



Connecticut Delivery Service

Sharon Brettschneider
Connecticut State Library
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Background of Connecticar

- Statewide Service
- 219 public and academic libraries
- Started in 1974 with beginning of statewide reciprocal borrowing program – Connecticard
- State run service until 2003
- Now partially outsourced
 - Private vendor handles 120 of the busiest libraries



Background of Connecticut

- Study in 1998 by Mary Jackson at ARL indicated savings if outsourced
- State service was becoming dysfunctional
- RFI sent out in 2001 to verify cost savings
- Negotiations with union/state took a long time
- Now private vendor handles 120 libraries and state service to 99



Requests for Proposals

- 2002 – Awarded to Beaver Express
 - Service began in 2003

- 2006 – Awarded to Service Warehousing and Logistics



Volume

- Per year 3,500,000
- Per day 14,500
- At any one library per day - from 1 item to over 300



RFP Process

- State Library wrote service content
- Dept of Administrative Services added to legal framework and issued for us



Request for Proposal

- Overview of Service
- Scope of Services
 - Frequency/schedule
 - Volume
 - Times of delivery
 - Communication procedures with CSL
 - Penalties for missed stops



- Billing Method
- Types of Materials
- Packaging and address requirement



Request for Proposal

■ Vendor Requirements

- Liability insurance
- Allow inspection
- Notify of missed stops
- Accurate
billing/reporting
- Single contact

■ CSL Requirements

- Maintain master
delivery list
- Go between with
libraries (enforcer)
- Pay bills
- Single contact

Request for Proposal

- Project plan
 - How they plan to provide service
- Company experience and background
- Financial Information
- Alternative methodologies
- Special terms
 - completeness of response, ethics, etc.



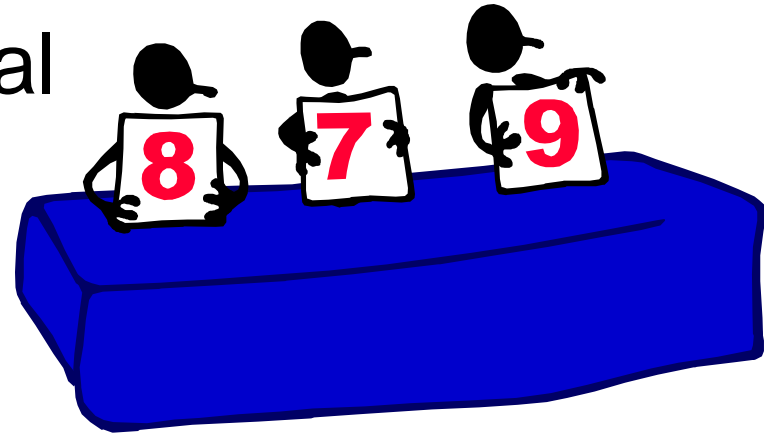


RFP Evaluation

- Scoring weights and criteria decided prior to any response being opened (actually prior to release of RFP)
- Team of evaluators (me, manager of Ccar, head of fiscal services, rep from DAS)
- No dealings with respondents (DAS handled all queries)
- NO conflict of interest

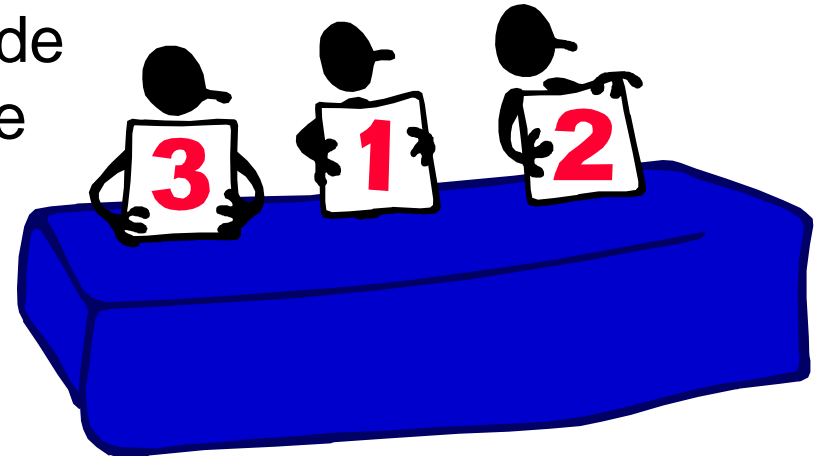
RFP Evaluation

- Each Committee member evaluates and scores responses independently
- Group meets to review
- Each score is presented and discussed and team consensus score is reached
- Discussions confidential
- FOI inquiries to DAS



RFP Evaluation – Weighted Scores

- Business 20%
 - Brief History – Organization information
 - Company Experience with similar projects
 - Clients/references
 - Financial Information
 - Plan and ability to provide required delivery service



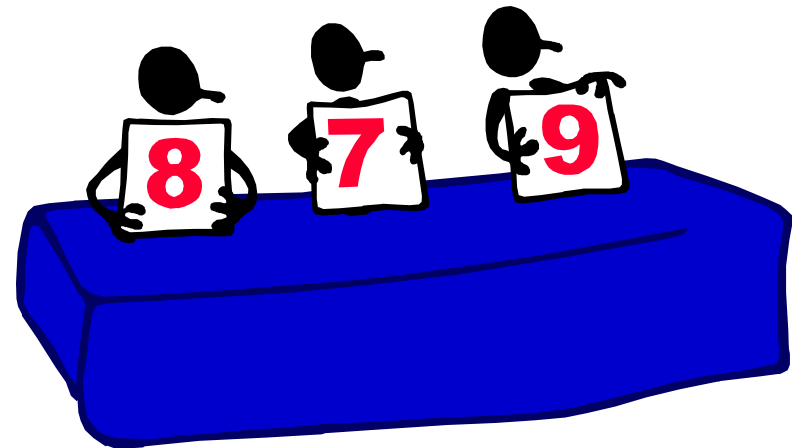
RFP Evaluation – Weighted Scores

■ Account Services (30%)

- Strategy for account management
- Problem resolution/quality assurance
- Delivery and tracking capabilities

■ Pricing (50%)

- Cost per stop
- Annual cost



Questions ?

- Sharon Brettschneider
Director of Library Development
Connecticut State Library
sbrett@cslib.org
860-757-6665

