



Request for Quotes (RFQ 19-01)

# Library Courier Services

**For the Perth County Information Network**

Issued: May 7, 2019

Submission Date: May 23, 2019, 5pm

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## Introduction

Perth County Information Network (PCIN) invites submission of quotes from vendors within the Perth County area interested in providing pickup and delivery services for library materials between PCIN library locations.

PCIN is a non-profit organization incorporated in 1999 whose mission is to share library resources across Perth County. In order to do this, PCIN provides a computerized library network that enables the residents of Perth County to have access to the resources of all of the participating libraries.

PCIN libraries include North Perth Public Library, Perth East Public Library, St. Marys Public Library, Stratford Public Library, and West Perth Public Library. 72,515 items were transported between locations in 2018.

This RFQ does not obligate PCIN to accept or contract for any expressed or implied services, nor does it obligate the vendor to accept or contract for any expressed or implied services. PCIN reserves the right to reject any or all quotes and to wave irregularities and informalities in the submission process.

Responses to this RFQ should be emailed to [kroth@pcin.on.ca](mailto:kroth@pcin.on.ca) by 5:00 p.m. on Thursday, May 23, 2019. Submissions should include a brief description of the company and services, the primary point-of-contact, reference from prior client, and demonstrated capability and willingness to perform the required Scope of Service, listed on page 4

## Scope and Guidelines

PCIN requires the pickup and delivery of library materials between seven library locations each week. Deliveries will occur on a regular schedule, between 9am and 3pm. This service will run year round with a break over the Christmas holidays.

Library materials are packed in plastic bins for transportation. Bins are labelled with its destination library clearly visible. Each bin contains items for one library. Couriers are not required to sort bin contents.

Bins measures 22”w x 16”d x 9.5”h and weighs up to a maximum of 50lbs.

Bins are prepared and placed in a specific, designated area for pickup within each location.

Courier is responsible to load and unload bins from vehicles at each location.

On average 40-60 bins are transported between locations during one delivery date (pickup / drop off numbers vary by location).

Deliveries will commence as soon as possible, with July 4, 2019 the latest start date.

Locations include the following libraries and are mapped out in Appendix A.

- Stratford Public Library
- Perth East Public Library (Milverton)
- North Perth Public Library – Listowel Branch
- North Perth Public Library – Atwood Branch
- North Perth Public Library – Monkton Branch
- West Perth Public Library (Mitchell)
- St Marys Public Library

Delivery locations may be added, or deleted, as requirements may change throughout the contract period.

See Appendix C for current locations.

### RFQ Schedule

Quotation Call Issued	May 7, 2019
Questions Due	May 17, 2019
Deadline of Issuing Addenda	May 20, 2019
Quotations Due	May 23, 2019
Awarding of Contract (if any)	June 21, 2019

This schedule of phases is subject to change and shall not be binding.

## Submission Instructions

Quotations shall include name, address, email, and telephone number of the bidder and all sub-consultants, and the following information:

1. Description of Firm: Brief history of the firm with highlights of services provided.
2. Requirements: A response to the Scope and Guidelines, with the firm's answers and solutions.
3. Project Schedule: An outline of the timeline proposed to meet the requested requirements.
4. Fees: Quoted with HST excluded as per schedule C
5. Format: A quotation shall be on 8-1/2" x 11" paper, and its contents divided into parts as itemized above. Quotations should be submitted electronically to [kroth@pcin.on.ca](mailto:kroth@pcin.on.ca) on or before 5pm on May 23, 2019. Proposals submitted after the submission date will be rejected.

## Questions

Inquiries regarding the process or format of the response must be directed in writing to Kendra Roth, PCIN Management Chair, at [kroth@pcin.on.ca](mailto:kroth@pcin.on.ca) no later than 5:00 p.m. on Friday May 17. No enquiries are to be directed to any other employee or appointed / elected officials. Directing enquiries to persons other than the PCIN Management Chair may, in PCIN's sole discretion, result in the submission being rejected.

All clarification requests are to be sent in writing to the individual mentioned above. No clarification requests will be accepted by phone. Responses to clarification requests will be provided to all bidders in writing in the form of an addendum.

Any changes to the quotation call, prior to the quotation due date will be issued as an addendum. If addendum(s) are issued, their receipt must be acknowledged by the bidder in the appropriate section of the Form of Quotation. PCIN will assume no responsibility for oral instruction or suggestions. Failure to acknowledge all addenda may result in your quotation being rejected.

No addendum(s) will be issued within 48 hours prior to bid closing. All addendum(s) become part of the bid documents and must be acknowledged and/or submitted as instructed with the bid. All addendum(s) will be posted on the PCIN website; [www.pcin.on.ca/bidopportunities](http://www.pcin.on.ca/bidopportunities). It is the bidder's sole responsibility to check the website for addendum(s) prior to submitting their bid.

## Quotation Evaluation

Quotations will be evaluated the PCIN Management Team which consists of the CEOs of member libraries.

Evaluation of the quotes will be based on the criteria listed below:

- Capability and willingness to perform the required Scope of Service (listed on page 4)
- Quality of services, including references
- Competitive rates
- Environmental consciousness
- Range of accommodation
- Condition and professional appearance of vehicles

## Acceptance of Quotation

The quotation submission is to remain firm for acceptance for a period of thirty (30) days from date of closing. The successful bidder will be notified by PCIN no later than 5:00 p.m. Friday, May 24. PCIN reserves the right to utilize multiple or different vendors from this RFQ if it is in the best interest of the program.

## Rights Reserved by PCIN

1. PCIN reserves the right to accept or reject any or all quotations and/or to reissue the Quotation Call in its original or revised form. The lowest cost quotation will not necessarily be accepted and PCIN reserves the right to determine the bidder best qualified to undertake this project. PCIN further reserves the right to cancel this Quotation Call at any time, without any penalty or cost to the PCIN.
2. PCIN or its member libraries are not liable for any costs incurred by interested parties in the preparation of their response to this request or selection of interviews. Furthermore, PCIN or its member libraries shall not be responsible for any liabilities, costs, express loss or damage incurred, sustained or suffered by any interested party, prior or subsequent to, or by reason of the acceptance, or non-acceptance by PCIN of any response, or by reason of any delay in the acceptance of the response.
3. PCIN reserves the right to request bidders to:
  - Address specific requirements not adequately covered in their initial submission.
  - Clarify information in the response.
4. In the event of any disagreement between PCIN and the bidder regarding the interpretation of the provisions of the Quotation Call, PCIN Management shall make the final determination as to interpretation.
5. PCIN reserves the right to modify any and all requirements stated in the Quotation Call at any time up to 48 hours before the closing date. Modifications will be provided in an addendum on the PCIN website.
6. The bidder, whose submission best meets the requirements of the Quotation Call in the absolute discretion of PCIN, will be designated as the successful bidder.

## Treatment of Information

All quotation documents are the property of PCIN. The quotations will be considered confidential during the evaluation process but are subject to access requests under the Municipal Freedom of Information and Protection of Privacy Act. Extracts of quotations and the costs of their solutions may be used as part of a public document. Bidders must indicate in the quotation which parts of their quotation if any, should not be routinely made public by PCIN. Notwithstanding the foregoing, bidders acknowledge that PCIN must comply with all provincial and federal privacy legislation, including the Municipal Freedom of Information and Protection of Privacy Act when responding to requests for access to records.

## General Terms and Conditions

### Exclusion of Bidders in Litigation

No bid will be accepted from any bidder inclusive of its subcontractor(s), which has a claim or instituted a legal proceeding or has threatened a claim or instituted a legal proceeding against PCIN or any member Library or against whom PCIN or any member library has a claim or instituted a legal proceeding with respect to any previous contract.

### Assignment

The bidder will not, without written consent of PCIN make any assignment or any subcontract for the execution of any service or product hereby quoted on.

### Workplace Safety & Insurance Board

The successful bidder shall furnish a WSIB Clearance Certificate indicating their WSIB firm number, account number and that their account is in good standing. This certificate must be furnished prior to commencement of work. The successful bidder shall provide additional certificates prior to the expiry date of the certificate on file during the term of the contract to ensure their WSIB account in good standing throughout the contract period.

### Health and Safety Requirements

The classification of Contractors and Sub-Contractors in the Library Health and Safety Policies and Procedures Manual is external to the Library. The library's policies include all those individuals or organizations working on a contract for the Library. The health and safety responsibilities attached to this classification include the following:

- Demonstrate the establishment and maintenance of health and safety program, with objectives and standards and will provide qualified workers and meet all applicable legislation as well as Library Health and Safety Policies and Procedures.
- The workers and subcontractors are held accountable for their health and safety performance.
- The workers and subcontractors in their employ are aware of the hazardous substances that may be in use at the workplace and wear the appropriate personal protective equipment required for the area.

Proof of the above may be required by the Library at any time from tendering through the duration of the contract.

All work performed under this Contract must be carried out in accordance with the terms and conditions of the OCCUPATIONAL HEALTH & SAFETY ACT, R.S.O., 1990, C.01. as amended, the Environmental Protection Act, the Highway Traffic Act and all other applicable Acts, Regulations, or By-Laws governing the work to be performed. Violations of any such legislation may result in a termination of this agreement.

NOTE: Each successful bidder MUST comply with the Library's Health and Safety Program.

## Accessibility Standards for Customer Service

The Bidder shall comply with the provisions of the Accessibility for Ontarians with Disabilities Act, 2005, and the Regulations thereunder with regard to the provision of its goods or services contemplated herein in persons with disabilities. Without limitation, if applicable, pursuant to section 6 of Ontario Regulation 429/07, Accessibility Standards for Customer Service, made under the Accessibility for Ontarians with Disabilities Act, 2005, the successful bidder shall ensure that all of its employees, agents, volunteers, or others for whom it is at law responsible, receive training about the provision of its goods and services to persons with disabilities. The Bidder acknowledges that pursuant to the Accessibility for Ontarians with Disabilities Act, 2005, the Library must, in deciding to purchase goods or services through its procurement process, consider the accessibility for persons with disabilities to such goods or services. The Library's Accessibility Plan can be found on the website at [www.splibrary.ca/accessibility#policies](http://www.splibrary.ca/accessibility#policies)

## Errors & Omissions

It shall be understood and acknowledged that while this RFQ includes specific requirements and specifications, minor items or details not herein specified, but obviously required shall be provided as if specified in conformance with current practices and workmanship. Any omissions, errors or misinterpretation of these requirements and specifications or within the proposal bid shall not relieve the bidder of the responsibility of providing the aforesaid goods and services.

## Insurance

The bidder shall include with this submission proof of ability to obtain insurance as listed below. The Certificate of Insurance shall be completed and submitted by the successful bidder within seven (7) days of notification of award of this project. This form is to be completed by the bidder's insurance provider(s). This certificate must detail such coverage as provided under the Commercial General Liability policy, Non Owned Automobile Liability policy and Standard Owners Automobile Liability policy, Coverage shall be effected by such Insurer(s) licensed in the Province of Ontario, Canada, and/or acceptable to the Library.

The Certificate of Insurance can be found at [www.stratford.library.on.ca/bids](http://www.stratford.library.on.ca/bids). This certificate must detail such coverage as provided under the Commercial General Liability policy, Non Owned Automobile Liability policy and Standard Owners Automobile Liability policy, Coverage shall be effected by such Insurer(s) licensed in the Province of Ontario, Canada, and/or acceptable to the Library.

The Commercial General Liability shall be on an "Occurrence basis". "Claims Made" and/or Comprehensive General Liability policies are not acceptable unless approved in writing by the Library's Chief Executive Officer.

The policies will not be altered to the detriment of the Library, cancelled or allowed to lapse without giving 30 days written notice to the Library, and shall remain in force from Contract execution to the end of the Warranty period.

The Library must be included as Additional Insured with respect to the Commercial General Liability policy. The bidder shall indemnify and hold harmless PCIN and its member libraries, its officers and employees from and against any and all liabilities, claims, demands, loss, cost, damages, actions, suits or other proceedings by whomsoever made, directly or indirectly arising out of the project attributable to



bodily injury, sickness, disease or death or to damage to or destruction of tangible property caused by acts or omissions of the bidder, its officers, agents, servants, employees, customers, invitees or licensees, or occurring in or on the premises or any part thereof and, as a result of activities under this contract.

Mandatory Coverage:

1. Commercial General Liability (IBC 2100 or its Equivalency)
  - Shall include the Owner, its employees and Consultants as Insureds. The Library and such other entities as directed shall be added as additional Insureds. Minimum acceptable limits are \$2,000,000 per Occurrence.
  - The Commercial General Liability policy must include “Blanket Contractual Liability” and “Cross Liability” endorsements.
  - Maximum Property Damage/Bodily Injury Deductible \$2,500 for which The Contractor assumes full responsibility.
2. Non Owned Automobile Liability Policy:
  - Minimum Limits of Liability \$2,000,000 and coverage must be extended to include vehicles hired under Contract.
3. Standard Owners Automobile Liability Policy:
  - Minimum Limits of Liability \$2,000,000
4. Professional Liability Insurance:
  - Professional liability insurance in the bidder’s name not less than \$ 2,000,000 per occurrence.
5. PCIN may require coverage for other hazards as required on a project basis.
6. PCIN reserves the right to modify the insurance requirements as deemed suitable.

## Infringements and Indemnification

Bidders shall protect, defend and save PCIN and member libraries from suits or actions of every nature and description brought against it, for or on account of any injuries or damages received or sustained by a part or parties, by or from any of the acts of the bidder, and/or the agents, employees, successors, or assigns the bidder.

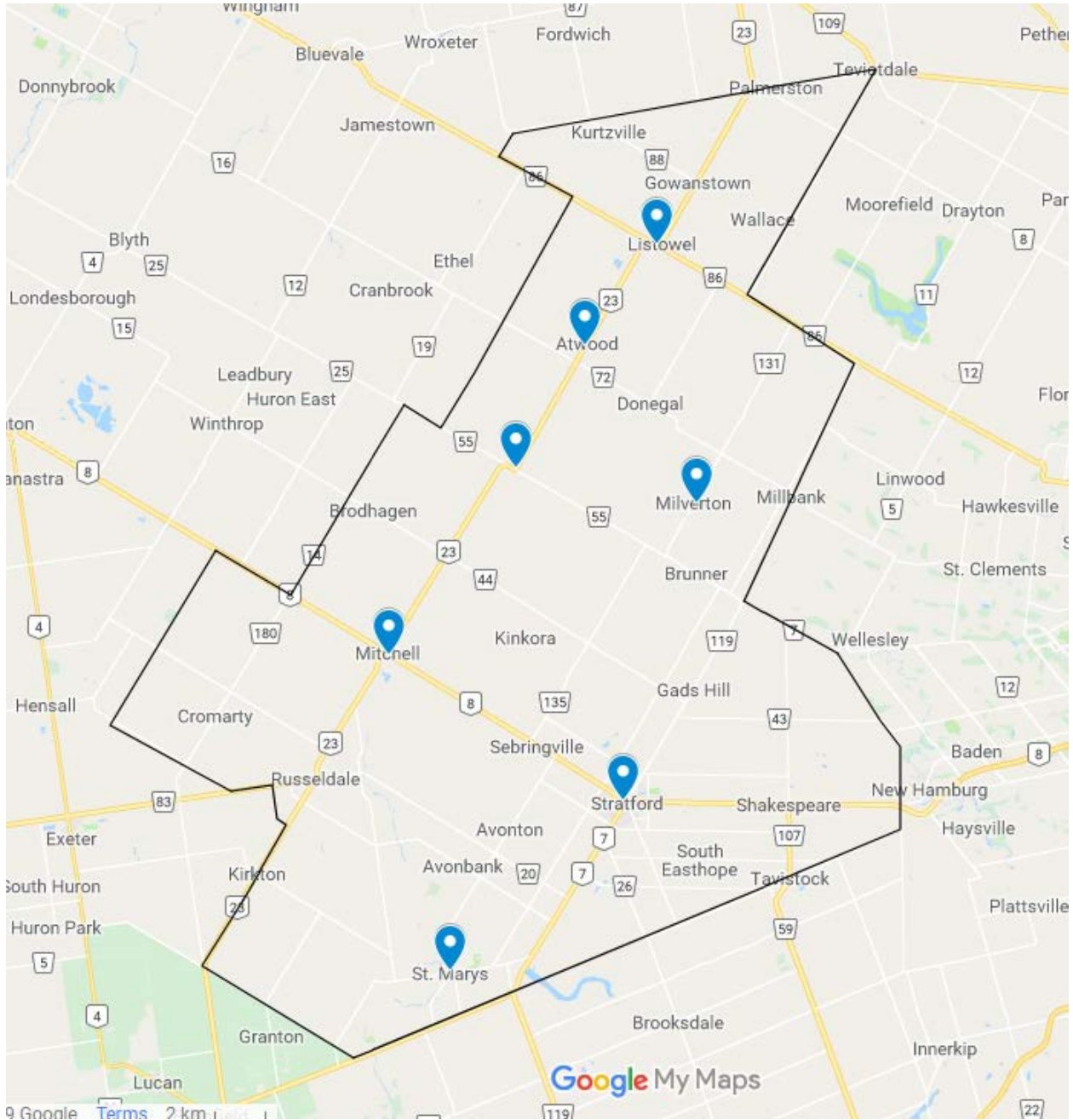
## Compliance with Laws

The successful bidder shall comply with all applicable laws relating to the RFQ, the Submission and any contract resulting there from.

## Publicity

The bidder and its affiliates shall not release for publication any information in connection with the RFQ or contract without prior written permission from the Library. However, the PCIN reserves the right to share with any consultant of their choosing the RFQ and submitted proposals to secure expert opinion.

## Appendix A: Map of PCIN Library Locations



North Perth Public Library, Listowel  
North Perth Public Library, Atwood  
North Perth Public Library, Monkton  
Perth East Public Library  
Stratford Public Library  
St. Marys Public Library  
West Perth Public Library

260 Main Street West, Listowel  
218A Main Street, Atwood  
216 Winstanley Street, Monkton  
19 Mill Street East, Milverton  
19 St. Andrew Street, Stratford  
15 Church Street North, St. Marys  
105 St. Andrew Street, Mitchell

## Appendix B: Submission Form

Please fill out the following form, and name one person to be the contact for the RFP response and for any clarifications or amendments that might be necessary.

Full Legal Name of Proponent	[enter your response here]
Any Other Relevant Name Under Which the Proponent Carries on Business	[enter your response here]
Street Address	[enter your response here]
City, Province	[enter your response here]
Postal Code	[enter your response here]
Phone Number	[enter your response here]
Company Website	[enter your response here]
RFQ Contact Person and Title	[enter your response here]
RFQ Contact Phone	[enter your response here]
RFQ Contact Email	[enter your response here]

## Appendix C: Rate Bid Form

Scheduled service to each location to pick up totes of materials belonging to other libraries and to drop off items owned by that library. This may require two visits per location per day. Locations are noted on Appendix A.

Deliveries will occur on a regular schedule, between 9am and 3pm. This service will run year round with a break over the Christmas holidays.

Library materials are packed in plastic bins for transportation. Each bin measures 22”w x 16”d x 9.5”h and weighs a maximum of 50lbs.

On average 40-60 bins are transported between locations during one delivery date (pickup / drop off numbers vary by location).

Provide three quotes (excluding taxes and fuel surcharge):

Flat Daily Rate	\$
Monday and Thursday deliveries	\$
Monday, Wednesday and Friday deliveries	\$

