

# UNIVERSITY OF ILLINOIS

URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

March 6, 2014

Ms. Sandy Wendland  
Hollander International Storage and Moving Co.  
Sandy@HollanderMoving.com

Re: FOIA Request 14-064

Dear Ms. Wendland:

I write to respond to your Freedom of Information request dated and received in my office on February 5, 2014, in which you requested:

“...a copy of documents containing the following information be provided to me:

Request for Proposal (RFP)  
No. 1WED107  
Relocation Services  
ISSUED DATE: October 15, 2008

Question 3.17 Proposer shall describe how employee relocations, during peak season, shall be handled and what preference they will receive.

Question 3.22 Proposer shall provide detailed narrative of its process for handling employee relocation services from point of initial contact to delivery and handling of claims (estimates, pickup, delivery, claims, repair, etc.)

Question 3.23 Proposer shall provide detailed narrative of its training program for its drivers, packers, and warehouse personnel.

Question 4.8 Proposer shall provide a narrative to time in-transit guarantees applicable to this contract. Proposal with better in-transit guarantees may be given preference in evaluation.

Question 5.4 Does Proposer have electronic web based capabilities to provide information on the following services:

If “yes” to any of the above, please provide web site addresses and complete description of your capabilities.

Office for University Relations

Urbana • 108 Henry Administration Building • MC 370 • 506 South Wright Street • Urbana, IL 61801 • (217) 333-6400 • Fax (217) 333-5733  
Chicago • 414 Administrative Office Building • MC 971 • 1737 West Polk Street • Chicago, IL 60612-7228 • (312) 996-3772 • Fax (312) 996-1836

Question 6 PROGRAM PLAN

The Proposer must provide a Program Plan to support its Proposal. This Program Plan should describe the programs, assumptions, commitments, and expectations of the Proposer in providing the services required by the University. The Program Plan should also include reporting commitments and specific suggestions regarding communication, planning, and performance review.

Question 7.8 Other information the Proposer deems pertinent to demonstrating its qualifications to perform the services being requested.”

Information responsive to your request is available and attached. These are public documents numbering 14 pages. Please note, portions of the documents that are not responsive to your request have been redacted.

Should you wish to inspect or receive a physical copy of these documents, please call Melanie Kuehn at the phone number below and she will provide you with all necessary details.

Per 5ILCS 140/9.5(b), you have a right, under the law, to seek a review of your status as a commercial requestor by the Public Access Counselor in the Office of the Attorney General. They may be reached by phone at 217-782-1396, by email to [publicaccess@atg.state.il.us](mailto:publicaccess@atg.state.il.us), or by postal mail at the Public Access Bureau, 500 S. 2nd Street, Springfield, Illinois 62706. You also have the right to seek judicial review under section 11 of this Act.

If you have questions for our office, please contact 217-333-6400.

Sincerely,

Thomas P. Hardy  
Executive Director  
and Chief Records Officer