



QUEENS PUBLIC LIBRARY
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RFP #0122-2

**Request for Proposals for
Print Media Delivery**

Date: January 11, 2022

Proposals must be submitted by 2:00 PM

February 10, 2022

via the provided DropBox link:

<https://www.dropbox.com/request/Oz0k3gPXwsNMzy1wjmir>

**Purchasing Department
Queens Borough Public Library**

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The following documents are incorporated into this RFP:

Attachment 1- Forms

Attachment 2- Standard Terms/ Insurance

Attachment 3- Local Law 34

Exhibit A- Library Locations and Newspaper Delivery Schedule

The Queens Public Library (the “Library”), hereby solicits proposals from experienced and qualified firms and individuals (hereinafter referred to as “Proposers”) in response to this Request for Proposals (“RFP”) to provide print media delivery services to the Library’s automated book return machines or other designated areas at various community libraries throughout Queens New York.

I. CALENDAR OF EVENTS

Issuance of RFP	January 11, 2022
Deadline for Questions	January 26, 2022
Proposal Due Date	February 10, 2022
Interviews, if performed	TBD
Award/ and Notification to All Proposers	At the conclusion of the RFP process

II. CONTACT INFORMATION

The Library’s designated contacts for this RFP, as of the date hereof, are Cristina Polychronopoulos, Procurement Coordinator, Xavier Cerda, Assistant Director of Procurement and William Funk, Vice President of Procurement Management. Questions regarding this RFP should be sent to: RFPcontact@queenslibrary.org on or before January 26, 2022. Responses to any questions received will be posted on the Library’s web site at <https://www.queenslibrary.org/about-us/procurement-opportunities> as they are received. No other communication of questions and answers will be made.

Proposals are to be uploaded to DropBox using this link:

<https://www.dropbox.com/request/Oz0k3gPXwsNMzy1wjmir>

The Library will not provide reimbursement for any costs or expenses incurred in connection with this RFP, including the costs of preparing and submitting a response, providing any additional information or attending an interview. All material that is submitted in response to this RFP will become the sole property of the Library. The Library expressly reserves the right to utilize any and all ideas submitted in the proposals received unless covered by legal patent or proprietary rights, any of which **must** be clearly indicated in the proposal submitted in response to the RFP.

Interviews and product demonstrations of the top-qualifying Proposers may be conducted at the Library's discretion on a specific day or days to be disclosed later in the RFP process. All top-qualifying Proposers will be notified of the exact interview date(s) in advance.

III. CONTRACT PERIOD

The term of the awarded contract will be for a (3) three year period with (2) two one year options to renew at the Library's discretion. The Library may terminate the contract at any time, in its sole discretion, upon written notice.

IV. BACKGROUND

The Library is an independent not-for-profit corporation. It is one of the largest and most innovative libraries in the world and one of the three New York City library systems. The Library consists of a Central Library and other facilities located throughout the County of Queens in the State of New York. For a complete listing of current facilities, please visit the Library's webpage: <https://www.queenslibrary.org/about-us/locations/?view=all>

The Queens Borough Public Library ("the Library") serves 2.3 million Queens residents, with an extensive collection of books, reference materials, periodicals, government documents, video and audiocassettes, records, compact discs, DVDs, and photographs and maps. The Library has a computerized integrated circulation and catalog system, state-of-the-art computer equipment in all community libraries, and the ability to provide information through free Internet access and facsimile machines to the public. The Library offers a wide variety of reading, writing, and literacy programs, and functions as an integral part of the Queens community.

The Library's mission is to provide information to the public; we do this in many formats in order to reach as many people as possible. The Library needs to have news in print media to succeed in providing information as widely as possible. Print news media is the way many traditional Library users get their news. Having limited or no access to other content delivery formats, the Library is the place where they can receive up- to- date information regarding current events. If the Library were unable to provide this information in a timely fashion it would be to the detriment of our communities.

V. SCOPE OF WORK

As a single delivery for each location, the successful proposer shall deliver and deposit in a dry, unturned and readable condition, all current newspapers as per Exhibit A- Library Locations and Newspaper Delivery Schedule, into the Library's automated book return machines. The Library shall provide the successful proposer with Library cards to access the automated book returns. The successful proposer shall be charged a \$5.00 fee by the Library to replace any lost or stolen library

cards. In addition, the successful proposer shall be charged a \$5.00 fee for any lost or stolen key. To complete a successful deposit of newspapers into the automated book return, the successful proposer shall be required to swipe a Library card once and insert the deposit three times. On the third attempt the deposit will be accepted.

Note: the dimensions of the opening of the automated book return is 11.75 inches wide by 4 inches in height, and due to the small size of the opening, the successful bidder will be required to make multiple deposits of publications into the automated book return.

In the event a library location does not have an automated book return machine at a specific location, the Library shall provide a designated area for newspapers to be deposited. All deliveries must occur no later than 8:00 AM. The Library will be providing keys to return slots and front gates to complete the deliveries at these locations.

All newspapers shall be provided by the successful proposer to the Library at cover price without mark-up. The successful proposer shall be compensated by the Library at a per delivery fee for any newspapers delivered to each location. Any bags required by the successful proposer shall be provided by the successful proposer at its costs and part of the successful proposer's per delivery fee.

In the event that an automated book return machine does not accept a delivery or only accepts a partial delivery, at a specific library location, the successful proposer shall use an alternate safe place for delivery. Please see Exhibit A- Library Locations and Newspaper Delivery Schedule for the schedule of library opening hours. The successful proposer shall be compensated for the attempted initial delivery at the proposer's delivery fee.

Throughout the term of the engagement, the Library reserves the right to modify Exhibit A- Library Locations and Newspaper Delivery Schedule. Such modifications may include but are not limited to adding or deleting library locations, changing library hours, and adding or deleting specific newspapers.

VI. PROPOSAL REQUIREMENTS

The following is a list of the information that must be provided in the Proposal. A proposal that does not include all the information requested below may be deemed non-responsive and subject to rejection. **Proposals should respond to all areas listed below, in the order listed.**

Proposers shall indicate in their proposals what information, if any, is proprietary and confidential. Proposers are hereby advised that the Library is subject to the New York State Freedom of Information Law ("FOIL"). Material marked "Confidential and Proprietary" will be treated as such to the extent consistent with the Library's obligations under FOIL or any other applicable laws, rules or regulations.

A. Management and Qualifications

In setting forth its qualifications, each Proposer shall provide the information requested below, as appropriate. Responses to this Section should be limited to 12 single-sided pages in total (not including resumes), and shall be prepared on 8½ x 11-inch paper using at least 12-point type with standard margins no less than 1”.

Cover Letter (2 page limit)

A cover letter, which shall be considered an integral part of the proposal, shall be bound with the proposal and signed by the individual authorized to bind the Proposer contractually. In signing the cover letter, the Proposer agrees to be bound by the terms of this RFP and its submission hereunder for no less than 180 days. The cover letter shall contain a statement that the Proposer’s work for the Library will not create any conflict of interest. If your firm believes that a conflict may arise, the nature of the conflict should be described.

General Information (20 page limit)

1. Provide the firm’s legal name, address, tax ID number and state of incorporation for the contracting entity submitting the proposal.
2. Provide a brief description of your firm, its history and ownership structure, and its number of employees. Also, include any significant developments, or organization, ownership or financial structure changes that have occurred in the last three (3) years, or that you anticipate in the future.
3. Provide the name, title, address, telephone, fax number and e-mail address of the individual the Library should contact with respect to your proposal.
4. Provide a summary of your firm’s experience performing the listed in the Scope of Service, with specific references to work for not-for-profit corporations, library systems or other like-entities.
5. Discuss why your firm is well suited to provide these services to the Library.
6. To the maximum extent possible, identify the individual(s) who will perform the tasks outlined in the Scope of Services.
7. Identify any additional services not covered in the Scope of Service sections that your firm believes may be of particular value to the Library. Please describe why you believe these services to be relevant.

8. Identify any services listed in the Scope of Services your firm is not able to perform and explain why you are not able to perform these services. In addition, please identify any newspapers that your firm is unable to provide that is listed in Exhibit A-Library Locations and Newspaper Delivery Schedule.
9. Provide a minimum of three (3) recent clients as references that best represent your ability to perform the tasks described in this RFP (a "Reference Client"). Provide the Reference Client's name, contact person, title, address, and telephone number. Please provide details on the work performed for each Reference Client, including, the length of any contract and explanation of how the work performed is similar to the work required by the Library, as well as any other pertinent information relevant to representing your qualifications to perform the work.
10. Explain how you will safeguard and keep confidential the data and information provided by the Library to you.
11. Provide copies of your two (2) most recent audited financial statements. If audited financial statements are not available, please explain why and identify how the Library can assess the financial condition of your firm.
12. Identify any sub-contractors that you plan to utilize as part of your proposed team.
13. Discuss any past or present civil or criminal legal investigations, litigation or regulatory action involving your firm or any of its employees that could impact your role or ability to serve as a consultant to the Library. If none, include a statement that there are no past or present civil or criminal legal investigations, or pertinent litigation and or regulatory actions that could impact your firm's ability to serve in the required capacity.
14. Identify the nature of any potential conflict of interest your firm or any proposed sub-consultants might have in providing consulting services under this RFP to the Library.
 - (a) Discuss fully any conflicts of interest, actual or potential, which might arise in connection with your firm's involvement with the Library. If your firm believes that a conflict of interest might arise, please describe how such conflict would be resolved.
 - (b) State whether your firm represents any party that is or may be adverse to the Library.

You must certify in writing that your representation of the Library will not create any conflict of interest involving that firm.

B. Cost (Not counted towards page limit)

Proposals shall include the following with respect to costs and rates contemplated under this RFP:

1. Proposer’s per location delivery fee shall cover the delivery of all newspapers as required by the Library as per Exhibit A- Library Locations and Newspaper Delivery Schedule, and the scope of services. In submitting its proposal, proposer agrees that the per location delivery fee shall remain fixed and firm for the first two (2) years of the contract term. Increases for years three, four and five of the contract shall be subject to the annual January increase in the Consumer Price Index for New York, Northern New Jersey, and Long Island, as set forth by the U.S. Department of Labor, Bureau of Labor Statistics for each of the preceding contract years (i.e., the CPI for year 2). The Proposer that is awarded a contract under this RFP shall have the sole responsibility to submit to the Library a service rate adjustment request thirty (30) days prior to the effective date of the price increase, providing a copy of the index and other supporting documentation necessary to substantiate the request. Using the table format provided below, provide the per library location delivery fee.

Per Location Delivery Fee:	\$
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NOTE: Failure to provide your cost proposal as requested in item will be grounds for determining a proposal to be non-responsive.

C. Other (Not counted towards page limit)

1. Proposers must either provide a statement accepting the terms and conditions in the Library’s Standard Terms, Attachment 2, or must alternately identify any exceptions taken to the terms and conditions. If exceptions are taken, the Proposer must clearly identify the language that is being taken exception to and provide the suggested alternate language for each such exception. The nature and extent of exceptions, if any, taken by the Proposer to the Library’s terms and conditions will be a factor considered in evaluating proposals. Proposers that demonstrate a willingness to accept the Library’s terms and conditions will be given more favorable consideration by the Library.
2. Proposers shall indicate in their proposals what information, if any, is proprietary and confidential. Proposers are hereby advised that the Library is subject to the New York State Freedom of Information Law (“FOIL”). Material marked “Confidential and Proprietary” will be treated as such to the extent consistent with the Library’s obligations under FOIL or any other applicable laws, rules or regulations, and will not otherwise be disclosed by the Library except as necessary for the evaluation of proposals.
3. Proposers shall confirm that they will meet the insurance obligations in Attachment 2.

VII. EVALUATION AND SELECTION

A. Evaluation Criteria

A Selection Committee consisting of Library staff will evaluate the properly received proposals. This Selection Committee will make its recommendations to the Library for its determination as to its award of a contract. The Selection Committee will consider the following factors, though not necessarily listed in the order of importance, in considering proposals:

1. The firm's previous experience in providing the proposed services to not-for-profit corporations, library systems, public sector and other similar clients. (25 points)
2. The qualifications, expertise, prior experience, and availability of the proposer including expertise and experience pertinent to the services requested in the RFP. (25 points)
3. Overall organization, completeness, and quality of proposal, including cohesiveness, conciseness, clarity of response, demonstrated understanding of the Library, and degree of acceptance of the Library's terms and conditions in the Library's Standard Consulting Agreement. (20 points)
4. The competitiveness of the proposed costs. (Although proposed cost will be given significant consideration in the selection process, the Library reserves the right to negotiate lower fees with any firm selected, or a different fee structure than proposed.) (30 points)
5. Interviews, if conducted. (30 points)

B. Selection Process

The Procurement staff will initially review all proposals to determine responsiveness. Any proposal that does not address all requested requirements or is incomplete will be rejected.

The Selection Committee will evaluate all responsive proposals based on the criteria enumerated in Section VIII (A), as referenced above. The Selection Committee may afford firms the opportunity to clarify proposals for the purpose of assuring a full understanding of their responsiveness to the RFP.

The Selection Committee may also conduct interviews of Proposers found to be most qualified to perform the services required, based upon the criteria listed in this RFP. If so, Proposers will be notified in advance of the interview date.

Prior to the award of any contract(s) under this RFP, the Library will conduct a vendor responsibility assessment and may require eligible Proposer(s) to answer questions and provide additional

information to supplement the information provided in the Vendor Responsibility Questionnaire to assist the Library in making such a determination.

Proposers will be notified in writing once a proposal has been selected.

VIII. PROPOSAL INSTRUCTIONS AND CONDITIONS

A. Limitations

1. This RFP does not commit the Library to award a contract, pay any costs incurred in the preparation of a response, or procure or contract for services of any kind whatsoever. The Library reserves the right, in its sole discretion, to accept or reject any or all proposals as a result of the RFP, to negotiate with any or all firms considered, and to cancel this RFP in whole or in part. The Library reserves the right to request additional information from all Proposers.
2. Proposers may be requested to clarify the contents of their proposals. Other than to provide such information as may be required by the Library, no Proposer will be allowed to alter its proposal or to add new information after the RFP due date.
3. Proposers may be required to participate in negotiations and to submit any price, technical or other revisions to its proposal which may result from such negotiations.
4. Proposers must fully execute the forms contained in Attachments 1 and 3 and submit them with its proposal.
5. All material submitted in response to this RFP will become the sole property of the Library.

B. Proposal Submission.

1. Proposals must include a cover letter indicating the mailing address of the office from which the proposal was submitted, the name and email address of the individual who will represent the firm as the primary contact person for the proposal, and the telephone and facsimile numbers of the primary contact person.
2. Non-responsive proposals include, but are not limited to, those that:
 - (a) do not conform to the RFP requirements and instructions;
 - (b) are conditional; or
 - (c) contain a material omission(s).

The Library may waive minor informalities or irregularities in a proposal that are merely a matter of form and not substance, the correction of which would not be prejudicial to other proposers.

C. Administrative Specifications

1. All proposals must be irrevocable for one year and signed by an authorized officer of the firm.
2. The successful Proposer(s) must agree to provide the Library with audit access on request during the term of the contract and for 7 years thereafter.
3. The Library at any time and in its sole discretion, may terminate its contract with the successful Proposer(s), or postpone or delay all or any part of the contract, upon written notice.
4. All Proposers are obligated to update any changes in their proposals prior to the proposal due date.

D. Addendum, Errors and Omissions

1. If a Proposer discovers any ambiguity, conflict, discrepancy, omission or other error in this RFP, it shall immediately notify William Funk, in writing, of such error and request clarification or modification to the document.
2. Should the Library find it necessary to modify this RFP, a notice of that modification will be made by way of an addendum that will be posted to the RFP website.
3. If a Proposer fails to notify the Library of a known error or an error that reasonably should have been known prior to the final filing date for submission, the Proposer shall assume the risk. If awarded the contract, the Proposer(s) shall not be entitled to additional compensation or time by reason of the error or its late correction.

E. Debriefing of Unsuccessful Proposers

Upon written request via email to William Funk, a debriefing will be scheduled with an unsuccessful Proposer after the Library has provided notice of its selection of one or more successful Proposer(s). Discussion will be limited to a critique of the proposal submitted by the Proposer requesting the debriefing. Comparisons between proposals or evaluations of the other proposals will not be discussed. Debriefings may be conducted in person or on the telephone, at the Library's discretion.