

**State of Maine
Master Score Sheet**

RFP# 202401004					
Statewide or Regional Delivery Service of Library Materials – Region 1					
Bidder Name:		Boreas Transportation	Freedom Xpress	Stat Courier	Vital Delivery
Proposed Cost:		N/A	\$248,040	\$332,332	\$234,416
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Pass	Pass
Section II: Organization Qualifications and Experience	30	N/A	28	27	17
Section III: Proposed Services	45	N/A	26	38	21
Section IV: Cost Proposal	25	N/A	23.6	17.6	25
TOTAL	<u>100</u>	<u>N/A</u>	<u>77.6</u>	<u>82.6</u>	<u>63</u>

RFP# 202401004					
Statewide or Regional Delivery Service of Library Materials – Region 2					
Bidder Name:		Boreas Transportation	Freedom Xpress	Stat Courier	Vital Delivery
Proposed Cost:		N/A	\$249,860	\$330,174	\$238,160
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Pass	Pass
Section II: Organization Qualifications and Experience	30	N/A	28	27	17
Section III: Proposed Services	45	N/A	26	38	21
Section IV: Cost Proposal	25	N/A	23.8	18	25
TOTAL	<u>100</u>	<u>N/A</u>	<u>77.8</u>	<u>83</u>	<u>63</u>

RFP# 202401004					
Statewide or Regional Delivery Service of Library Materials – Region 3					
Bidder Name:		Boreas Transportation	Freedom Xpress	Stat Courier	Vital Delivery
Proposed Cost:		N/A	\$125,580	\$166,166	\$272,272
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Pass	Pass
Section II: Organization Qualifications and Experience	30	N/A	28	27	17
Section III: Proposed Services	45	N/A	26	38	21
Section IV: Cost Proposal	25	N/A	25	18.9	11.5
TOTAL	<u>100</u>	<u>N/A</u>	<u>79</u>	<u>83.9</u>	<u>49.5</u>

RFP# 202401004					
Statewide or Regional Delivery Service of Library Materials – Region 4					
Bidder Name:		Boreas Transportation	Freedom Xpress	Stat Courier	Vital Delivery
Proposed Cost:		N/A	\$115,700	\$155,376	\$201,552
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Pass	Pass
Section II: Organization Qualifications and Experience	30	N/A	28	27	17
Section III: Proposed Services	45	N/A	26	38	21
Section IV: Cost Proposal	25	N/A	25	18.6	14.4
TOTAL	<u>100</u>	<u>N/A</u>	<u>79</u>	<u>83.6</u>	<u>52.4</u>

Award Justification Statement
RFP# 202401004, Statewide or Regional Delivery Service of Library Materials

I. Summary

Maine State Library is seeking a courier service to provide statewide or regional delivery service of library materials for 203 libraries. This service helps fulfill one of Maine State Library's core statutory functions: fostering and encouraging cooperation among Maine libraries of all types (Title 27, §39).

II. Evaluation Process

There were five evaluators (with one evaluator also being the RFP coordinator). Lori Fisher, Maine State Librarian served as RFP coordinator and financial expert because she is responsible for the coordination of payment among all stakeholders once a contract is in place. James Jackson Sanborn, executive director of Maine InfoNet, served as business expert since he interacts with most libraries statewide through coordination of Inter-Library Loan services (that uses van delivery) for individual libraries using Integrated Library Systems. Daisy Singh, dean of libraries at the University of Maine – Orono served as subject matter expert in terms of large courier services for academics. The other two evaluators brought important subject matter knowledge: Beth Crist, director of Special Projects, has assisted with the coordination of the current service; Jon Knepp, Director at Dover-Foxcroft Library, specifically brings the perspective of small libraries serving populations under 5000, which comprises most of the libraries in the service.

After receiving four bid packages on Tuesday 4/16, the RFP coordinator noted that one bidder did not meet the eligibility requirements. After discussion with Division of Procurement Services, that proposal was not sent to evaluators, but their ineligibility was reviewed at the first team meeting on Friday 4/19. The evaluators received the other three bid packages (minus the Cost Proposal portions) on Tuesday 4/16, along with the Individual Notes template and instructions, after signing and returning their Agreement & Disclosure forms. The RFP coordinator noted that there was a formula error on the Cost Proposal spreadsheet, so a corrected Cost Proposal sheet was sent to the three eligible bidders to clarify their total service proposal cost. The team began by reviewing each bid package (minus the cost proposal) and compiling consensus notes for that proposal compared to the requested services in the RFP. Once that process was completed, they scored the Org/Experience and Scope of Services/Implementation portions of each bidder's proposal (again referencing the RFP, not other bidder proposals). The RFP Coordinator then sent the Cost Proposal documents and the formula outcomes to the evaluation team (Tuesday 4/23), and they finished the team consensus notes (cost proposal portion) for each bidder as well as the team scoring sheet on Wednesday 4/24.

III. Qualifications & Experience

Stat Courier did not receive the highest score in this section, but did score well:

- 17 years of experience with library courier programs of similar size/scope to ours
- Operated courier services in ME (2007-2017)

- Currently serves a wide variety of libraries in a few states (both statewide and regional) indicating adaptability in service
- Account manager dedicated to quality control (stats & daily audits)
- Emphasizes employee retention (higher than industry average compensation)
- Impressed with description of driver & vehicle annual credentialing, which includes a thorough background check process
- Provided six years of financial data (double the amount required)
- Zero debt; lines of credit available if needed
- COI limits exceed industry standard

IV. Proposed Services

Stat Courier received the highest score out of all bidders in this section because:

- Over entire Scope of Service and Implementation sections, they provided detailed explanations and highlighted customer service, communication, and accountability. They answered every question in this section.
- They will provide a dedicated delivery model only for library materials
- 3 hubs in key points in the state, including one in Medway
- Has implemented multiple library-specific programs with a similar scope
- Bidder will survey participants in this service annually
- Software solution includes real-time tracking and mobile app access (with a contingency plan for Wi-Fi access for drivers) to ensure ongoing tracking of volume
- Specifically stated they will provide requested quarterly reporting identified in the RFP.
- Dedication to transparency and cooperation is evident in all answers in the Scope of Services section.
- Implementation timeline is aggressive but communication strategies will greatly assist
- In-person visits to each library to discuss drop off/pick up locations and timing will be key to helping stakeholders feel like they are part of a collaborative service where their input is valued.

V. Cost Proposal

Stat Courier scored the lowest in this section for regions 1 and 2, and in the middle for regions 3 and 4. Total proposal for all four regions is \$984,048 per year.

Region 1	\$332,332
Region 2	\$330,174
Region 3	\$166,166
Region 4	\$155,376

VI. Conclusion

Stat Courier provided a comprehensive proposal. Stat Courier emphasized dedicated routes, drivers, and sorters for our service, and clearly outlined how three sorting hubs and nightly line hauls will keep the service running smoothly and efficiently. In addition, the customer service and communications outlined in the proposal was very comprehensive. From a 24/7 phone line to dispatch, to their extensive training/credentialing of employees (with an emphasis on retention), this proposal was the only one that met or exceeded every aspect of the services outlined in the RFP.



**STATE OF MAINE
Maine State Library**

**Janet T. Mills
Governor**

**Lori Fisher
Maine State Librarian**

April 30, 2024

Boreas Transportation Company LLC
150 Dunbar Hill Road
Embsden, ME 04958
Attn: Jack W. Frost Jr, President

**SUBJECT: Notice of Conditional Contract Award under RFP # 202401004,
Statewide or Regional Delivery Service of Library Materials**

Dear Jack:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine, Maine State Library, for Statewide or Regional Delivery Service of Library Materials. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award for all 4 Regions defined in the RFP to the following bidder:

- STAT Courier Service, Inc.

The bidder listed above received the evaluation team's highest ranking in each region. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

A handwritten signature in black ink that reads "Lori A. Fisher". The signature is written in a cursive style with a large, looping initial "L".

Lori Fisher
Maine State Librarian
207-287-5604
lori.fisher@maine.gov

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).



**STATE OF MAINE
Maine State Library**

**Janet T. Mills
Governor**

**Lori Fisher
Maine State Librarian**

April 30, 2024

Freedom Xpress, Inc.
510 Wilson Street, Suite 4
Brewer, ME 04412
Attn: Destiny Osgood, Vice President

**SUBJECT: Notice of Conditional Contract Award under RFP # 202401004,
Statewide or Regional Delivery Service of Library Materials**

Dear Destiny:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine, Maine State Library, for Statewide or Regional Delivery Service of Library Materials. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award for all 4 Regions defined in the RFP to the following bidder:

- STAT Courier Service, Inc.

The bidder listed above received the evaluation team's highest ranking in each region. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

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Lori Fisher
Maine State Librarian
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lori.fisher@maine.gov

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**STATE OF MAINE
Maine State Library**

**Janet T. Mills
Governor**

**Lori Fisher
Maine State Librarian**

April 30, 2024

STAT Courier Service, Inc.
16 Hawk Ridge Drive, Lake St.
St. Louis, MO 63367
Attn: Alex Boekholt, VP Sales & Marketing

**SUBJECT: Notice of Conditional Contract Award under RFP # 202401004,
Statewide or Regional Delivery Service of Library Materials**

Dear Alex:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine, Maine State Library, for Statewide or Regional Delivery Service of Library Materials. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award for all 4 Regions defined in the RFP to the following bidder:

- STAT Courier Service, Inc.

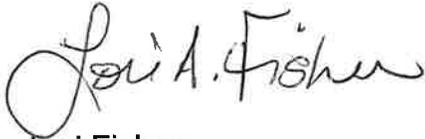
The bidder listed above received the evaluation team's highest ranking in each region. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

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Lori Fisher
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**STATE OF MAINE
Maine State Library**

**Janet T. Mills
Governor**

**Lori Fisher
Maine State Librarian**

April 30, 2024

Vital Delivery Solutions, LLC
107 Pleasant Hill Road
Scarborough, ME 04074
Attn: Daniel Doughty, Operations Manager
Aaron Tuttle, VP of Operations

**SUBJECT: Notice of Conditional Contract Award under RFP # 202401004,
Statewide or Regional Delivery Service of Library Materials**

Dear Daniel and Aaron:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine, Maine State Library, for Statewide or Regional Delivery Service of Library Materials. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award for all 4 Regions defined in the RFP to the following bidder:

- STAT Courier Service, Inc.

The bidder listed above received the evaluation team's highest ranking in each region. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

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Lori Fisher
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207-287-5604
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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Boreas Transportation

DATE: 4/19/2024

SUMMARY PAGE

Department Name: Maine State Library

Name of RFP Coordinator: Lori Fisher

Names of Evaluators: Beth Crist, Jon Knepp, James Jackson Sanborn, Daisy Singh

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
Bidders must demonstrate at least two (2) years of experience providing daily courier service to at least 50 locations.		X
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	N/A
Section III. Proposed Services	45	N/A
Section IV. Cost Proposal	25	N/A
<u>Total Points</u>	<u>100</u>	<u>N/A</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Boreas Transportation

DATE: 4/19/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

- Per RFP Part I, C – Eligibility to Submit Bids (pg 7 of RFP) “Bidders must demonstrate at least two (2) years of experience providing daily courier service to at least 50 locations,” the bidder did not meet this criteria in any of the three client/descriptions listed in their completed Appendix C.
 - Maine Veterans’ Home Pharmacy description included service to 20 facilities with the only information about the length of time the bidder has provided them with service being “during the first 2 years of the COVID pandemic;”
 - US Pack description did not state the length of time the bidder has provided service, nor the number of locations for this client;
 - Guardian Pharmacy of Maine description included service to 50+ locations 7 days per week but did not provide information about length of time the bidder has provided service to this client.

- Bidder did not provide the requested documentation on page 19 of the RFP, Proposal Format and Contents, Section I Preliminary Information, 3 – 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.”

- Bidder did not provide the completed Cost Proposal Form in Appendix D, which stated “Bidders must use the form below to complete the cost proposal” (page 33 of RFP)

- Bidder did not provide any cost proposal amount for the services described in the RFP in any part of the submitted bid documentation.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Freedom Xpress

DATE: 4/22/2024

SUMMARY PAGE

Department Name: Maine State Library

Name of RFP Coordinator: Lori Fisher

Names of Evaluators: Beth Crist, Jon Knepp, James Jackson Sanborn, Daisy Singh, Lori Fisher

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
Bidders must demonstrate at least two (2) years of experience providing daily courier service to at least 50 locations.	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	28
Section III. Proposed Services	45	26
Section IV. Cost Proposal		
Region 1	25	23.6
Region 2	25	23.8
Region 3	25	25
Region 4	25	25
<u>Total Points</u>		
<u>Region 1</u>	<u>100</u>	<u>77.6</u>
<u>Region 2</u>	<u>100</u>	<u>77.8</u>
<u>Region 3</u>	<u>100</u>	<u>79</u>
<u>Region 4</u>	<u>100</u>	<u>79</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Freedom Xpress

DATE: 4/22/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

- I. *Appendix A – Cover Page*
 - Submitted as required
 - Family-owned Maine business with history with this service
 - Photos of delivery vehicles were helpful to a point with no measurements of the vehicle capacity provided
 - Vendor is not primarily focused on library services and does mix cargo

- II. *Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
Completed as required

- III. *Eligibility Requirements per Part I, C of the RFP*
Provided the list of libraries currently served for the service.
Provided three additional references with over 50 stops per day

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Freedom Xpress

DATE: 4/22/2024

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	28

Evaluation Team Comments:

- I. *Appendix C – Qualifications & Experience Form*
 - Inconsistent about how long they have served libraries (6 years mentioned in cover letter; 7+ years in File #1, Eligibility Requirements (above table list of libraries), and 10+ years in narrative at beginning of Appendix C)
 - Smaller libraries (which makes up over 50% of the service locations) do not receive next day service; vendor acknowledges that 50% of volume is next day IF library is open and is scheduled to be delivered the next day.

- II. *Subcontractors*
Employee-based company; no subcontractors

- III. *Organizational Chart*
 - Submitted as required
 - Org chart indicates there are drivers and sorters (drivers don't do both)
 - The lines in the chart had to be inferred for organization hierarchy since there was not a corresponding narrative to clarify lines of authority, communication, and specific role responsibilities.

- IV. *Litigation*
No litigation in past 5 years – met requirement

- V. *Financial Viability*
 - Last three tax years provided as required; also provided 1st Q FY24
 - The financial docs are not clear with notes (printing error) – for example, there is a figure for the first PPP loan, but not for the second, with unclear notes about one of those loans possibly being forgiven.
 - Not a lot of cash on hand but not a lot of outstanding accounts receivables or payables, so the bidder seems financially stable

- VI. *Licensure/Certification*

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Freedom Xpress

DATE: 4/22/2024

Provided US DOT number with screenshots of report screen; somewhat useful but lacking context from a narrative so ultimately was more confusing to the evaluation team.

VII. *Certificate of Insurance*

Insurance COI is submitted and sufficient

Included an additional Umbrella liability policy with a \$3 million limit

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Freedom Xpress

DATE: 4/22/2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	45	26

Evaluation Team Comments:

I. Appendix E – Response to Proposed Services

- Part II, A. Bidding on statewide service (all four regions)
- Part II, A. 2 sorting facilities
- Part II, A. Overview question re: uninterrupted service during transition to Awarded Bidder’s service - No transition time described for new elements of service (access to software; new sorting procedure)
- Pre-sorting is potential positive (Part II B.1.b) with outstanding questions around cost of additional totes needed & verification of capacity of vehicles to handle additional totes.
- B.1.c. - Library key security is adequate
- B.2.a – no dedicated service or trucks for library materials transport
- B.2.b – no driver or sorter job descriptions provided and “training manual” not attached
- B.4. No description of line haul (how to items get between sorting facilities)
- B.5. Unwilling to work with other vendors or take on regional delivery. Vendor could have put limitations on their responsibility but instead chose to rule out any coordination.
- B.6. Bidder provides their sortation system numbers with no ability for Department to alter/suggest changes.
- B.8. No willingness to engage on lost/missing items. Did not provide any procedure and expressed unwillingness to look for a lost/missing items.
- E.3. has calculation issue/incorrect math that conflicts with other sections: Does not match the Cost Proposal which lists two standard rates and one rural rate (this question is specifically about explaining rural rates); answer also conflicts with what they provided in Appendix C overview narrative, where only two rates are listed.
- E.7. Not answered
- F.1. Access to software is good; one person only? Conflicts with J.2.b. which states one login provided that can be shared among MSL staff.
- No mention of providing quarterly reporting as requested in RFP.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Freedom Xpress

DATE: 4/22/2024

- G.1-5. No description of CXT software/functionality in relationship to services asked for in RFP.
- I.7 not answered correctly – this question is not about subcontractors.
- J.1. – no after regular business hours contact; preference of email over phone. Confused about what they consider an emergency and what they don't, and how that is communicated.
- J.2.a. – no driver sorting
- J.2.last question. – stating that they want an MSL staff person to help monitor communications between vendor/library when RFP specifically states that vendor must communicate directly with libraries regarding online form topics (see page 14, J.1.b. of RFP)

II. Implementation – Work Plan

- No transition time necessary – service continues as current contract vendor
- No mention of drivers logging at each stop as requested in RFP; CXT software may play a part but not specified
- No timeline description of implementation changes in F.1. and J.2.d
- Adequate but does not address various service improvements mentioned in RFP requirements (specifically section J questions unanswered)

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Freedom Xpress

DATE: 4/22/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Region 1

Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
\$234,416)	\$248,040	x	25 points	=	23.6

Region 2

Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
\$238,160)	\$249,860	x	25 points	=	23.8

Region 3

Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
\$125,580)	\$125,580	x	25 points	=	25

Region 4

Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
\$115,700)	\$115,700	x	25 points	=	25

Evaluation Team Comments:

- Included a per stop fuel surcharge calculation for over \$4.199 per gallon, and a refund calculation for under \$2.199 per gallon.
- All 203 participating libraries were reflected in the cost proposal.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Stat Courier

DATE: 4/19/2024

SUMMARY PAGE

Department Name: Maine State Library

Name of RFP Coordinator: Lori Fisher

Names of Evaluators: Beth Crist, Jon Knepp, James Jackson Sanborn, Daisy Singh, Lori Fisher

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
Bidders must demonstrate at least two (2) years of experience providing daily courier service to at least 50 locations.	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	27
Section III. Proposed Services	45	38
Section IV. Cost Proposal		
Region 1	25	17.6
Region 2	25	18
Region 3	25	18.9
Region 4	25	18.6
<u>Total Points</u>		
<u>Region 1</u>	<u>100</u>	<u>82.6</u>
<u>Region 2</u>	<u>100</u>	<u>83</u>
<u>Region 3</u>	<u>100</u>	<u>83.9</u>
<u>Region 4</u>	<u>100</u>	<u>83.6</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Stat Courier

DATE: 4/19/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

- I. *Appendix A – Cover Page*
 - Submitted as required

- II. *Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
 - Submitted as required

- III. *Eligibility Requirements per Part I, C of the RFP*
 - Exceeds the eligibility requirements
 - 3 examples provided are comparable to Maine in terms of scope & scale
 - Included testimonials, which exceed the requirements

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Stat Courier

DATE: 4/19/2024

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	27

Evaluation Team Comments:

- I. *Appendix C – Qualifications & Experience Form*
 - 17 years of experience operating library courier programs
 - Headquartered in Missouri; services provided in NH and ME as well as other states
 - Operated services in Maine (2007-2017)
 - Currently serve a wide variety of libraries (both statewide and regional) indicating adaptability in service
 - KVL project implemented in less than 30 days

- II. *Subcontractors*
Employee-based company; no subcontractors

- III. *Organizational Chart*
 - Submitted as required
 - Account manager dedicated to quality control (stats & daily audits)
 - Emphasizes employee retention through higher than industry average compensation for drivers
 - Indicated that for our service, they would hire 9 drivers as well as additional back up drivers
 - Given the breadth and number of contracts this vendor has, concern about capacity of leadership team.
 - President has established a quality improvement plan that is embedded in their culture
 - Impressed with driver & vehicle annual credentialing, which includes a thorough background check process
 - Interested in continuous open communication and quality improvement

- IV. *Litigation*
No litigation in the past 5 years – met requirement

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Stat Courier

DATE: 4/19/2024

V. *Financial Viability*

- Provided six years of data (double the amount required)
- Zero debt; lines of credit available if needed
- Very organized and readable with comparisons across columns

VI. *Licensure/Certification*

- Missouri Woman-Owned Business Enterprise certificate, 2023-2026

VII. *Certificate of Insurance*

- Insurance COI was submitted and sufficient
- Limits exceed usual industry standard

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Stat Courier

DATE: 4/19/2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	45	38

Evaluation Team Comments:

I. Appendix E – Response to Proposed Services

- Part II, A. Bidding on statewide service (all four regions)
- Part II, A. Overview question re: uninterrupted service during transition to Awarded Bidder’s service – mentions six week transition period with emphasis on communications among all (libraries, MSL, and bidder)
- Part II, A. Dedicated delivery model for this service
- Part II, A. Defined 8 routes running each day, five days per week
- B.4. 3 Sorting Hubs keeps routes shorter with Medway as a location for northern part of state
- B.4. Nightly haul lines between all three hubs described well - means quick and accurate sorting for all materials outside of delivery.
- B.5. – Will work with other vendors if regional awards given
- B.2.a. - Concerned about use of mini-vans when most routes have more than 10 stops
- B.6. & J.2.a. How many more totes would be needed by each participating library in order to do intuitive sort coding as described by vendor?
- B.8. Vendor has a lost/missing item claim procedure to use with libraries and a plan for how to look for things.
- C.1.a&b Has implemented multiple programs with a similar scope, so vendor is experienced with smooth implementation and communications (ex. Will meet in person with each library to determine pick up/drop off)
- D.2. Vendor surveys participants annually
- D.2. Customer service is paramount with their customer service toll free line 24/7
- E.3. Per stop pricing was the same for all libraries no matter location enables a simple billing structure
- E.7. Technology support to track missed stops (AVL & GPS) through driver mobile app
- F.1. Software solution seems robust and tailored to the needs of this service

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Stat Courier

DATE: 4/19/2024

- F.1. Specifically mentioned vendor providing requested quarterly volume reports, as well as real-time access to their software and can generate other reports.
- G.1-5. They have contingency plans about wi-fi access for van drivers to provide continuous service functionality
- J.2.a. What is the extent of the library pre-sorting (pg15)?
- J section - Vendor devotes focus to meet or exceed industry standards across the board
- Responses to J section questions addressed all of required services outlined in RFP.
- Dedication to transparency and cooperation is apparent in all answers
- Detailed Schedule of Routes & Stops: Are some of their southern routes too large (ex. 22 stops) for the size of vehicles indicated?

II. Implementation – Work Plan

- Comprehensive plan with customer service as a core focus
- 6 week implementation plan is aggressive but weekly activities/meetings makes it seem possible with continuous communication as described
- They included details on a transition team and a six week timeline specifying tasks. They also include detailed delivery routes with times.
- Bidder seems very well prepared, and this inspires confidence.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Stat Courier

DATE: 4/19/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Region 1

Lowest Submitted Cost Proposal	›	Cost Proposal Being Scored	x	Score Weight	=	Score
\$234,416	›	\$332,332	x	25 points	=	17.6

Region 2

Lowest Submitted Cost Proposal	›	Cost Proposal Being Scored	x	Score Weight	=	Score
\$238,160	›	\$330,174	x	25 points	=	18.0

Region 3

Lowest Submitted Cost Proposal	›	Cost Proposal Being Scored	x	Score Weight	=	Score
\$125,580	›	\$166,166	x	25 points	=	18.9

Region 4

Lowest Submitted Cost Proposal	›	Cost Proposal Being Scored	x	Score Weight	=	Score
\$115,700	›	\$155,376	x	25 points	=	18.6

Evaluation Team Comments:

- Flat rate for all libraries (except on-call) makes billing simple and easy to communicate
- On-call libraries charged \$85.00 per stop
- Only 202 libraries were included in their cost proposal, whereas 203 libraries were listed in the Appendix F, "Libraries Participating in Van Delivery."
- The flat rate figure of \$41.50 per stop was assumed to include a fuel surcharge due to the working of question #7 in the Q&A, and in line #14 of the Cost Proposal spreadsheet indicating that all costs (including fuel) should be included in the proposed rate.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Vital Delivery

DATE: 4/22/2024

SUMMARY PAGE

Department Name: Maine State Library

Name of RFP Coordinator: Lori Fisher

Names of Evaluators: Beth Crist, Jon Knepp, James Jackson Sanborn, Daisy Singh, Lori Fisher

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)		
Bidders must demonstrate at least two (2) years of experience providing daily courier service to at least 50 locations.	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	17
Section III. Proposed Services	45	21
Section IV. Cost Proposal		
Region 1	25	25
Region 2	25	25
Region 3	25	11.5
Region 4	25	14.4
<u>Total Points</u>		
<u>Region 1</u>	<u>100</u>	<u>63</u>
<u>Region 2</u>	<u>100</u>	<u>63</u>
<u>Region 3</u>	<u>100</u>	<u>49.5</u>
<u>Region 4</u>	<u>100</u>	<u>52.4</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Vital Delivery

DATE: 4/22/2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

- I. *Appendix A – Cover Page*
 - Submitted as required
 - Has an office in Maine (Scarborough)

- II. *Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
 - Submitted as required

- III. *Eligibility Requirements per Part I, C of the RFP*
 - Per page 19 of the RFP – they did not submit a list of current delivery sites including frequency of deliveries to each site, so eval team felt they had to interpret eligibility from the references and descriptions of references provided.
 - Team agreed to continue to evaluate this proposal despite having to interpret their eligibility.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Vital Delivery

DATE: 4/22/2024

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30	17

Evaluation Team Comments:

- I. *Appendix C – Qualifications & Experience Form*
 - 38 years of delivery experience (longstanding)
 - Library experience in our region (New England)
 - Smaller programs listed as experience. Team questioned whether or not they have enough experience to successfully implement a contract that has our scope of service.
 - Vendor based in medical services (not library services)
 - Unclear if vendor mixes cargo in vehicles

- II. *Subcontractors*
Employee-based company; no subcontractors

- III. *Organizational Chart*
 - Submitted as required
 - Maine-based offices

- IV. *Litigation*
No litigation in past 5 years – met requirement

- V. *Financial Viability*
 - Last three tax years provided as required.
 - Not a lot of cash on hand compared to receivables
 - Evaluation team questioned the ability of the business to weather a financial crisis and if they are able to bring on a new big client given the over \$2 million in loans they already hold.

- VI. *Licensure/Certification*
No documentation or narrative submitted.

- VII. *Certificate of Insurance*

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Vital Delivery

DATE: 4/22/2024

Insurance COI is submitted and sufficient.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Vital Delivery

DATE: 4/22/2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	45	21

Evaluation Team Comments:

- I. Appendix E – Response to Proposed Services*
- Part II, A. Bidding on statewide service (all four regions)
 - Part II A. Overview question re: uninterrupted service during the transition to Awarded Bidder’s service – not an adequate answer and does not mention if a transition time period is necessary (conflicts with Implementation narrative).
 - B.1.b. states a dry run for all routes will occur
 - B.2.a. Security concern over copying library keys
 - B.2.b. Job description for delivery drivers was adequate
 - No outline of training in Part II, B. 2.b as requested; also says no experience needed in job description which means training description is important
 - B.2.b. Wage rate seems average
 - B.4. Two sorting facilities; Line Haul explanation overnight makes sense.
 - B.4. Concern over lack of dedicated sorting staff at two facilities
 - B.5. willing to work with other vendors if regional awards made
 - Did not answer Part II, B6.
 - B.8.No policy for lost/missing, but did describe procedure
 - C.1.a&b. Overall adding/changing services at libraries was vague and not well-thought out – no overall plan, just addressing case by case
 - E3 - did not answer; but they do have rural rates in cost proposal, meaning there is no narrative justification for those rural rates as requested.
 - G.1-5. Description of CXT Software is thorough and they seem to use the software to its full capabilities.
 - I.7. Appreciated they are willing to address lost/damaged materials but what is definition of occurrence (\$200 does not align with COI cargo limits)
 - J.2.a. Drivers will sort during routes
 - J.2.b. While MSL staff will have access to their software, bidder did not address RFP requirement F. 2 – providing quarterly service reports to Department

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Vital Delivery

DATE: 4/22/2024

II. Implementation – Work Plan

- Vague description - evaluation team feels there is not enough detail to determine if it is reasonable
- Long transition timeline (60 days) without detail as to why 60 days.
- Unclear if “dry runs for all sites” mean in-person meetings with library staff

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER: Vital Delivery

DATE: 4/22/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Region 1

Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
\$234,416	,	\$234,416	x	25 points	=	25

Region 2

Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
\$238,160	,	\$238,160	x	25 points	=	25

Region 3

Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
\$125,580	,	\$272,272	x	25 points	=	11.5

Region 4

Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
\$115,700	,	\$201,552	x	25 points	=	14.4

Evaluation Team Comments:

- Six different rates seems overly complicated
- Only 196 libraries were included in their cost proposal, whereas 203 libraries were listed in the Appendix F, “Libraries Participating in Van Delivery”

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Freedom Express

DATE: 4/19/2024

EVALUATOR NAME: Beth Crist

EVALUATOR DEPARTMENT: Maine State Library

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. *Appendix A – Cover Page*
Submitted as required
- II. *Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
Submitted as required
- III. *Eligibility Requirements per Part I, C of the RFP*
Clearly meet the requirements

File 2 – Organization Qualifications & Experience

- I. *Appendix C – Qualifications & Experience Form*
 - has 15 years of experience (P)
 - 10+ years providing MSL Van Delivery service (though there are various lengths of time mentioned throughout the bid) (P)
 - 3 additional clients at 50-170 stops/day (P)
 - This is a Maine-based, family business (P)
- II. *Subcontractors*
 - no subcontractors, employee based company (P)
- III. *Organizational Chart*
 - Submitted as required, adequate
- IV. *Litigation*
 - no litigation
- V. *Financial Viability*
 - Provides required documentation, though apparent printing error does not allow reviewers to adequately review financial viability.
- VI. *Licensure/Certification*
 - DOT documentation provided, though lacking context.
- VII. *Certificate of Insurance*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Freedom Express

DATE: 4/19/2024

EVALUATOR NAME: Beth Crist

EVALUATOR DEPARTMENT: Maine State Library

- Submitted as required and appears adequate.

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

Bidding on all regions.

- P.1. As FX is the current vendor, no transition is needed—the service continues seamlessly. (P)
- P.2. Have large number of vans and trucks to accommodate the service. (P)
- P. 2., B.1. The proposed change of having libraries sort materials into different totes going to the two different sortation facilities will impose a lot of extra work of library staff, and it's work that the vendor should do. Also this will require a great number of additional totes, and more for the vendor to pick up and deliver.
- P.2., B.2.a. Question is not answered. (N)
- P.2., B.2.a. Answer refers to a driver training manual that is not provided.
- P.2., B.4. No line haul route information provided.
- P. 2. B.8. RFP requires the vendor to make a reasonable effort to locate lost items and have a set procedure for doing so. Vendor's answer does not demonstrate a willingness to make an attempt to do so. (N)
- P.3., E3. This math is incorrect and the rural rate issue contradicts the cost proposal and Appendix C, which both list only a standard rate 1 and a standard rate 2, with no rural rates. (N)
- P.3., E.7. This question about tracking missed stops is not answered. (N)
- P.4., F.1. Only one MSL staff member will be granted access to the vendor's tracking software. (N)
- P.4., F.1. MSL can have access to the tracking software to pull reports and stats. However, only one person is granted access.
- P4., G. No description of CXT software (N)
- P.4, H. Vendor does not use subcontractors (P)
- P.5., J.2.a. No sorting on the road (N)

II. Implementation – Work Plan

- No downtime in service (P)
- Plan is adequate to continue service as is
- No inclusion of service changes requested (N)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Freedom Xpress

DATE: April 18, 2024

EVALUATOR NAME: Lori Fisher

EVALUATOR DEPARTMENT: Maine State Library

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. Appendix A – Cover Page*
 - a. Completed as required*
- II. Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
 - a. Completed as required*
- III. Eligibility Requirements per Part I, C of the RFP*
 - a. Current vendor for this service for at least the past seven years to over 200 locations for FY24*
 - b. Courier Express – 55+ stops per day to Walmart pharmacies in NE (no #)*
 - c. Vehicle Outfitters – 35-50+ stops per day to GM motor dealerships through ME, NH, & MA*
 - d. Cardinal Health – 170+ stops per day in ME (no # of locations)*

**none of other examples gave the length of time FX has provided service except for MSL contract for van delivery*

File 2 – Organization Qualifications & Experience

- I. Appendix C – Qualifications & Experience Form*

50% of total volume is delivered next day if library scheduled for next day delivery
- II. Subcontractors*

Employee-based company – no subcontractors
- III. Organizational Chart*

Provided as requested; 28 drivers & sorters

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Freedom Xpress

DATE: April 18, 2024

EVALUATOR NAME: Lori Fisher

EVALUATOR DEPARTMENT: Maine State Library

IV. Litigation

No current litigation

V. Financial Viability

Last three tax years provided as required; also provided 1st Q FY24
Incomplete notes in financial docs

VI. Licensure/Certification

Provided current FMCSA data with US DOT number (screen shots). Would
have been more helpful to have a short narrative description highlighting what
they wanted us to note with this.

VII. Certificate of Insurance

Provided as required
Extra \$3 million umbrella policy

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

Bidding for statewide service (all four regions) only
No transition time; just continuation of service
Routes would remain the same as FY23 service routes

Would like to change to 2 totes per library, one labeled for Brewer sorting and
other for Portland sorting. Not clear if they mean for ALL libraries or just
libraries with 4-5 days per week delivery.

Sortation system numbers: Library name/Town & Route/Stop #

Answer to “explain your procedure for addressing items lost/missing during
transit”...was “virtually impossible” – this does not match RFP expectation:
“bidder must make reasonable attempt to locate missing or lost materials in
the delivery system and have an established procedure for dealing with
missing/lost items.” No established procedure; their words “how is the vendor
at fault?” indicates an unwillingness to work with Department and libraries on
this issue.

Confused about answer to Part II E.3. Rural rates. What does it mean??
Numbers used do not add up.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Freedom Xpress

DATE: April 18, 2024

EVALUATOR NAME: Lori Fisher

EVALUATOR DEPARTMENT: Maine State Library

Will allow one MSL staff person to access FX tracking software (CXT) to see how many totes delivered/picked up for each location. Printing of info from that software? No mention of requirement to provide quarterly service reports that include volume stats. Seems to put this back on MSL. Does not want log for drivers to fill out.

Sorting materials on the road will not happen since FX has warehouse sorters specifically for this job at both sorting facilities.

Overall new pieces requested:

1. B & P tote sorting to eliminate "mixed" totes between each sortation depot. Number of new totes needed to accomplish this? Who is paying for those?
2. MSL staff member to help monitor communications/transactions between Vendor & Libraries.

II. Implementation – Work Plan

Outlined how service works now for drivers, sorters, and customer service/AP & AR. Did not include how transition would be done for two additional/new service aspects.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Freedom Xpress

DATE: 4/17/2024

EVALUATOR NAME: Jon Knepp

EVALUATOR DEPARTMENT: Maine State Library/Thompson Free Library

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. *Appendix A – Cover Page*
- II. *Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
- III. *Eligibility Requirements per Part I, C of the RFP*
P- Qualified (by doing MSL delivery)

File 2 – Organization Qualifications & Experience

- I. *Appendix C – Qualifications & Experience Form*
P- has proven track record p. 31
- II. *Subcontractors*
P- no subcontractors p. 33
- III. *Organizational Chart*
P- existing relationships with MSL p. 34
P- local company
- IV. *Litigation*
P- no litigation
- V. *Financial Viability*
P- no problems
- VI. *Licensure/Certification*
P- no problems
- VII. *Certificate of Insurance*
P- no problems

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Freedom Xpress

DATE: 4/17/2024

EVALUATOR NAME: Jon Knepp

EVALUATOR DEPARTMENT: Maine State Library/Thompson Free Library

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

P- no transition, as they are current provider p. 1

Q- two tote minimum may not work as well in real life, MSL may have to buy a lot more totes p. 2

N?- does not want to coordinate with other vendors p. 2

I- brings up good point: how are vendors supposed to track individual items? p. 2

P- will allow one person from MSL to log into tracking software p. 4

Q- FX has never contacted individual libraries to review services and current/future needs. Will that be new with this RFP? p. 5

II. Implementation – Work Plan

I- basically continuation of current situation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Freedom Xpress

DATE: 4/18/2024

EVALUATOR NAME: James Jackson Sanborn

EVALUATOR DEPARTMENT: Maine InfoNet

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

I. Appendix A – Cover Page

Family owned business

Long history of doing this work

Has locations/vehicles/drivers already established

II. Appendix B – Debarment, Performance, and Non-Collusion Certification Form)

III. Eligibility Requirements per Part I, C of the RFP

File 2 – Organization Qualifications & Experience

I. Appendix C – Qualifications & Experience Form

Long history of delivery in Maine

II. Subcontractors

III. Organizational Chart

IV. Litigation

V. Financial Viability

VI. Licensure/Certification

VII. Certificate of Insurance

Umbrella policy lends security

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Freedom Xpress

DATE: 4/18/2024

EVALUATOR NAME: James Jackson Sanborn

EVALUATOR DEPARTMENT: Maine InfoNet

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

B.2A – not dedicated truck

B.4 – no description of line haul- how do items get between facilities?

B5 - Unwilling to take on partial state zones

B8 - No willingness to engage on lost items

E.3 has math issue ($\$1.50/\text{mile} \times 45\text{miles} = \67.5 not \$45)

Lack of response on e.7

Access to software would be good- small discrepancy in login- one person (F.1) or one login (J.2.b)?

F1 reporting is pushed back onto MSL

J1 – email preference over phone – No after business hours contact.

J2e Not willing to sort or plan for intra-route delivery

Pre-sorted totes for each sorting facility is a good idea

Pushing communication work back on MSL – not sure if that's good or bad

II. Implementation – Work Plan

No major transition changes, business as usual

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: FREEDOM XPRESS INC

DATE: 4/18/24

EVALUATOR NAME: Daisy D. Singh

EVALUATOR DEPARTMENT: University of Maine Fogler Library

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

I. Appendix A – Cover Page

- *N: pg. 2 of document - They don't work exclusively with libraries, so this may be a concern because they are not solely interested in our industry's needs.*
- *N: pg. 2 of document - When referencing library accounts, no reference was made to on-time delivery rating as with the Walmart and Cardinal Health clients.*
- *P/N: pg. 3-4 of document - The images were nice touch, but they didn't contain measurements, so details are lacking.*

II. Appendix B – Debarment, Performance, and Non-Collusion Certification Form)

III. Eligibility Requirements per Part I, C of the RFP

N: The cover letter on pg. 2 of document said that they serviced these libraries over 6 years, but on pg. 7 of document, it says seven-plus. This lack of attention to detail seems sloppy and, along with some typos thus far, doesn't inspire confidence that this bidder communicates well.

File 2 – Organization Qualifications & Experience

I. Appendix C – Qualifications & Experience Form

- *N: pg. 12 of document (enumerated 30 on the bottom of the pg.) now says 10+ years of experience to MSL program! Sloppy.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: FREEDOM XPRESS INC

DATE: 4/18/24

EVALUATOR NAME: Daisy D. Singh

EVALUATOR DEPARTMENT: University of Maine Fogler Library

- *P: pg. 12 of document (enumerated 30 on the bottom of the pg.) They reference having developed a sortation process, presumably in response to the libraries' need, which shows responsiveness.*

II. Subcontractors

- *P: pg. 15 of document: They don't use subcontractors, so presumably we'd have direct communications with them, which would lessen the risk of miscommunications or non-responsiveness.*

III. Organizational Chart

- *N: pg. 16 of document - That is not an organizational chart. Who do Worster, Gogins, and Seward report to? Who do drivers and sorters report to? How many are in each facility?*

IV. Litigation

V. Financial Viability

- *Q/N: pg. 25 of document (enumerated as pg. 6 of 18 on bottom right): Some language seems to be missing on the last line.*
- *Q/N: pg. 32 of document (enumerated as pg. 12 of 18 on bottom right): Some language seems to be missing on the last line.*

VI. Licensure/Certification

VII. Certificate of Insurance

- *Q: pf. 43 of document: Their Out of Service Rates under vehicle is 8.3 but national average is 21.4. What does this mean?*
- *Q: pg. 44 of document: There's an unsafe driving violation. There's only one, and that may be below average, so unclear if that's a decent number or a negative.*
- *Q: pg. 44 of document: In the Violation summary section, it looks like the 1 violation was for multiple violations, so was it really 6 different things?*

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: FREEDOM XPRESS INC

DATE: 4/18/24

EVALUATOR NAME: Daisy D. Singh

EVALUATOR DEPARTMENT: University of Maine Fogler Library

- *P: pg. 48 of document (enumerated pg. 1 on bottom middle): All; covers entire state.*
- *N: pg. 49 of document: B.2.a. "First" is usually followed by a second, but wasn't in this case, so something is missing. Also, the question was not answered.*
- *Q/N: pg. 49 of document: B.2.b. I don't see a training manual.*
- *N: pg. 49 of document: B.5. While it's good they cover all regions, I don't like this inflexibility since it would not allow us to try out another vendor whose process works better for us. Usually, businesses put the customer first and should, within reason, of course. This bidder could have put limitations on their responsibility to protect themselves but still address our concern; instead, the bidder chose to rule out any coordination.*
N: pg. 49 of document: B.6. There is not even an allusion to an improvement or, lacking that, a note indicating that the bidder feels the current system is working well.
N: pg. 49-50 of document: B.8. Defensive and inappropriate response. The least the bidder could have done was reference how they'd try to help alleviate the situation by looking for lost items at the end of the day, but that wasn't even mentioned. Again, not a customer first mentality.
N: pg. 50 of document (enumerated 3 on bottom middle) E.7. No answer.

II. Implementation – Work Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: STAT Courier

DATE: 4/18/2024

EVALUATOR NAME: Beth Crist

EVALUATOR DEPARTMENT: Maine State Library

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. Appendix A – Cover Page
Submitted as required*
- II. Appendix B – Debarment, Performance, and Non-Collusion Certification Form)
Submitted as required*
- III. Eligibility Requirements per Part I, C of the RFP
Exceeds the requirements*

File 2 – Organization Qualifications & Experience

- I. Appendix C – Qualifications & Experience Form*
 - P2. STAT Courier has 25 years of experience, with 17 years serving statewide library courier service.
 - P2. Provides backup driver contingency plans
 - P3. Dedicated service—pickups from other businesses not included
 - P3. Above market driver pay for low staff turnover
 - P3. Extensive experience delivering in adverse weather conditions
 - P4. 10 years' experience in Maine, 16 years in NH
 - P6. Mention rural library audience specifically
 - P6. (and throughout section) Emphasis on efficiency and company-wide culture of customer service.
 - P7. Large, impressive organization
 - P8. Advanced sortation facilities and methods
 - Great care taken throughout this section to provide a thorough overview of the company and its high value on customer service
- II. Subcontractors*
 - No subcontractors

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: STAT Courier

DATE: 4/18/2024

EVALUATOR NAME: Beth Crist

EVALUATOR DEPARTMENT: Maine State Library

III. Organizational Chart

- Staffing is well considered and highly experienced, as well as professionally presented
- High degree of attention to hiring excellent drivers

IV. Litigation

- no litigation

V. Financial Viability

- The company appears financially viable. It has no debt and credit available, with a healthy balance sheet. Presented professionally. Provided double the amount of data required.

VI. Licensure/Certification

- Woman-owned business certification

VII. Certificate of Insurance

- Submitted as required and appears adequate.

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

- Bidding on all regions.
- P3. Routes are well considered and laid out, with good reasoning including library open hours. (P)
- P3. 3 sortation facilities in Medway, Bangor and Brunswick for efficiency and short routes (P)
- P3. 3 full time dedicated sorters and 1 supervisor at the main hub in Brunswick will organize and prep items for transport (P)
- P3. Will provide dedicated routes without other clients (P)
- P3-4. Very detailed explanation of sortation and delivery (P)
- P4. Logistics and implementation manager will lead transition; has led the start up for most of their library contracts (P)
- P5., B.1.b. Implementation plan is well considered, and includes drivers meeting with staff at each library (P)
- P5., B.1.c. Library keys remain locked in hubs overnight (P)
- P5., B.2.a. Careful consideration of what type of vehicle will be needed for each route—demonstrates thoroughness and experience (P)
- P5., B.2.a. Careful attention to vehicle maintenance, and provides for backup vehicles (P)
- P8, B8. Provide reimbursement for lost items (P)
- P9., C1ab. Excellent relevant experience with accommodating changes to service (P)

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: STAT Courier

DATE: 4/18/2024

EVALUATOR NAME: Beth Crist

EVALUATOR DEPARTMENT: Maine State Library

- P9., C2d-f. Well situated to accommodate scholastic schedule gaps as well as unscheduled cancellations (P)
- P10., D2. Communicate with libraries directly (P)
- P11., E7. Strong use of technology to track missed stops (P)
- P11-12, F1. Strong use of technology to track volume stats (P)
- P12-13., G. Strong industry technology, utilized well for efficiency and effectiveness (P)
- P15., J2b. Somewhat will sort materials on route in vehicles, though leaves it to libraries for the initial sorting (P)
- P15., J2b. Library staff will need to do additional sorting into bins designated to sortation facilities (P)
- May increase price per stop with location and volume of changes to the existing service (N)
- P3. Will provide dedicated routes without other clients (P)
- Impressive emphasis on eliminating likelihood of lost items, delays and service interruptions (P)
- P4. Overnight line haul round trip between all hubs to ensure quick turnaround time (P)
- P5., B.1.b. If there are no items awaiting pickup, drivers will check in with library staff to make sure there are no items (P)
- P6., B.2.b. Very thorough hiring and training specifications for drivers for both driving and customer service (P)
- P8., B.8. Excellent answer to addressing lost items, complete with a known claim rate—that is tiny. Also emphasizes their dedicated service model. (P)
- P10, D2. Have live reps available 24/7 (P)
- P12-13, G. Real time tracking online, updated by drivers at each stop (P)
- P12-13, G. Xcelerator program allows us to see drivers on map in real time. Also tracks volume stats, miles driver, number of stops made. MSL can generate reports on their own with this. Even accounts for areas with no cell service. (P)
- P14, I7. Will provide a lost/damaged item claim procedure with an online form. Vendor will provide this procedure to the libraries. (P)
- P15, J2a. Intuitive sort codes (P) P16, J2c. Vendor surveys its customers regularly (P)

II. Implementation – Work Plan

- Highly detailed and realistic (P)
- 6 week lead time to launch (N)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: STAT Courier

DATE: 4/18/2024

EVALUATOR NAME: Beth Crist

EVALUATOR DEPARTMENT: Maine State Library

- Will work collaboratively with MSL on the transition and implementation (P)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Stat Courier

DATE: April 18, 2024

EVALUATOR NAME: Lori Fisher

EVALUATOR DEPARTMENT: Maine State Library

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. Appendix A – Cover Page
Completed as required*

- II. Appendix B – Debarment, Performance, and Non-Collusion Certification Form)
Completed as required*

- III. Eligibility Requirements per Part I, C of the RFP*
 - a. MOBIUS consortium – 120 stops since 2015*
 - b. Georgia PINES library system – 130 libraries since 2007*
 - c. Kentucky Virtual Library – 200 stops since 2017*

File 2 – Organization Qualifications & Experience

- I. Appendix C – Qualifications & Experience Form*
 - Woman-owned (WBE)*
 - National library courier company, not a freight business*
 - 17 years of experience operating library courier programs*
 - Drivers will only delivery library materials*

- II. Subcontractors*
 - No subcontractors*

- III. Organizational Chart*
 - Provided as requested. 9 primary route drivers and their backup drivers*
 - Backup narrative around organization was well done.*
 - Great documented process for background checks*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Stat Courier

DATE: April 18, 2024

EVALUATOR NAME: Lori Fisher

EVALUATOR DEPARTMENT: Maine State Library

Description of why backup drivers are crucial to their business model
Description of thorough driver credentialing process, as well as signed confidentiality statement and dress code policy.

IV. Litigation

No current litigation.

V. Financial Viability

Provided double the requested fiscal year docs for review

Very organized and readable with comparisons across columns

Amazing growth FY22 – FY23; growing financial income; stable financial picture with zero debt and sizable credit line available

VI. Licensure/Certification

Missouri Woman-Owned Business Enterprise certificate, 2023-2026

VII. Certificate of Insurance

Provided as required; limits are higher than usual in all aspects

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

Bidding for statewide service (all four regions)

Defined 8 routes running each day, five days per week

3 sorting hubs (Medway, Bangor, Brunswick)

3 full-time dedicated sorters and one supervisor at Brunswick

Nightly haul line between all three hubs (quick delivery times for all materials)

All items sorted and redistributed every night

Has implemented multiple programs with similar scope, so implementation will be smooth and have excellent service to MSL & libraries

Drivers will meet in-person with libraries and discuss pickup/drop off locations

Drivers req to check in with library staff if no items for day

Drivers can if MSL requires it sign a log at each location

Will conduct mock runs

Library keys locked securely in hubs each night

Training for new drive hires is superb and well-thought out.

Has lost or missing item claim procedure! Very thoughtful and thorough process and explanation, including a fillable form in electronic format

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

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BIDDER NAME: Stat Courier

DATE: April 18, 2024

EVALUATOR NAME: Lori Fisher

EVALUATOR DEPARTMENT: Maine State Library

Understanding of how they have handled increase in service to PINES program useful to see how vendor is flexible and committed to quality service.

They have a customer service toll free line 24/7!

Every location in Maine would be charged the same rate (no rural rates)

AVL & GPS tracking in all vehicles

Uses Xcelerator software for tracking (including mobile app for drivers) MSL will have access to the portal and reports can be generated on demand in Excel format. Vendor will provide quarterly reports too.

II. Implementation – Work Plan

Six week detailed plan to go live with service, with weekly online meetings with MSL. Intro call with all participants in week 1.

All 8 routes detailed with estimated time of delivery

Very good plan with customer service as a core focus.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Stat Courier

DATE: 4/17/2024

EVALUATOR NAME: Jon Knepp

EVALUATOR DEPARTMENT: Maine State Library/Thompson Free Library

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. *Appendix A – Cover Page*
- II. *Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
- III. *Eligibility Requirements per Part I, C of the RFP*
 - P- seems committed to continuous improvement, customer satisfaction p. 5**
 - P- meets standards set forth in Part I, C p. 6**

File 2 – Organization Qualifications & Experience

- I. *Appendix C – Qualifications & Experience Form*
 - P- 25 yrs experience as courier, 17 as library courier p. 2**
 - Q- headquartered in Missouri, not in state or region p. 2**
 - P- dedicated courier service, no other clients p. 3**
 - P- have operated in Maine for 10 years (2007-2017) p. 4**
 - Q- why was VA Maine Health Care System not retained in 2017? p. 4**
 - P- proactive in continual communication with clients p. 4**
 - P- serves a wide variety of libraries (statewide and regional) p. 6**
 - P- have streamlined sorting process and continue to improve p. 8**
 - P- all items delivered within 3 days, 95% within two days, 75% within 24 hours p. 8**
 - Q- how is this enforceable? What if they don't meet these guidelines? p. 8**
 - P- MSL delivery will be within two business days p. 8**
 - Q- do we contact references? p. 9**
- II. *Subcontractors*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Jon Knepp

EVALUATOR DEPARTMENT: Maine State Library/Thompson Free Library

- P- does not intend to use subcontractors p. 10**
- III. *Organizational Chart*
P- Tresa Agee, PoC and Account Manager also reports stats, and daily audits p. 13
Q- how many contracts does each staff member have? Would that affect Quality of Service? p. 14
P- emphasizes employee retention, which has been an issue in industry p. 15
- IV. *Litigation*
P- no news is good news p. 18
- V. *Financial Viability*
P- no issues p. 20
- VI. *Licensure/Certification*
P- woman-owned business p. 22
- VII. *Certificate of Insurance*
P- seems good p. 24

File 3 – Proposed Services

- I. *Appendix E – Response to Proposed Services*
P- love mobile verification of stop p. 3
I- Medway, Bangor, Brunswick (main) hubs p. 3
P- 3 sorters, 1 supervisor at sorting facility p. 3
P- nightly line haul between hubs, all hubs deliver to each other daily, prepared for delivery same day p. 4
P- hubs cleared and loaded daily p. 4
P- dedication to transparency with client p. 4
P- verify with library that they are not missing items, have libraries sign for deliveries p. 5
P- willing to coordinate if awarded part of a contract p. 7
P- 0.05% lost claim rate on materials across libraries p. 8
P- adaptable to changes p. 9
P- live representatives and dispatchers 24/7 p. 10
P?- all locations charged the same rate across Maine Library book of business p. 11
P- vested interest in keeping stats electronically and sharing them, rather than vested interest in keeping things opaque p. 11
Q- will the sort codes make it harder for the libraries? Currently, we have bags for many libraries in one tote, how would they be “pre-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: Maine State Library/Thompson Free Library

sorted?" i.e. local vs. non totes? Would we need more totes? Would love to see real world use cases p. 15

II. Implementation – Work Plan

P- Seems a feasible and well-thought out plan that I'm sure they've implemented many times already p. 20

I- Millinocket, Orono, others have deliveries close to closing time, but SC seems very able to change based on feedback p. 22

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: STAT Courier

DATE: 4/18/2024

EVALUATOR NAME: James Jackson Sanborn

EVALUATOR DEPARTMENT: Maine InfoNet

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Individual Evaluator Comments:

File 1 – Preliminary Information

I. Appendix A – Cover Page

MOBIUS and Georgia pines are comparable to Maine in terms of scope and scale

II. Appendix B – Debarment, Performance, and Non-Collusion Certification Form)

III. Eligibility Requirements per Part I, C of the RFP

File 2 – Organization Qualifications & Experience

I. Appendix C – Qualifications & Experience Form

Good use of form

Impressive background

Maine Experience for VA and DHHS – ended recently ?

II. Subcontractors

III. Organizational Chart

Solid looking chart

KVL is over 200 libraries! – implemented in less than 30 days

IV. Litigation

V. Financial Viability

VI. Licensure/Certification

VII. Certificate of Insurance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: STAT Courier

DATE: 4/18/2024

EVALUATOR NAME: James Jackson Sanborn

EVALUATOR DEPARTMENT: Maine InfoNet

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

Dedicated delivery – very positive

Three HUBS – keeps routes shorter, more chance for longer delivery times though

Very detailed on how stops work and how software is used

Software seems VERY robust

Line Haul makes sense but is more complicated with three hubs -is 16 foot box truck big enough?

NO changes for pricing for rural libraries

Willing to do paper logs, but software seems sufficient

Willing to take on part of state if not awarded full state

MiniVans – will they be big enough for smaller routes?

Open to deal with lost/damaged claims

“intuitive sort codes” for sorting within van

II. Implementation – Work Plan

Very detailed plan – mock runs sound good

6 week implementation plan broken up into weeks

Warehouses already established (locations provided)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: statcourier

DATE: 4.19.24

EVALUATOR NAME: Daisy. D. Singh

EVALUATOR DEPARTMENT: University of Maine Fogler Library

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- *P/N: Professional submission, although there seem to be additional needless pages.*

- I. *Appendix A – Cover Page*
- II. *Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
- III. *Eligibility Requirements per Part I, C of the RFP*

- *P: pg. 6 of document (paginated p. 5 on bottom): They're a 100% dedicated service model, so their only concern is serving MSL.*
- *P/I: p. 13, 14, 16 on document (paginated 5, 6, 8 on bottom): Testimonials (plural) are included.*

File 2 – Organization Qualifications & Experience

- I. *Appendix C – Qualifications & Experience Form*

- *P: pg. 10 of document (paginated 2): They have 17 years of experience with libraries, so they know our industry.*
- *P/I: pg. 10 of document (paginated 2): They mention of treating materials with respect, timeliness, and care, and even back-up driver contingency plans.*
- *P: pg. 12 of document (paginated p. 4 on bottom): Familiar with our environment; they've worked in Maine and New Hampshire*
- *P: pg. 10-16 of document (paginated 2-8 on bottom): A lot of focus on quality and they go in depth about what they mean.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: statcourier

DATE: 4.19.24

EVALUATOR NAME: Daisy. D. Singh

EVALUATOR DEPARTMENT: University of Maine Fogler Library

- *P: pg. 18 of document (paginated p. 10 on bottom): They adjusted for increase in volume w/Georgia PINES Library System.*

II. Subcontractors

- *P: pg. 18 of document (paginated p. 10 on bottom): No plans to subcontract, so MS� will be dealing directly with them.*

III. Organizational Chart

P: pg. 11 Clear org chart

- *P: p. 19 of document (paginated pg. 11 on bottom) They have customer service representatives! And a dispatch team!*
- *N/P: Thrown off by seeing photos of employees (not allowable practice for CVs), but on the other hand, it shows a personal touch and pride in being identified with their business (which was already apparent from the professionalism of this bid).*
- *I/P: pg. 20 of document (paginated p. 12) President established a Quality Improvement Program based on industry standards.*
- *P: pg. 21 of document (paginated p. 13 on bottom) In Account Manager description, note says that she is "available after-hours when necessary," which is helpful for good communications.*
- *P: pg. 25 of document (paginated 17 on bottom) The company even went into detail about how their drivers are vetted, which I appreciated.*

IV. Litigation

V. Financial Viability

VI. Licensure/Certification

VII. Certificate of Insurance

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

- *P: pg. 36 of document (paginated p. 2 on bottom) They would service the entire state.*
- *P: pg. 37 of document: Drivers would update their arrival time on mobile device.*
- *P: pg. 38 of document: There are three sorting facilities, and one is in Medway, which would be ideal for servicing northern part of state with greater ease. They are strategically located.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: statcourier

DATE: 4.19.24

EVALUATOR NAME: Daisy. D. Singh

EVALUATOR DEPARTMENT: University of Maine Fogler Library

- *P: pg. 39 of document: Drivers are required to check in with library staff to verify that there are no items for pick up.*
- *P: pg. 39 of document: B.1.c. They'll do mock runs (plural)!*
- *P: pg. 39 of document: B.2.a. Measurements of vehicles are included.*
- *P: pg. 40 of document: B.2.b. They include helpful details on how drivers are trained.*
- *P: pg. 42 & 48 of document: B.8. & I.7. Very detailed response regarding addressing lost or missing items, including reference to reimbursements. This inspires confidence.*
- *P: pg. 43 of document: Part II, C.1.a,b. They seem agile; open to adjusting.*
- *P: pg. 45 of document:: Part II, E.3. All locations are charged the same rate.*
- *P: pg. 13: They are aware of our concerns; they reference lack of Wi-Fi in rural areas and their contingency plans.*
- *P: pg. 47 of document: Part II, E.7: "If stops are missed, these are logged and removed from the billing schedule." Automation and accountability.*
- *Q/N: pg.49 of document: J.2.a. "Libraries pre-sort materials into designated totes..." Does this put too much of a burden on libraries?*
- *P: pg. 49 of document: J.2.b. Multiple MSL staffers will have visibility; this demonstrates transparency and forethought about cross training and turnover.*

II. Implementation – Work Plan

- *P: pg. 53 of document: They included details on a transition team and a 6-week timeline specifying tasks. They also include a detailed delivery route with times. They seem very well prepared, and this inspires confidence.*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Vital Delivery Solutions

DATE: 4/18/2024

EVALUATOR NAME: Beth Crist

EVALUATOR DEPARTMENT: Maine State Library

Instructions: *The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. *Appendix A – Cover Page*
Submitted as required
- II. *Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
Submitted as required
- III. *Eligibility Requirements per Part I, C of the RFP*
Unclear if vendor meets eligibility requirements. Bidder did not clearly demonstrate at least two (2) years of experience providing daily courier service to at least 50 locations. Bidder also did not submit required current list of delivery sites.

File 2 – Organization Qualifications & Experience

- I. *Appendix C – Qualifications & Experience Form*
 - has 38 years of experience
 - has experience with courier service to library consortia, though all listed are smaller services, not state level.
 - is New England based with a Maine location
 - is accustomed to winter weather
 - has large sorting operations in warehouses
- II. *Subcontractors*
 - no subcontractors, employee based company
- III. *Organizational Chart*
 - Submitted as required. There appears to be adequate staff allotted to run the operation. Has a Maine location.
- IV. *Litigation*
 - no litigation
- V. *Financial Viability*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Vital Delivery Solutions

DATE: 4/18/2024

EVALUATOR NAME: Beth Crist

EVALUATOR DEPARTMENT: Maine State Library

- Not much cash on hand raises questions about capacity to bring on a large new client.
- VI. *Licensure/Certification*
 - Nothing submitted
- VII. *Certificate of Insurance*
 - Submitted as required and appears adequate.

File 3 – Proposed Services

I. *Appendix E – Response to Proposed Services*

Bidding on all regions.

- P.13. Answer to guaranteeing uninterrupted service is lacking all information. This leaves it ambiguous if the bidder is able to make this guarantee.(N)
- B.2.b. A fairly low salary is provided to delivery drivers at \$21/hr. Is the bidder able to maintain driver staffing?
No hiring outline provided.
- B4. Routes appear well considered and laid out, with good reasoning including library open hours.
- B.4. Sortation facilities and plans seem feasible. The line haul overnight run to transfer materials from one sortation facility to the other is commendable.
- B4. Concern that drivers also sort.
- B.8. An adequate procedure for addressing items lost/missing in transit.
- C.1.a-b. Good use of searching for more efficient routes in the event of service changes.
- C2. No plan for addressing service changes. For schedule variations, bidder says that stops will be displaced on the same route the following delivery day. Does that mean that scheduled stops on those routes will not be made?
- D. The communication answers are adequate but lacking in detail.
- E.3. No justification for rural rates (N)
- E.7. Good use of software to automatically ensure missed stops are not billed.
- F.1. Again, good use of software, this time to track pieces and stops.
- F.2. It is positive that MSL can access the bidder's software to find needed information autonomously.
- G.1-5. The software and technology that the bidder uses seem appropriate for the service.
- P.17. H. No subcontractors used.
- I.7. Good coverage of cost of materials due to driver negligence.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Vital Delivery Solutions

DATE: 4/18/2024

EVALUATOR NAME: Beth Crist

EVALUATOR DEPARTMENT: Maine State Library

- J.2.a. Drivers will be able to sort on route to some degree. (P)
- J.2.b. MSL staff will be able to have access to the CXT and telematics portal. (P)
- J.2.b. Will MSL staff receive training on CXT and telematics portals?

II. Implementation – Work Plan

- The implementation plan seems to contain the major needed steps
- While 2 months seems reasonable to complete the tasks needed, ideally the service would start sooner than that.
- The bidder should know now how many vehicles and additional staff would be needed to start providing this service.
- The plan is quite vague.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Vital Delivery

DATE: April 18, 2024

EVALUATOR NAME: Lori Fisher

EVALUATOR DEPARTMENT: Maine State Library

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. *Appendix A – Cover Page*
Completed as required.

- II. *Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
Completed as required

- III. *Eligibility Requirements per Part I, C of the RFP*
GMILCS (NH) – 12 libraries M-F since 2019. Marilyn Borgendale retired over a year and a half ago but they listed her as contact.
NH College & University Council – 54 stops per week since 2019 – not daily stops
Green Mountain Library Consortium - 150 libraries weekly, 2016-2020
Does Vital meet the eligibility criteria??

File 2 – Organization Qualifications & Experience

- I. *Appendix C – Qualifications & Experience Form*
Long library courier experience (38 years)
Still unclear if they have provided service as large as MSL needs because most examples are for smaller consortia/systems

- II. *Subcontractors*
Employee-based company – no subcontractors

- III. *Organizational Chart*
Submitted as required

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Vital Delivery

DATE: April 18, 2024

EVALUATOR NAME: Lori Fisher

EVALUATOR DEPARTMENT: Maine State Library

No narrative to explain duties or hierarchy

IV. Litigation

No litigation in the past five years

V. Financial Viability

Provided 3 years of financials as required

Concerned with amount of loans (\$2 million) and small amount of cash on hand, since taking on this service means ramping up their infrastructure quite a bit.

VI. Licensure/Certification

None

VII. Certificate of Insurance

Submitted as required; adequate levels

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

Bidding on all regions

Library routes will be dedicated to only libraries

Dry run for all routes and stops

Mentions copying library keys which is a security concern.

Provided job description of drivers

No description of driver training provided

Two sorting facilities (Scarborough and Bangor)

Email communication seems to be their preference

Appendix E question 3 was not answered (justify rural rates if proposed).

They did propose rural rates but left this question blank

Software seems to be robust in ability to deal with tote counts, delays, real-time monitoring

They will allow on route sorting

While they answered most of the questions in Appendix F, the answers were somewhat vague and the critical question around rural routes was not answered.

II. Implementation – Work Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Vital Delivery

DATE: April 18, 2024

EVALUATOR NAME: Lori Fisher

EVALUATOR DEPARTMENT: Maine State Library

60 day implementation timeline seems long given the lack of a detailed explanation of why

Purchasing needed vehicles within the first 30 days of the implementation period also seems unrealistic given the auto market at present

Concerned that a lack of detail around the implementation period, with no mention of ongoing communication in some form, means this is not well thought out and will not go smoothly

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Vital Delivery

DATE: 4/17/2024

EVALUATOR NAME: Jon Knepp

EVALUATOR DEPARTMENT: Maine State Library/Thompson Free Library

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. *Appendix A – Cover Page*
- II. *Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
- III. *Eligibility Requirements per Part I, C of the RFP*
P- Qualified, though not explicitly stated in this section, detailed on next page p. 31

File 2 – Organization Qualifications & Experience

- I. *Appendix C – Qualifications & Experience Form*
P- handles libraries in parts of NH and all of VT p. 31
- II. *Subcontractors*
P- no subcontractors p. 32
- III. *Organizational Chart*
I- split along zones outlined in RFP p. 32
- IV. *Litigation*
P- no litigation p. 32
- V. *Financial Viability*
P- no problems p. 1
- VI. *Licensure/Certification*
P- no problems
- VII. *Certificate of Insurance*
P- no problems

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Vital Delivery

DATE: 4/17/2024

EVALUATOR NAME: Jon Knepp

EVALUATOR DEPARTMENT: Maine State Library/Thompson Free Library

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

P- stops arranged by region, made manageable and within library hours

I- routes are: Lincoln, Penobscot (and Piscataquis), Androscoggin, AugAm, Cumberland, Knox, Augusta, York, Napa Bethel, Washington, Aroostook

P- 2 sort facilities (Scarborough and Bangor), line haul between each, morning sort, ready to distribute in the morning

P- On route sorting to improve delivery time

II. Implementation – Work Plan

I- 60 day implementation timeline

P- seems reasonable timeline

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: VITAL

DATE: 4/18/2024

EVALUATOR NAME: James Jackson Sanborn

EVALUATOR DEPARTMENT: Maine InfoNet

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. Appendix A – Cover Page*

Scarborough office

- II. Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*

- III. Eligibility Requirements per Part I, C of the RFP*

Unsure if even eligible based on number of daily deliveries.

File 2 – Organization Qualifications & Experience

- I. Appendix C – Qualifications & Experience Form*

Smaller programs listed as experience – are they up to this contract?

- II. Subcontractors*

- III. Organizational Chart*

Maine based staffing in place

- IV. Litigation*

- V. Financial Viability*

Not much cash in relation to their outstanding AR

Significant loans outstanding

- VI. Licensure/Certification*

- VII. Certificate of Insurance*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: VITAL

DATE: 4/18/2024

EVALUATOR NAME: James Jackson Sanborn

EVALUATOR DEPARTMENT: Maine InfoNet

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

Lacking detail on how to guarantee uninterrupted service

2 sort facilities

Line haul explanation is good

No narrative on rural route costs

Software solution sounds adequate

Willing to work if not full state

GPS tracking is good

Willing to address lost/damaged materials

Unclear if access to CTX is meant to be in lieu of required reporting

On route sorting required- unclear if this is driver or library implemented?

II. Implementation – Work Plan

Need to establish sorting location- Unclear if addresses listed previously are just office space or now are office warehouse

60 days seems reasonable?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Vital Delivery Solutions, LLC

DATE: 4.19.24

EVALUATOR NAME: Daisy. D. Singh

EVALUATOR DEPARTMENT: University of Maine Fogler Library

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department’s RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

File 1 – Preliminary Information

- I. Appendix A – Cover Page*

- II. Appendix B – Debarment, Performance, and Non-Collusion Certification Form)*
- III. Eligibility Requirements per Part I, C of the RFP*

File 2 – Organization Qualifications & Experience

- P: pg. 3 of document: Well written; good communication.*
- P: pg. 3 of document: Their focus is on library consortia, so they know our industry.*

- I. Appendix C – Qualifications & Experience Form*
- II. Subcontractors*
- III. Organizational Chart*

- N: pg. 5 of document: Org chart is difficult to read. It’s unclear who the drivers report to.*

- IV. Litigation*

- N/Q/P: pg. 5 of document: “not currently involved in any litigations in the last 5 years” makes it sound like they may have been involved in litigation in the past, in which case it feels like they may be withholding. They could have said they were never involved in any litigation to be more clear or emphatic, or explain*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

BIDDER NAME: Vital Delivery Solutions, LLC

DATE: 4.19.24

EVALUATOR NAME: Daisy. D. Singh

EVALUATOR DEPARTMENT: University of Maine Fogler Library

what previous litigation involved. That said, they answered the question as asked. Just did not inspire confidence.

- V. *Financial Viability*
- VI. *Licensure/Certification*
- VII. *Certificate of Insurance*

File 3 – Proposed Services

I. Appendix E – Response to Proposed Services

- *P: pg. 25 of document: They would service all of Maine.*
- *N: pg. 37 of document: Bidder doesn't answer the question regarding uninterrupted service.*
- *N: pg. 37 of document: B.2.b. No outline of training to drivers.*
- *N: pg. 39 of document: B.4. There is no sorting facility near far northern delivery routes.*
- *P: pg. 40 of document: B.5. Demonstrates openness to working with another vendor.*
- *N: pg. 41 of document: E.3. No answer.*
- *P: pg. 41 of document: E.7. "All missed stops will be deactivated in our software ensuring they do not bill." Automation to avoid billing unnecessarily.*
- *P: pg. 41 of document: I.1-6. No subcontractors will be used, so MSL would be dealing with them directly.*
- *Q/N: pg. 42 of document: I.7. Is the \$200 limit per item, per tote? A tote would be a lot more.*
- *P: pg. 42 of document: J.2.a. on route sorting to maximize efficiency*

II. Implementation – Work Plan

- *Q/N: pg. 43 of document: Implementation Plan: is 2 months a good turnaround? Seems too long.*



STATE OF MAINE
Maine State Library

Janet T. Mills
Governor

Lori Fisher
Maine State Librarian

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

I, Beth Crist, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine, Maine State Library. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Beth Crist

Signature

April 16, 2024

Date



STATE OF MAINE
Maine State Library

Janet T. Mills
Governor

Lori Fisher
Maine State Librarian

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

I, Lori Fisher accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine, Maine State Library. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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Lori A. Fisher
Signature

4/16/2024
Date



STATE OF MAINE
Maine State Library

Janet T. Mills
Governor

Lori Fisher
Maine State Librarian

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401004

RFP TITLE: **Statewide or Regional Delivery Service of Library Materials**

I, (print name at right) Jon Knapp accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine, Maine State Library. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

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Jon Knapp
Signature

4/16/24
Date

STATE OF MAINE

Maine State Library

Janet T. Mills
Governor

Lori Fisher
Maine State Librarian

AGREEMENT AND DISCLOSURE STATEMENT

RFP #: 202401004

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

I, Jame M Jackson Sanborn accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine, Maine State Library. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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Signature

April 16, 2024

Date



**STATE OF MAINE
Maine State Library**

Janet T. Mills
Governor

Lori Fisher
Maine State Librarian

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202401004**

RFP TITLE: Statewide or Regional Delivery Service of Library Materials

I, Daisy D. Singh, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine, Maine State Library. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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Signature

April 16, 2024

Date