



Courier Services

RFP 290-25-01-DIST Pre-Bid Conference and Additional Questions and Answers September 2, 2025

Is there a manifest of what is moving from one location to another?

A: No, there is no manifest. Our computer system does know when an item is being scheduled to move from one location to another, but it is not tracked specifically.

Regarding inclement weather closures, are you expecting delivery with 24 hour access?

A: As Colorado Springs weather can vary significantly from one part of our district footprint to another, we sometimes close or delay opening certain locations and not others, depending on the weather on the ground. We work with the vendor to determine which, if any, facilities should be serviced based on the conditions and forecast. We do not expect a driver to take undue risks in providing deliveries. A driver can determine that the conditions are too risky and cancel some or all of the route. We expect notification of this, so we can alert the appropriate staff of what to expect.

Are you expecting multiple drivers or one?

A: We leave this to the contractor. We've had both single drivers and multiple drivers in the past 25 years. We do expect to have experienced coverage if a driver is ill or needs to take time off.

How is service currently provided?

A: We have a contractor that has a driver/courier for the weekdays and a backup driver that is primarily weekends. They have a box truck that is between 14' and 20' with appropriate cargo weight rating and a ramp and dolly. We have also seen other vehicle configurations used successfully.

Does PPLD maintain a weight limit on the bins? What are the lifting requirements?

A: We have no specific weight rating on the bins, but generally a fully filled bin rarely exceeds 50 lbs. Lifting requirements are up to the contractor. We do not want stacks of bins to be higher than five bins high once delivered.

Are courier drivers expected to hold anything overnight?

A: They may if they desire, but there is no expectation of holding bins overnight; however, because the drivers are continuously picking up new outbound bins, there are always materials and bins in various stages of delivery. The loading docks at East Library and Penrose Library have space for some short-term storage if transfers of bins between vehicles is needed.

Do all facilities have docks? Is there a map with ingress/egress for locations?

A: Our East, Penrose and Library 21c facilities have loading docks, with the East and Penrose docks being drive inside docks. We do not currently have an ingress/egress map of our buildings but will cover this during the training cycle with the awardee. In general, most facilities without a loading dock have one entrance that works well for both vehicle parking and bin transport to the facility staff workspace.

Are kits in the bin or loose? How are they expected to be transported?

A: Most of our kits are larger than the material (red) bins. Some are in hard storage cases, some are in lidded totes, and some are in mid-size suitcases. The kits are less than 10% of the cargo.

What vehicle size is PPLD looking for?

A: This is up to the contractor to determine what works best for their purposes. A vehicle large enough to carry all the bins from a route is probably ideal, as it minimizes the number of additional trips and cross-dock/cross-vehicle transfers.

What is the estimated frequency/volume of * (asterisk) bins?

A: Most of the locations designated “Medium” or “Small” in the RFP (page 8) use at least one * (asterisk) bin. Once the bin is full, they will stack an empty bin on top of it for additional * (asterisk) items.

If no hold slip is in a book in a mixed bin, what is the process?

A: With the exception of items being discarded (ZZ bins), everything else should have a hold/transfer slip in the item. If a hold slip is misplaced, any of the delivery locations can reprint the slip.

Empty bins, what’s the process? How does courier know to leave empty bins?

A: The specifics will be covered during training, but every location needs a certain number of empty bins on-site to process materials into for the next round of deliveries. Generally, this is between 5-15 bins per location, depending on location size. Normally there are some empties already at each location, so leaving more bins to meet the locations specified number is the expectation. The driver harvests empty bins along the route, where there are surplus bins.

Please expand on locations with multiple pick up and drop off locations. How will those bins be designated for the locations? Example, Library 21c having 2 stops.

A: Only Library 21c has multiple stops at one building. The “front” of the building bins will be marked with the branch code (LI or 21c). The back of the building, where the loading dock is, is where bins marked (ZZ) are to be left on the dock for PPLD staff to empty into the disposal boxes. There are a few bins marked (ILL) or (DIST) that will be delivered through the Library 21c loading dock into the area where bins of new books are picked up. Penrose Library has the main library building for normal courier delivery. There is also the “The Hall at PPLD” facility that generates most of the kit traffic that is a separate building from Penrose, that shares a parking lot. This building does not have a loading dock. (RFP page 17). All other library locations only have one delivery point and have their own unique “branch codes”.

Can you please provide more information on what training for new courier will look like?
What is onboarding and format of training?

A: The contractor is responsible for training their drivers after we provide the contractor with the initial training. PPLD has a courier training information binder that describes our expectations and covers things like Branch Codes, building access, minimum empty bins, points of contact, and specifics about certain facilities. We can initially provide a tour of the facilities and instructions at each location as well as the expectations and layout. It usually takes at least a week before a new driver understands most of the route details. We are always available to answer specific driver or contractor questions. Library staff at each location can also help guide the courier driver with building specifics and expectations.

Can you provide generalized volume numbers to know what type of vehicle to price out?

A: A vehicle that can hold between 100 and 120 bins in stacks should be sufficient for this route. If loaded bins are stacked more than 4-5 high, the stacks become more susceptible to falling over during transport. The weight rating and physical space requirements of this load both need to be considered.

Will there be access to historic volume data?

A: Current volume expectations on are page 7 of the RFP.

Request to share sign in sheet

A: This can be done via CORA (Colorado Open Records Act) Request after the RFP process is completed.

To be clear, there is no actual Sunday schedule, correct? (Page 8, Section 3.2 Courier Services Delivery Expectations)

A: Correct, there is no Sunday schedule requirement for this contract

If there are Sunday services, what locations are serviced and what are the time requirements for these locations for route completion? (Page 8, Section 3.2 Courier Services Delivery Expectations)

A: No requirements for Sunday service to any location.

This page states, “Saturday all locations (except The Hall at PPLD) receive one delivery and pick up and Library Express book returns are emptied.” What are the time requirements for Saturday deliveries? (Page 9, Section 3.2 Courier Services Delivery Expectations)

A: There is currently no time requirement for Saturday deliveries, though most locations prefer morning or early afternoon deliveries. Once the route is developed by the contractor, we can review expected arrival times with the library locations to ensure that there will not be any concerns.

Is the bidder required to fill out both columns (with or without fuel surcharge) or can the bidder choose just one or the other? (Page 15, Pricing)

A: The bidder may choose to complete only one of the pricing columns. If there are any additional possible costs, please list them separately.

To be clear, there is no actual service to be provided on holidays, correct? (Page 19, Exhibit B – Holiday Closures)

A: There is no expectation of courier service for holiday closures.

If there are services to be provided on holidays, what locations are serviced and what are the time requirements for these locations for route completion? (Page 19, Exhibit B – Holiday Closures)

A: There is no expectation of delivery service on holidays at any location.