



# CT State Library

Office of the State Librarian

TO: Connecticut Library Community

FROM: Kendall F. Wiggin  
State Librarian

SUBJECT: DeliverIT CT (Connecticar)

DATE: December 2, 2015

Avant, the vendor responsible for Route A DeliverIT CT (Connecticar) deliveries, has quite unexpectedly served notice that it will terminate its contract on December 31, 2015. Avant does not have the right to terminate the contract unilaterally and we are pursuing our options. We are also aware that if we were to rebid the contract, the costs would be significantly higher and we do not have the funds to support a more expensive contract.

We have approached the Office of Policy and Management (OPM) with a plan to go back to operating the entire delivery service ourselves. Our analysis shows that we can do this at a much lower cost than what Avant has been seeking and for what neighboring states are paying. A lot has changed since we partially outsourced Connecticar in 2002. The Division of Library Development's portion of the service is a more efficient operation including an excellent sorting workflow at our Van Block Facility.

Because time is of the essence and OPM has not yet approved the plan, which includes shifting some funding between state and federal funds and hiring new drivers, I want you to be aware that there will be delivery disruptions as we begin the new year. How long the disruptions will last, will depend on when and what OPM decides.

You will be receiving additional information as we know more.

I want to assure you that we understand how important DeliverIT CT is to all libraries and we are making every effort to ensure that the service will be sustainable now and in the years ahead.

I would also like to thank you in advance for your patience and cooperation as we work through this newest challenge.