**RFP 23-72539**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.**

* + 1. **General Requirements and Definitions**
       1. Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

**All terms within the RFP package are accepted as is and we are not asking for any changes or concessions.**

* + - 1. Please confirm you have carefully reviewed all requirements listed in RFP Section 1.4. Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

**We have carefully reviewed section 1.4 and are fully committed to the scope as written.**

* + 1. **Shipping and Delivery Requirements** 
       1. **Materials shipping and delivery.** Contractor shall ensure the delivery of all materials shipped from one drop-site to another using a single shipping system with a set list of libraries for regular, daily service. Please describe the shipping system to be used to accomplish this level of service, which should include the elements listed in 2.4.2.2-2.4.9.5.

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| **Pillow utilizes a combination of dedicated route structures, package pooled routes (internal existing distribution routes of Office Supply, HVAC, Pharmaceuticals, Janitorial, etc.…) and company line hauls to connect to branch offices.** |

* + - 1. **Undeliverable items.** Contractor shall ensure the return of any undeliverable items to the sender, at no additional cost. All items which cannot be delivered because of no label, mis-labeled or other reasons shall be delivered to the Indiana State Library at no additional cost. How do you plan to ensure the return of undeliverable items and do so at no additional cost?

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| **Pillow utilizes a sort system that will easily identify any items that were rejected or unable to complete the delivery. The first step is with the driver at the pickup location. If parcels are not properly packaged and/or labeled a courier will ask the library team to assist in correcting these prior to departure. If a label is damaged or lost in transit, we will be forced to open the package and try to determine the origin of the parcel. If unsuccessful, a supervisor will reach out to the Info express Administrators for assistance in possible identification.** |

* + - 1. **Responsibility for parcels, etc.** Contractor shall be responsible for parcels, including the library materials and containers (such as reusable shipping bags, boxes and reusable totes) while such materials are in the possession of Contractor or Contractor’s courier. Contractor must be insured. Please show proof of cargo insurance that covers all library materials and containers while in your care. Please describe the process for reporting lost/damaged items and requesting reimbursement.

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| **All claims from the Program Administrator should be submitted to** [**operations@pillowlogistics.com**](mailto:operations@pillowlogistics.com) **Our accounting team will confirm receipt within 24 hours of claim submission and work with the Program Administrator to ensure claims are processed expeditiously.**  **Our cargo insurance is currently $100,000 and is shown on our Sample Certificate of Insurance below.** |

* + - 1. **Delivery location.** Materials shall be delivered to a designated location inside each drop-site. Please demonstrate your ability to deliver materials to a specific location inside each drop site.

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| Pillow delivers over 1000-time sensitive parcels per day within the State of Indiana. Pillow has over 34 years of same day and next day courier experience with a specialty in pickup and drop off services. Please review our reference letters (Attch H) as proof of performance. |

* + - 1. **Transit equipment.** Contractor shall provide vehicles with appropriate capacity to transport materials. Describe your ability to meet pick-up demand based on package volume. Contractor shall provide all equipment necessary to move materials to and from vehicles and in transit, such as hand trucks or transit cartons. Please list all the necessary equipment required to move materials to and from vehicles and in transit. Describe your ability to meet these qualifications with substitute drivers.

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| **Pillow will provide a fully trained and equipped driving team. For the purpose of this RFP, all drivers will be equipped with a 2-wheel dolly to support the large deliveries. All drivers are required to be able to lift 50lbs unassisted as a condition of contracting. We also have internal assets if needed to support these deliveries, such as Box Trucks, Sprinter Vans, 2 Wheel Dollies, and TRAINED employee backups. Pillow Operations will ensure that a route will not get covered (unless the state or portion of the state is shut down for an emergency).** |

* + - 1. **Packaging.** Participating libraries employ the use of approximately 35,000 reusable courier bags (see Attachment N). In the event a drop-site does not have access to such bags, please confirm the acceptable use of padded envelopes and boxes. A few locations use reusable totes. See Attachment K for volume and types of packages shipped and received by the sites.

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| **Pillow has familiarity with InfoExpress mail operations and will utilize its management team experience and past performance to ensure operational success. In the event of a large order, Pillow will utilize totes and boxes which provide ease of transport due to their weight. Awkward or bulky items such as musical instruments or supplies will be packaged for special transport.** |

* + - 1. **Labeling.** Contractor shall accommodate the use of standard shipping labels (see Attachment L) indicating originating and destination library, of a size and format approved by Program Administrator. A label system utilizing barcodes for tracking is required. Are you able to utilize the particular packing label found in Attachment L or do you have the software available for libraries to create labels meeting these requirements? What is your experience with a barcode tracking system?

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| **Pillow will maintain the continuity of the shipping labels as they are today. The MTWRF will not change unless the library changes its service days. We will need to modify the numbered portion to align with our current route designations. We use barcode tracking with several customers (both 2D and 3D). We also utilize GEO fencing to ensure items are not being dropped at the incorrect location. If the barcode does not align with the location our app will not allow the driver to complete the delivery/pickup.** |

* + 1. **Schedule, Pick-up, and Time Requirements** 
       1. **Schedule.** Contractor will set and maintain a delivery schedule that serves drop-sites on a fixed, recurring basis. Libraries elect to receive service on 1 to 5 days per week. See Attachment M for details on the number of stops per week and seasonal schedule change information. Not all participating libraries are open five days a week from 8 am to 5 pm. For libraries with shorter hours, the courier shall make a best effort to schedule deliveries and pickups during their open days and times. If no workable schedule can be worked out, the courier shall work with the library to arrange for a secure pickup and drop off location or offer the option of purchasing a secure drop-box. Please indicate how such a schedule will be established and sustained, while incorporating the delivery expectations described throughout this Technical Proposal.

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| **It is understood that some libraries have limited hours. Based on our team members past experience, the Infoexpress team has ALWAYS been great about working with the courier to work out the best solution without sacrificing service. Again, our past experience working with and building out this delivery model already provides an understanding of the challenges associated with Library hours.** |

* + - 1. **Pick-up and delivery times.** Contractor shall ensure pickup and delivery at each drop-site for their designated service days. Permitted exceptions to daily pickup and delivery schedule are road closures and severe inclement weather, as evidenced by library, school or other public building closures. Missed deliveries caused by illness, mechanical failures or scheduling errors will be rescheduled by the courier at no charge. Service shall be within a fixed recurring period between 8:00 a.m. and 5:00 p.m. each business day, plus or minus two (2) hours. If these times fall outside of a drop-site’s normal business hours, alternate delivery and pick-up methods may be arranged with the drop-site **at no extra charge.**

The Contractorshall notify affected drop-site of any expected delayed or missed service due to emergency or exceptions noted above. Drop-site may also notify the Contractor 24 hours in advance if pick up is not needed. How will you communicate with the drop-site to ensure deliveries occur within the given timeframe or to notify someone at the drop-site of emergencies or exceptions?

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| **Pillow Operations will modify route structures, when possible, to accommodate hours outside of the 8a-5p window provided above. If unable to work out a solution, operations will default back to the answer provided on 2.4.3.1.** |

* + - 1. **Service to drop-sites.** Contractor shall work with the Program Administrator to set the service schedule for drop-sites. Program Administrator may require Contractor to contact drop-sites to discuss location or schedule details. How will you communicate with the Program Administrator regarding schedule details or other changes in service to drop-sites?

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| **Pillow will provide a dedicated account manager responsible for the library service. This person will work with whomever the library deems as the immediate and backup contacts. Several years ago it was Steve and David Michael, but we have also worked with the current administrators (I believe it was Jen, but it has been a few years).** |

* + - 1. **Current drop-sites.** How quickly will the number of drop-sites indicated in Attachment M be integrated into your current operation? Describe a transition plan and timeline.

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| **For successful account launch, we will need 30 days to align our IT with your team.** |

* + - 1. **Removing/adding drop sites.** Program Administrator has the ability to discontinue service to a drop-site within one business day notice to vendor. Program Administrator has the option to add new drop-sites with one week's notice. How will you accommodate the addition of new drop-sites beyond those listed in Attachment M?

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| **Pillow plans to utilize an internal distribution routing system for the bulk of these deliveries. This system will allow for easy modification of adding or removing locations. This also will allow for rescheduling service for the holidays or unexpected closures.** |

* + - 1. **Pre-service visit.** In the past, Contractors have used pre-site visits to introduce each drop-site. Please explain how you plan to familiarize yourself with each drop-site.

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| **Pillow operations will visit every site the week prior to launch. Drivers will be asked to complete a form that includes information about where to park, where parcels are located, and if there is a contact person for that location. Our team will then return to the distribution hub and enter those notes into our dispatching system. This allows us to service this location with any driver and complete it as if they have done it before.** |

* + - 1. **Seasonal variations to schedules.** It will be necessary for the Contractor to adjust to seasonal variations in drop-site schedules due to holidays, school vacation periods (especially summer vacation), or other similar period that may call for modifications to normally scheduled deliveries.

Courier pickup and delivery service does not run-on dates when the Indiana State Library is closed. The dates of these closures are available at <http://www.in.gov/library/2348.htm>. How will you accommodate these seasonal changes?

Describe your ability to accommodate libraries receiving 1- or 2-day service in selecting a replacement day if their regular service falls on a holiday.

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| **This requirement is understood and will not be an issue for our operations team. Our team has the ability to adjust as needed.** |

* + - 1. **Updates to delivery schedules.** Contractor shall supply the Program Administrator with delivery schedules and updates **quarterly**, for all drop-sites. How quickly will you be able to communicate this information to the Program Administrator?

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| **Unless requested by Infoexpress, Pillow operations will not modify the delivery schedule. In the case a reroute is needed; (Unforeseen events), operations will work with Infoexpress to determine the best course of action.** |

* + - 1. **Transit and delivery time.** Transit and delivery time will be tracked at regular intervals by the Program Administrator. Contractor will ensure that shipments between drop-sites are delivered as follows:

90% or more will arrive within two (2) scheduled delivery days

10% may arrive within five (5) working days

How will you ensure the transit and delivery expectations below will be consistently maintained?

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| **Based on Pillow’s current operational parameters, that ability to attain a 90% delivery target is very attainable. If we receive a parcel on Monday and the next available delivery day is Tuesday or if we pick up a parcel on Monday and the next delivery day falls on the following Monday, we will complete these deliveries ON THAT SCHEDULED DAY over 95% of the time (our internal goal will be 100%). We will accomplish this by ONLY using one sort facility. We will not sort your parcels in 6 different locations and hope each one sorts properly. We will have 100% control of the parcels in Indianapolis, and they can be inspected at any time by a member of the Infoexpress team. By controlling 100% of the sort in one location, we will not have the “oh it went to the wrong warehouse” excuse. Controls are vital in this program as it relates to on time performance.** |

2.4.3.10 **Substitute drivers.**  Describe your ability to communicate critical route information to substitute drivers, including but not limited to delivery location, pick-up and delivery times, updates to delivery schedules, parking instructions, and maps.

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| **Referenced in 2.4.3.6; The dry run and library specific information. In 2.4.2.5 our team indicated that we will provide trained EMPLOYEE backups to perform these services. Sub drivers should never be an excuse for poor service. Generally companies claim this when they lack proper training upon onboarding or they failed to collect and store the proper pickup/delivery information within their dispatch system. We will never tell you it was the driver's fault. All failures are a result of an internal process breakdown. Not saying it won’t happen, but it won’t happen twice.** |

* + 1. **Technology** 
       1. **Technology.** Describe the technology the Contractor will provide and make available for the following processes:

1. Record keeping
2. Monitoring of route/driver status
3. Notification of delivery/pick-up completion at each stop
4. Online communication between the Program Administrator and vendor
5. Problem resolution
6. Customer-service management system
7. Lost and damaged claims processing and tracking

Describe the technology that saves communication time and assists in route efficiency.

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| **Infoexpress will have direct access to our TMS. Within the system you can run on time reports, pull up signatures, review invoicing, etc…We utilize Dispatch Science, which is a far superior product in comparison to Key Software, CXT, E-Courier, or several other off the shelf products. Our system also has real time optimization. If a stop is at risk, it will re-route in real time in order to complete the route stops on time. If that is not possible our dispatch team is notified via warning messages and we contact the client immediately through their preferred contact method.** |

* + 1. **Communication and Problem Reporting/Resolution** 
       1. **Communication with Program Administration.** Contractor shall communicate with Program Administrator regarding the program, including service issues and potential changes in service. What methods will you be able to use to communicate with the Program Administrator?

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| **Pillow provides 24/7 support. Our team is available by phone, email, or text message. The program administrator will have the cell phones of the executive management team if there is ever a need for escalation. As indicated in 2.4.3.3, we will have a dedicated account manager that will be available 24/7/365.** |

* + - 1. **Problem reporting.** In what ways will drop-sites and the Program Administrator be able to report problems and make inquiries?

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| **Pillow Operations is available by phone, email, or text message. The program administrator will have the cell phone numbers of the executive management team if there is ever a need for escalation. As indicated in 2.4.3.3, we will have a dedicated account manager that will be available 24/7/365.** |

* + - 1. **Significant organizational changes.** How will notifications of organizational changes be communicated to the Program Administrator?

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| **Pillow will provide a contact who is a member of our executive team. Once they have been introduced to the key contact at Infoexpress, we will make arrangements for these types of communications.** |

* + - 1. **Service problems.** How will the Program Administrator be notified pro-actively of problems with service and resolutions to those problems?

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| **If a stop is at risk, it will re-route in real time in order to complete the route stops on time. If that is not possible our dispatch team is notified via warning messages and we contact the client immediately through their preferred contact method. Sorry for the repeat of information provided in 2.4.4.1.** |

* + - 1. **Route changes.** How will the Program Administrator be notified of route changes? What information will be included in these notifications?

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| **Pillow Operations will not make route changes until the administrator approves. If there is a significant issue that impacts our ability to service Infoexpress, then our executive team will reach out to the program administrator directly.** |

* + 1. **Customer Service and Support**
       1. **Sustainable service.** How will you guarantee uninterrupted service to all drop-sites? Describe how volume increase demands will be met, particularly if a site already has five-day service.

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| **This requirement is understood and confirmed. Pillow understands at times volumes may fluctuate by location. If needed we will send another vehicle at no additional charge that day and develop a plan to change that vehicle type out permanently for that route. If it is only short term, we will adjust as needed. We will work with the Infoexpress team to facilitate the best solution.** |

* + - 1. **Customer service.** Describe your ability to provide high quality responsive customer service by telephone and email between 8:00 a.m. and 5:00 p.m. and respond to requests within one hour.

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| **Pillow does not utilize voicemail for our general line. If all CSR’s are busy it will roll over to our call service. At that time an email is sent to the entire operations and executive teams. The executive team follows up immediately to ensure your concerns are being addressed. You will never be lost in the voicemail abyss.** |

* + 1. **Account Management** 
       1. **API access.** Contractor shall provide access to an API that allows ISL to track materials at no additional cost. Please provide the name of the person the ISL programmer will work with.

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| **Matthew A Straub, EVP. We use Dispatch Science and have an open API.** |

* + - 1. **Quarterly meeting.** Contractor will schedule a quarterly meeting with the Program Administrator. What data and information will be provided at the quarterly meetings?

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| **Pillow Operations can provide a range of items, but really like the test packages Infoexpress does. We love to see how we perform in a blind test. We will also keep an Infoexpress issues file. If there is ever an issue, it will be included in the issues file and reviewed quarterly with the program administrator. Issues that would be included would be on time performance issues, mis-sort or mis-delivery issues, or any negative feedback received.** |

* + 1. **Reporting** 
       1. **Service reports.** Contractor will supply quarterly service reports (problems and solutions; statistics or narrative; describing types and locations or areas of service problems). How will quarterly service reports be delivered? What information beyond what is indicated are you able to provide in such a report, if any?

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| **We went into this slightly in 2.4.7.2, but we are willing to provide any information you deem necessary.** |

* + - 1. **Transit time reports.** Contractor will conduct transit time analyses on a semi-annual basis. How will transit time analyses be conducted? What information are you able to provide in a transit time report?

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| **Pillow utilizes a technology system that indicates on time performance in its raw data. We can provide this for any specific date or period or time.** |

* + - 1. **Reports.** What kind of systems do you have in place for reporting activities dealing with damaged or lost materials? **On time performance, signatures, total parcels, etc…**
    1. **Billing/Invoicing, Payments, and Incentives**
       1. **Contract administration and billing.** Contractor will provide certain administrative claims and financial reports. Please provide examples of reports and forms that will be used to convey such information. In addition, please indicate how the administrative and reporting expectations shall be met.

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| **It is understood that our accounting team can generate aging reports, excel invoicing, or just about any other information requested.** |

* + - 1. **Invoicing.** Contractor shall submit an invoice to Program Administrator at the end of each month for services performed during the month. The Indiana State Library will invoice drop-sites based on the Contractor’s invoice. In what format will invoices be submitted to the Program Administrator? What details will appear on the invoice in addition to the number of deliveries made, and the locations, dates and reasons for missed deliveries?

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| **Pillow operations will manage the exceptions with regards to missed deliveries, but we will submit an invoice in excel that will contain the POD for all pickups and deliveries. We will require scanning, a picture and signature at both the pickups and deliveries.** |

* + - 1. **Payments.** Payment to Contractor will be made monthly after service is rendered. Upon receipt of invoice, Program Administrator will make payment to Contractor in accordance with the Indiana State Library’s regular payment procedures. Payment will be made within **35 days** of the end of the invoice service month provided an accurate invoice has been received. No prepayments shall be made. How will you accommodate this method of payment?

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| **With over 34 years in business, Pillow is a financially strong organization with strong cash reserves, banking relationships, and a wonderful credit rating. There are no issues carrying this account for a net 35.** |

* + - 1. **Canceled Stops List.** In conjunction with invoicing, Contractor will be expected to provide to the Program Administrator a monthly list of scheduled drop sites for which there was no pick-up or drop off for each given service day, including the reason for the missed stop. The Contractor’s invoices will reflect actual physical stops (deliveries and/or pick-ups); there will be no charge for canceled stops regardless of the reason. How will this list be communicated to the Program Administrator?

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| **These will be identified and zeroed out on the invoice with a comment section as to why. We can work the program administrator on an appropriate drop down box with acceptable reasons.** |

* + - 1. **Incentives**. Contractor shall make all available price decreases, cost-reduction incentives, or other discounts available to the Indiana State Library. If Contractor enters into other contracts for like services on more favorable terms, Contractor shall make said terms available to the Indiana State Library. How will you ensure that the Indiana State Library is receiving the best price available?

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| **At Pillow we believe it is our duty to constantly review our business cases on an individual basis. As we see opportunities we would let the Infoexpress team know in order to begin the conversation.** |

* + 1. **Compliance** 
       1. **Termination.** Contractor is advised that any agreement entered into may be terminated according, but not limited to, the conditions below. Please indicate how these conditions align with the Contractor’s current practices.

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| **This account although substantial would not create hardship if it was to be canceled.** |

* + - 1. Please acknowledge your understanding that the contract (including extensions) may be terminated by the Indiana State Library in its sole discretion, upon 30 days written notice.

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| **This is an industry standard for us and completely understands the risk.** |

* + 1. **Other Information**

***\*Note: Questions in this section are for informational purposes only and will not be used in the evaluation of this RFP. No response is required for 2.4.11.1; as this is for informational purposes only.***

* + - 1. **Maps, parking, etc.** If necessary, the Program Administrator may supply Contractor with vicinity map, parking instructions, etc. upon request.

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| *No response is required.* |

* + - 1. What specific innovative strategies would your agency recommend implementing to grow ISL’s InfoExpress? Please cite specific strategies.

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| **Thank you for asking this question. In our past experiences with the library, there are a lot of wasted miles and emissions. In the current scope we would perform a stop, regardless of if they have a delivery. We perform this stop, “just in case” they have outgoing parcels. This is done because the two systems do not speak to each other. Currently all stops are entered into the TMS, but there is no communication that informs us if there is actually an outgoing parcel. Not only that there is nothing to reconcile the existing parcels in transit to an actual delivery (they are just scanning a barcode, but the system cannot identify overages or shortages.**  **We would suggest the following in regards to system integrations and reducing overall spend-**   * **Integrate with our system to build stops “as needed”. If a facility has no incoming or outgoing parcels, then no stop charge for that day.** * **When a library enters a parcel for transport, our system could automatically create a UNIQUE BARCODE, schedule a pickup and delivery based on the information provided.** * **Once that pickup or delivery is scheduled, any additional parcels would just be added to the existing stops automatically.** * **An investment into this technology could save the library 10s of if not 100’s of thousands of dollars annually. It would take some time to build out, but worth this investment.**   **We would also suggest limiting approved containers for transport. Unfortunately, the Infoexpress exchange has been used to transport non-library related materials in the past. This is primarily universities doing exchanges between themselves. Knowing these stops exist requires larger vehicle types and high costs.** |

* + - 1. What additional information (as it pertains to this solicitation) can your agency provide that will assist the state in the evaluation of your proposal?

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| **I have a great deal of experience working with Infoexpress and understand the model very well. I have spoken at many annual events for the Infoexpress team and have always enjoyed them as a partner. My VP of Operations also has many years of experience with the library. Together, this team will not fail.** |