed by an authorized representative of the company submitting the proposal who has the authority to make commitments on behalf of the company. Please refer to Appendix "B" – Signature Page and Questionnaire.
- 3.8 Responses should be prepared and submitted in a straightforward, economical manner. Informative content and clarity of presentation are more important than quantity of pages. Expensive binding, elaborate artwork or other embellishments that improve a proposal's appearance without affecting its content are discouraged.
- 3.9 Any and all communications, questions, and requests for clarification regarding this RFP document are to be submitted, in writing, to the contact noted in clause 3.2. Only communication with the designated contact is acceptable, and ISI and the Members will not be held responsible for any errors, misunderstandings, or misrepresentations resulting from communications other than those to and from the designated contact.
- 3.10 Upon submission, all proposals including appendices, addenda, and any other materials submitted in response to this RFP will become the property of ISI and will not be returned to the Proponent.

- 3.11 Proponents are encouraged to price their offer in a flat rate cost based on delivery schedule (see appendix C) or on piecework based on Volumes in (appendix D).
- 3.12 Proponents are advised to submit a complete offer as their proposal. Any waiver, clarification or negotiation will not be considered as an opportunity for Proponents to correct errors in their proposal submission.

4. Selection Criteria

- 4.1 ISI reserves the right to accept or reject any or all proposals, in whole or in part. The selection criteria will be set by ISI and the Members, and are not subject to discussion or negotiation.
- 4.2 ISI reserves the right to reject any, or all, subcontractors of the Proponents.
- 4.3 ISI and the Members intend to select the Proponent, or Proponents, that will be able to provide the best costs and services as determined solely by ISI and the Members.
- 4.4 If the successful Proponent(s) operates throughout the Maritimes, then other institutions could be added to the participating list if ISI and the Members accept the offer.
- 4.5 Selection criteria may include but are not limited to:
- Pricing;
 - References;
 - Available billing options;
 - Electronic capabilities;
 - Compliance of the Proponent's response to the RFP;
 - and
 - Any other criteria as established by ISI and the Members.

5. Terms and Conditions

- 5.1 The term of the agreement, as a result of this RFP, will be for **three years** from **May 1, 2010 to April 30, 2013**. ISI and the Members reserve the right to extend the agreement resulting from this RFP for additional one-year periods, not to exceed three (3) periods, subject to successful price negotiations.
- 5.2 Billing will be directly charged to Novanet based on usage. Payment terms will be net thirty (30) days from receipt of invoice.
- 5.3 Proponent's organizational and technical capabilities to provide delivery as required by the Members and within an acceptable response time; Volume reports reflecting the individual transactions of the Members **must** be sent to ISI and Novanet at Three intervals throughout the year. **Volume reports covering the period of September 1st through December 31st inclusive are due February 15th, reports covering the period January 1st through April 30th are due June 15th and reports covering the period May 1st through August 31st are due October 15th**. ISI prefers these reports in an excel format transmitted electronically. Failure to provide these reports may result in cancellation of the agreement resulting from this RFP.
- 5.4 The award, resulting from this RFP, shall be between ISI, on behalf of the participating Members, and the successful Proponent(s). The agreement between the parties shall ensure to the benefit of the parties and be binding upon them and their successors, executors and administrators.

6. Pricing

- 6.1 All prices are to remain firm for the three-year period beginning May 1, 2010.
- 6.2 Prices shall remain valid and open to acceptance and shall be irrevocable for a period of sixty (60) days after the RFP closing date.
- 6.3 All prices quoted are to be HST extra.
- 6.4 Prices are to be completed in the format provided on Appendix "A".
- 6.5 ISI and the Members recognize and encourage innovation from Proponents. If a Proponent offers discounts or incentive programs which may be of interest, Proponents are strongly encouraged to provide details with their response.
- 6.6 In order to provide the scope of service required by ISI and the Members, a typical year's volume is attached as Appendix "C".

7. Electronic Capabilities

- 7.1 Proponents are to include, with their proposal, a statement indicating the following:
 - Electronic capabilities;
 - Email addresses;
 - Web page address;
 - On-line dispatch capabilities;
 - Electronic invoicing;
 - The ability to accept electronic payments; and
 - Any other electronic business capabilities.

8. Pertinent Information

- 8.1 Proponents should submit, along with their proposal, statements describing the following:
 - The nature and scope of the business operation;
 - Names of its owners, directors and/or officers;
 - Organization Structure
 - Names, contact information and responsibility of people who will manage this account;
 - Amount of subcontracting, if any;
 - Describe processes that are in place to screen drivers for security requirements;
 - Describe how you ensure that vehicles are safe for operation;
 - Explain any safety training that is offered to your drivers;
 - State your policy on smoking in vehicles;
 - Describe any extra capabilities you have for meeting expected demand;
 - Note the percentage this agreement would be of your total business;
 - Detail of service commitments;
 - Detail of how you measure service levels;
 - Provide current service level data, if possible;
 - Explain any options for dedicated service;
 - Do you currently have or intend to use biofuel or hybrid vehicles? If so, please provide details;
 - Explain any unique features of your service; and
 - Provide your recommendations for optimum utilization of your service.

9. Insurance

- 9.1 The successful Proponent(s), as a result of this RFP, shall maintain Commercial General Liability Insurance in the amount of not less than five million (\$5,000,000) dollars, per occurrence, for bodily injury, death, and damage to property, including loss thereof and Employers Liability of a sub limit of not less than two million (\$2,000,000) dollars.
- 9.2 In addition, the successful Proponent(s), as a result of this RFP, shall provide and maintain Motor Vehicle public liability and property damage insurance, in an amount of not less than five million (\$5,000,000) dollars inclusive, per occurrence, for bodily injury, death, and damage to property, including loss thereof.
- 9.3 The successful Proponent(s), as a result of this RFP, shall ensure their employees are covered by appropriate Worker's Compensation Insurance, in Nova Scotia, where services are being provided.

10. Legal

- 10.1 Proponents submitting proposals are to declare that their proposal is not made in connection with any other Proponent for the same services and is in all respects fair and without collusion or fraud.
- 10.2 The Proponent(s) acknowledges a review of Bill C-45 and agrees to indemnify ISI and the Members from any negligence on the part of the Proponent(s) in carrying out its obligations under any agreement resulting from this RFP.
- 10.3 By responding to this RFP, a Proponent agrees that in the event of legal action resulting from this RFP, the Proponent will not claim damages in excess of an amount equivalent to the reasonable costs incurred in preparing its response to this RFP. Further, in submitting a proposal in response to this RFP, the Proponent waives any claim for loss of profits or any other damages if there is no agreement resulting from the Proponent's proposal.
- 10.4 The agreement(s) resulting from this RFP will be Nova Scotia Agreements, and will be governed by the laws of the Province of Nova Scotia.
- 10.5 The agreement(s) resulting from this RFP will include the terms of this RFP, together with those terms of the Proponent's proposal, which are not inconsistent with the ISI documents, and which have been specifically accepted by ISI.
- 10.6 The successful Proponent(s) shall indemnify ISI and the Members, their Board of Directors, students, employees, servants, and/or agents from all damage, losses, costs, claims, demands, actions, suits, or proceeding which may arise directly or indirectly as a result of the negligent or wrongful acts or omissions of the successful Proponent(s), its employees, agents and/or servants in the performance or purported performance of any of its obligations under the agreement, whether or not such claims are initiated by third parties or arise between the parties.

11. Cancellation

- 11.1 ISI and the Members reserve the right to cancel any agreement, as a result of this RFP, if terms and conditions and/or service do not meet ISI and the Members' expectations as determined solely by ISI and the Members.
- 11.2 Considering the above condition, if cancellation is necessary, ISI will give the successful Proponent(s) fifteen (15) days' written notice of such cancellation.



Appendix “A” – Pricing Schedule

Proponents are requested to provide prices for delivery of items one (1) tote to one of the following and to return to the Killam location.

Location	Regular	Additional tote	Envelopes	Other	Total
Dalhousie Killam Start point					
Kings					
Dalhousie Law					
IWK Grace					
Dalhousie Pharmacy					
Dalhousie Kellogg					
N.S. Museum					
Q.E.II Health Science Center					
Saint Mary's					
Atlantic School of Theology					
N.S. College of Art & Design					
Dalhousie Sexton Design & Technology					
Halifax Regional					
NSCC Waterfront					
NSCC Akerley					
Mount Saint Vincent					
NSCC - IT					
Dalhousie Killam Drop Off	Cycle complete	Cycle complete	Cycle complete	Cycle complete	Cycle complete



Appendix "A" – Pricing Schedule (Continued)

Item to be one tote per site will be charged at a rate of \$_____

Prices for additional items (to same location) will be:

\$_____ per item - one (1) additional Tote

\$_____ per item envelope

Flat Rate Charge of \$_____



Appendix "B" - Signature Page and Questionnaire

Please type or print clearly. This completed questionnaire **must** accompany your response. Failure to supply any of the information requested may result in your response not being considered.

Company Name _____

Address _____

Telephone _____ Fax _____

Web Address _____

Number of Personnel – Sales _____ Drivers _____ Admin. _____

Percentage of personnel turnover (annually) _____%

Number of delivery vehicles _____

Annual Gross Sales (last fiscal year) \$ _____

Number of Years in Business _____

References – Please provide company names, addresses, telephone number, and contact persons for three (3) customers similar in size and scope to the Universities whom we may contact for a reference.

Company Name	Address	Contact Person	Telephone
1.			
2.			
3.			

Appendix ``B`` - Signature Page and Questionnaire (Continued)

Questions	Yes	No
1. Are you able to issue invoices electronically? Please provide details, including formats, etc.		
2. Are you able to accept payment electronically through Electronic Funds Transfer (EFT)?		
3. Are you capable of billing to a central account number? Please provide details.		
4. Are you able to dispatch couriers electronically, via the internet?		
5. Do you have an on-line pick-up request system?		
6. Do you accept major credit cards (Visa, Mastercard, American Express)?		
7. Are your drivers flexible?		
8. Are you able to provide management reports detailing specific Member traffic patterns? Please provide samples.		
9. Are your drivers bonded?		
10. Are your drivers uniformed?		
11. Do you operate in other locations (eg. Antigonish, Charlottetown, Fredericton, Moncton, Saint John, Sydney, Wolfville, etc.)? If yes, please specify what locations you can service.		

Extra information provided to answer the above questions should be numbered accordingly and contained on a separate page(s).



Appendix ``B`` - Signature Page and Questionnaire (Continued)

Company Name _____

Key Contact Person _____

Date _____

Authorized Signature _____

Appendix C

Metro Library Courier Service

Description: Scheduled service to each location to pick up totes of books and envelopes belonging to other libraries and to drop off items owned by that library. Items picked up one day are to be delivered on the next working day. Items picked up that are not owned by a library are delivered to the Killam Library, Dalhousie for sorting, to be ready for the next day's delivery. This service runs year-round, Monday to Friday with a break over the Christmas holidays.

Daily Schedule:

Killam Library, Dalhousie	Twice daily. First stop pick up, last stop drop off.
King's College Library	Daily
Law Library, Dalhousie	Daily
IWK Grace Health Centre Library	Tues, Thurs
Pharmacy Library, Dalhousie	Rarely, on demand
Kellogg Library, Dalhousie	Daily
Nova Scotia Museum	Rarely, on demand
Q.E. II Health Sciences Centre	Tues, Thurs
Patrick Power Library, Saint Mary's	Daily
Atlantic School of Theology Library	Mon, Wed, Fri (not before 9:30 am)
NS College of Art & Design Library	Mon, Wed, Fri (not before 9:30 am)
NS Legislative Library	Mon, Wed, Fri
Sexton Library, Dalhousie	Daily
Halifax Regional Library	Mon, Wed, Fri
Waterfront Campus Library, NSCC	Daily
Akerley Campus Library, NSCC	Mon, Wed, Fri
Library, Mount Saint Vincent University	Daily
IT Campus, NSCC	Mon, Wed, Fri

Typical year's volume by month for each location showing pickups and deliveries

E = envelopes and loose packages; T = Totes

November 2008 - October 2009

Location	November '08				December '08				January '09				February '09				March '09				April '09			
	E Out	E In	T Out	T In	E Out	E In	T Out	T In	E Out	E In	T Out	T In	E Out	E In	T Out	T In	E Out	E In	T Out	T In	E Out	E In	T Out	T In
Killam	0	153	0	92	0	103	0	128	0	206	0	111	28	218	11	119	0	294	0	179	0	194	0	230
King's College	91	100	25	22	36	44	30	20	72	77	19	20	83	86	22	19	60	99	37	23	45	70	47	26
Law Library	83	63	7	11	29	25	12	16	52	47	4	11	85	77	8	11	97	54	7	19	45	35	20	21
IWK-Grace Health Centre (Tues &Thurs)	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	8	1	1	1	3	5	0	0
Pharmacy Library (on demand)	4	1	0	0	0	2	1	0	3	7	1	0	4	3	0	1	0	0	0	0	0	0	0	0
Kellogg Health Sciences Library	142	70	14	15	53	39	13	15	80	67	12	13	102	79	16	18	121	76	16	16	68	68	17	19
Nova Scotia Museum (on call)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Q.E.II - Camp Hill site (Tues & Thurs)	0	1	0	0	1	0	0	0	1	5	0	1	5	3	1	0	2	2	0	0	0	1	0	0
Saint Mary's	168	185	41	39	70	92	38	38	140	189	26	29	178	216	40	35	186	241	40	36	119	142	56	46
Atlantic School of Theology (Mon/Wed/Fri)	55	44	10	12	16	29	10	9	31	36	9	7	67	48	7	10	77	45	7	11	24	32	12	9
NSCAD (Mon/Wed/Fri)	73	93	19	11	21	37	17	10	57	71	11	12	37	89	10	11	63	94	16	12	27	63	22	11
N.S. Legislative Library (Mon/Wed/Fri)	5	2	0	0	13	1	2	0	14	3	2	0	11	1	2	0	13	2	0	0	27	6	0	0
Sexton Design & Technology Library	128	122	19	24	68	76	17	22	110	138	17	21	98	181	22	36	131	151	20	36	78	95	20	31
Halifax Regional Library (Mon/Wed/Fri)	19	27	0	0	18	12	0	1	26	39	0	1	33	34	0	1	43	26	1	0	28	33	0	0
NSCC - Waterfront Campus	91	67	12	13	40	28	10	12	101	62	13	13	103	91	9	15	93	90	18	18	67	52	12	17
NSCC - Akerley Campus (Mon/Wed/Fri)	34	34	5	5	25	21	6	3	45	23	1	3	42	28	3	4	47	39	1	3	32	25	7	10
MSVU	132	137	22	20	54	59	17	15	152	128	19	21	180	159	35	28	198	157	25	30	107	74	30	30
NSCC - IT Campus (Mon/Wed/Fri)	39	18	1	4	16	13	0	2	31	27	0	3	27	24	1	1	35	28	0	4	16	21	2	2
Monthly Total	1064	1117	175	269	460	581	173	291	915	1126	134	266	1083	1338	187	309	1174	1399	189	388	686	916	245	452

Location	May '09				June '09				July '09				August '09				September '09				October '09			
	E Out	E In	T Out	T In	E Out	E In	T Out	T In	E Out	E In	T Out	T In	E Out	E In	T Out	T In	E Out	E In	T Out	T In	E Out	E In	T Out	T In
Killam	0	120	0	60	0	215	0	83	0	220	0	65	0	256	0	77	0	289	0	65	0	469	0	96
King's College	53	43	19	20	43	34	23	23	47	36	19	22	50	23	17	20	88	59	22	21	76	91	27	22
Law Library	46	69	16	15	54	46	24	27	33	29	21	27	23	27	15	14	36	50	17	19	76	66	19	21
IWK-Grace Health Centre (Tues &Thurs)	0	1	1	0	4	2	0	0	4	1	0	0	1	0	0	0	3	4	0	0	3	1	1	0
Pharmacy Library (on demand)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Kellogg Health Sciences Library	49	52	17	18	60	53	22	22	65	54	24	22	48	50	17	19	98	64	20	22	124	63	22	22
Nova Scotia Museum (on call)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Q.E.II - Camp Hill site (Tues & Thurs)	1	4	0	0	1	1	0	0	2	2	0	0	2	3	1	0	1	4	1	0	2	2	0	0
Saint Mary's	85	127	24	25	112	130	25	34	97	115	24	24	72	84	25	22	134	200	35	31	177	275	52	38
Atlantic School of Theology (Mon/Wed/Fri)	31	16	10	10	29	20	11	12	18	28	11	12	9	14	7	9	33	42	11	9	37	49	11	10
NSCAD (Mon/Wed/Fri)	21	34	11	11	20	54	13	13	22	53	13	12	23	42	13	10	37	85	14	13	50	111	13	13
N.S. Legislative Library (Mon/Wed/Fri)	12	14	4	2	7	3	2	1	2	3	2	0	21	0	2	0	10	3	5	0	11	2	0	0
Sexton Design & Technology Library	70	99	18	27	58	141	23	43	68	90	22	30	52	55	18	25	95	106	21	35	138	167	22	45
Halifax Regional Library (Mon/Wed/Fri)	28	13	1	4	19	33	0	1	44	21	2	1	23	23	0	3	37	26	2	1	50	94	7	3
NSCC - Waterfront Campus	42	36	14	14	49	24	16	21	47	35	15	20	33	21	14	20	96	64	16	21	89	82	20	22
NSCC - Akerley Campus (Mon/Wed/Fri)	19	14	7	7	20	8	9	6	20	13	9	8	16	6	7	7	26	21	7	7	36	27	8	8
MSVU	89	79	18	19	100	93	28	27	93	94	26	24	76	64	21	20	130	122	33	22	223	146	26	24
NSCC - IT Campus (Mon/Wed/Fri)	20	31	8	17	21	10	3	6	21	5	3	7	16	9	2	7	29	32	6	7	41	15	6	8
Monthly Total	566	752	168	249	597	867	199	319	583	800	191	274	463	677	159	253	853	1172	210	273	1133	1660	234	332