

REQUEST FOR PROPOSAL (RFP) FOR MESSENGER SERVICE

The requirements contained in this document dated <ENTER DATE>, constitute a Request for Proposal ("RFP") for Messenger Service (same day and local overnight) for <ENTER YOUR COMPANY NAME AND LOCATION>. This RFP does not in any manner whatsoever constitute a commitment or obligation on the part of <ENTER YOUR COMPANY NAME> to accept any proposal, in whole or in part, received in response to this RFP, nor does it constitute any obligation by <ENTER YOUR COMPANY NAME> to acquire any services or goods.

Interested firms are invited to submit their bid proposal for review and consideration. The proposal from each firm will be evaluated by <ENTER YOUR COMPANY NAME>. As a result, certain firms may be asked to present and discuss their qualifications and their proposal in more detail.

<ENTER YOUR COMPANY NAME> has the right to reject any or all bid proposals, to award partial bids, and to select other than the lowest bidder. <ENTER YOUR COMPANY NAME> further reserves the right to accept the lowest bid proposal without additional written or oral negotiations with other bidders.

<ENTER YOUR COMPANY NAME> may choose one of the firms responding to this request for bids or <ENTER YOUR COMPANY NAME> may decide that none of the responses are suitable. <ENTER YOUR COMPANY NAME> may choose to negotiate terms or price or anything <ENTER YOUR COMPANY NAME> deems appropriate with any one of the bidders.

If you chose to participate in anyway in this RFP process and/or to prepare a bid or proposal in response to this RFP, you do so entirely at your own cost. <ENTER YOUR COMPANY NAME> has no responsibility, obligation, or intention whatsoever to compensate you for any costs you incur.

<ENTER YOUR COMPANY NAME> at its sole discretion may chose to change any of the criteria or requirements contained herein and/or extend any of the dates and times below. <ENTER YOUR COMPANY NAME> also reserves the right at its sole discretion to terminate this RFP process at anytime. Should <ENTER YOUR COMPANY NAME> make changes or cancel the process, you would be immediately notified by email.

If you intend to bid, please indicate so by email to me, <ENTER YOUR NAME AND TITLE>, at <ENTER YOUR EMAIL ADDRESS> by <ENTER TIME AND DATE NOTICE DUE>.

Any and all questions related to this RFP must be submitted by email at <ENTER YOUR EMAIL ADDRESS> by <ENTER TIME AND DATE QUESTIONS DUE>. All questions and answers will be sent to all bidders by email by <ENTER TIME AND DATE YOU PROMISE TO RESPOND BY>.

All final responses to this RFP are due by email at <ENTER YOUR EMAIL ADDRESS> by <ENTER TIME AND DATE PROPOSALS DUE>. Please expect that we may take up to 20 business days to respond to bidders.

Our address is: <ENTER YOUR COMPANY NAME AND ADDRESS>

Our same-day volumes are: Approximately <ENTER VOLUME> calls per day. Most are bikeable in the core but some may go to anywhere in the surrounding area. Occasionally we have orders that go beyond to anywhere within a 500 KM radius. Usually the order is to pickup

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and deliver an envelope that weighs less than 2 lbs. Occasionally we need boxes moved that require a van.

Our local overnight volumes are: Approximately <ENTER VOLUME> calls per day. Most are bikeable in the core but some may go to anywhere in the surrounding area.

Please provide your proposal in the same numbering and order as the questions listed below.

RFP Questions all bidders must answer:

1. Provide a brief description and history of your company.
2. How many firms in our industry are you currently serving?
3. Provide reference information for at least 3 firms in our industry.
4. What are your normal hours of operation and do you provide 24x7x365 service?
5. Describe your fleet (type and quantity of messengers).
6. Describe your order management system? Describe in detail how to:
 - a. Get a price quote
 - b. Place an order
 - c. Place an after hours order (i.e. on Saturday at noon)
 - d. Track a shipment
 - e. Get Time & Signature (T&S)
 - f. Search historic data (i.e. how would I see T&S for an order from 3 months ago?)
7. Does your company use a manifest or waybills and if so how are they generated?
8. Describe what your local zones are. Describe exactly what your downtown or core zone is. Provide a zone map if applicable.
9. Describe your billing process and cycle (format, frequency, and payment terms). Is the invoice:
 - Available in multiple formats?
 - Available by email?
 - Downloadable from a website?
 - Sortable by reference number?
 - Available in electronic format for upload to our accounting system?
10. List and describe all of your service types that would be available to us.
11. For each service type applicable for a bikeable (small envelope less than 2 lbs.) core to core delivery provide the final price all-in (all cost, charges, taxes). Please provide this information in a list format with two columns; one column for service type and the other for the applicable price.

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12. List any major subcontractors or third party contractors that you do business with (i.e. UPS, FedEx, Purolator, DHL, Air Canada Cargo, etc.) and describe what they do for you.
13. List and describe all items for which there are extra costs and provide the price for each item including but not limited to:
 - a. Outside area delivery price per Kilometer
 - b. Van call
 - c. Extra person
 - d. Car call in the core
 - e. Insurance
 - f. Weight
 - g. Waiting time
 - h. No pick up
 - i. Wrong address
 - j. Recipient refuses package
 - k. All other items and charges
14. Do you charge a Fuel Surcharge (FSC) and if so describe how it is determined and applied.
 - a. Which calls does it apply to?
 - b. Does it apply to bike or walker calls?
 - c. Does the FSC go to the driver or does your company retain a portion?
15. Do your messengers follow a code of conduct and if so please provide or describe it?
 - a. Do you conduct a police check on all messengers?
 - b. Do they carry company photo ID?
 - c. How are packages handled?
16. Do you have a Privacy Policy and if so please provide or describe it?
17. Do you have a Disaster Recovery Plan and if so please provide or describe it?
18. Do you have a Business Continuity Plan and if so please provide or describe it?
19. What other related features or benefits does your company currently provide that your company could provide to us and at what cost to us? Relevance, brevity and clarity are appreciated.
20. Complete the attached EXCEL Spread Sheet entitled pricing.xls with your price information. Before submission with your proposal, rename the Spread Sheet to include your company name before the word pricing. Include with your submission a standard price list that includes all service types by postal code.
21. Any other information you would like us to consider that cannot be emailed should be received at our address to my attention no later than the same deadline for submission of your proposal by email. Relevance, brevity and clarity are appreciated.

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Important Dates:

<enter date RFP Issued>	RFP Issued
<enter date questions due>	RFP Questions
<enter date answers will be provided>	RFP Answers
<enter date proposals due>	Proposal Due
<enter date decision will be made by>	Decision Made