

**Request for Proposals for
Diversity Equality and Inclusion Consulting services
RFP 0222-1
Questions and Answers**

**Revised on March 7, 2022
See Revised RFP and Addendum 2**

- Q1. Are any of the prime contractors responding to the DEI RFP looking for a skilled subcontractor/partner?
- A1. RFP section VI. PROPOSAL REQUIREMENTS, 12, requires proposers to identify any of its subcontractors. The RFP does not require proposers to use subcontractors and to coordinate with the Library in selecting any subcontractors.
- Q2. Does the Library anticipate or have a desire to do in-person gatherings at any point during this project, particularly if the contractor were to propose conducting stakeholder engagement with the Library's users.
- A2. The Library seeks the guidance and expertise of experienced and qualified firms to advise the Library of the types of meetings. Proposers to include all costs in its proposal.
- Q3. What is the budget for the project, so that contractors can develop a realistic proposal that falls in the ballpark of funds that the Library has allocated for this work?
- A3. This question seeks information that is not required to submit a responsive proposal. Also as per RFP section VII. EVALUATION AND SELECTION, 6., "...the Library reserves the right to negotiate lower fees with any firm selected, or a different fee structure than proposed."
- Q4. What is the budget range for this RFP?
- A4. See answer to question 3.
- Q5. Our firm generally scopes projects on a deliverable basis and uses a day rate (Full Day Equivalent) for the consulting team. For Section B (Detailed SOW), will you accept cost estimates based on:
- a) a day rate, as opposed to individual hourly rate?
- b) team rate, as opposed to per-person
- A5. Please see the revised RFP and Addendum 2. The Library has replace the hourly rate pricing and revised it to lump sum pricing.

Q6. Is there a not-to-exceed price or general range for the budget?

A6. See answer to question 3.

Q7. Must the timeline and all associated deliverables be completed within the 6 month project period or should the timeline and deliverables span the entire 12 month contract period? If the latter, are there specific deliverables that you'd like to see in the first 6 months vs. the second 6 months?

A7. The Library seeks the expertise of an experienced and qualified firm to submit a proposal that details its plan and what it believes is achievable within six months and what would require a longer timeframe.

Q8. Does the Queens Borough Public Library currently collect any data related to DEI activities? If so, what type of data collection mechanism is used and is this implemented system-wide or location-specific?

A8. The Library collects limited DEI data (i.e., EEO data for HR purposes). There are also a few grant-funded programs that seek DEI data of participants (i.e., adult education). This is not system-wide, but limited to a specific program/project, where participants have the option of voluntarily self-reporting DEI data.

Q9. Does this contract cover an evaluation of all 66 locations?

A9. As stated in RFP section 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 RFP has not excluded any locations.

Q10. Is there a liaison the consultant will be working with from the President's Council on Racial Equity (PCRE)?

A10. The Library will designate a staff member to be the contract manager to coordinate with the Successful Proposer.

Q11. The document states that the scope will focus on (1) Recruitment, Hiring, Promotion of Black employees. Will the consultant have access to human resources records, including but not limited to, hiring, promotion, disciplinary and salary data?

A11. The RFP scope of work is not limited to black employees.

Q12. Learning and Growth – Is the scope limited to the mentorship of Black employees?

A12. The RFP scope of work is not limited to black employees.

Q13. Does the library have an existing mentoring program?

A13. No.

Q14. Can you please clarify the issue with collections?

A14. “Collections” is the Library’s collection of books, reference materials, e-resources, periodicals, government documents, video and audiocassettes, records, compact discs, DVDs, and photographs, maps and other Library materials. The Library is seeking professional services from a DEI consultant in all areas listed in the RFP including Collections.

Q15. Will the consultant have access to employees to conduct focus groups during work hours?

A15. A proposer may wish to propose such focus groups. As per RFP Sections V. SCOPE OF WORK, proposers are to provide its Detailed Scope of Work and Costs as per RFP section, VII.PROPOSAL REQUIREMENTS, B.

Q16. Do all of the employees have internet access if the consultant wants to send employees a DEI survey?

A16. The Library has the ability to communicate with its employees. As per RFP Sections V. SCOPE OF WORK, proposers are to provide its Detailed Scope of Work and Costs as per RFP section, VII.PROPOSAL REQUIREMENTS, B.

Q17. Does the library have any past customer service satisfaction surveys (internal and external) that the consultant will be able access?

A17. Proposers may want to review the “QPL” overview and the Strategic Plan posted on the Library’s webpage.

Q18. Will the consultant be able to interview/survey external customers of the library system?

A18. A proposer may wish to proposers such surveys. As per RFP Sections V. SCOPE OF WORK, proposers are to provide its Detailed Scope of Work and Costs as per RFP section, VII.PROPOSAL REQUIREMENTS, B.

Q19. Are all of the job descriptions up to date?

A19. The Library continues to review and update its job descriptions on a regular and as needed basis.

Q20. Does the library have an existing professional development program for library staff?

A20. The Library supports the professional development of its employees through conferences, trainings, educational support and other methods.

Q21. My firm is a certified NYC and NYS MBE. Are there any goals associated with the RFP?

A21. The Library has not established MWBE goals for this RFP.

Q22. Is there a not-to-exceed price or general range for the budget?

A22. See answer 3.

Q23. Must the timeline and all associated deliverables be completed within the 6 month project period or should the timeline and deliverables span the entire 12 month contract period? If the latter, are there specific deliverables that you'd like to see in the first 6 months vs. the second 6 months?

A23. See answer 7.

Q24. Does the Queens Borough Public Library currently collect any data related to DEI activities? If so, what type of data collection mechanism is used and is this implemented system-wide or location-specific?

A24. See answer 8.

Q25. Are you entertaining proposals from out of state consulting firms?

A25. The RFP has not placed restrictions on firms submitting proposals.

Q26. What is the total number of employees for the Queens Public Library?

A26. The Library has 958 full-time employees and 375 part-time employees. The total number of employees is 1333.

Q27. What was the impetus for this RFP? Was there an event(s) or is this proactive as part of a broader DEI plan?

A27. This question seeks information that is not required to submit a responsive proposal.

Q28. Are you interested in the proposal containing next steps beyond the scope of work and deliverables that a firm could deliver?

A28. Proposers are to conform to the requirements of the RFP and submit a responsive proposal that responds to the Scope of Work and other aspects of the RFP.

Q29. What DEI activities has the Queens Public Library engaged in so far?

A29. As provided in RFP section IV BACKGROUND, the Library has established the President's Council on Racial Equity.

Q30. Does the Queens Public Library have definitions for diversity, equity and/or inclusion?

A30. This RFP has been issued to obtain such expertise.

Q31. What is the ultimate goal relative to DEI? (beyond this RFP)?

A31. Proposer should review RFP section V SCOPE OF WORK, which in part states:

The Library seeks to identify a Successful Proposer with expertise and qualifications in the field of Diversity, Equity, and Inclusion ("DEI") to work with the PCRE to:

1. Provide guidance and recommendations to the PCRE and its five focus areas of: (1) Recruitment, Hiring and Promotion; (2) Learning and Growth Opportunities (Mentorship); (3) Programs and Services; (4) Collections; and (5) Marketing and Outreach.

Q32. What is the budget for this RFP?

A32. See answer to question 3.

Q33. Has the Library issued an RFP requesting these services before now?

A33. No.

Q34. Do you have any existing partners who offer these types of services that would be awarded additional points for experience with the Library?

A34. No, all proposals will be reviewed and scored according to the criteria outlined in the RFP document.

Q35. Do you have an alternative document or preferred proof of financial stability you could/would accept? Smaller firms do not usually require/have audited financials.

A35. 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. W2s, bank statements or other official documents that can support your firm's financial stability, with an explanation of how these are relevant.

Q36. Do you have a preference to work with a larger or smaller firm?

A36. No preference.

Q37. At present, are processes and policies continuous throughout the 66 Library locations?

A37. Yes.

Q38. How many people are on the PCRE steering committee?

A38. Five.

Q39. Is being registered to do business in New York State something that can be done after the contract is awarded?

A39 Firm should review all aspects of the RFP including the contract and be in conformance with its requirements. Firm should disclosed in its proposal that it is not presently registered to do business in New York State and detail what it intends to do.