



QUEENS PUBLIC LIBRARY

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RFP # 0222-1

**Request for Proposals for
Diversity, Equity and Inclusion Consulting Services**

**Date: February 2, 2022
REVISED March 3, 2022**

**Proposals must be submitted ~~March 3, 2022~~
March 17, 2022, by 3:00 PM
via the provided Dropbox link:
<https://www.dropbox.com/request/a2tukEnOcDm1gFCriiEI>**

**Procurement Department
Queens Borough Public Library**

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The following documents are incorporated into this RFP-

Attachment 1- Forms

Attachment 2- Queens Borough Public Library General Terms and Conditions

Attachment 3- Local Law 34

The Queens Borough Public Library (the “Library”), hereby solicits proposals from experienced, qualified firms (hereinafter referred to as “Proposers”) in response to this Request for Proposals (“RFP”) to enter into a contract for diversity, equity and inclusion consulting services as further described throughout this RFP.

I. CALENDAR OF EVENTS

Issuance of RFP	February 2, 2022
Deadline for Questions	February 17, 2022
Proposal Due Date	March 3, 2022 March 17, 2022
Interviews, if performed	To be determined
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. Questions regarding this RFP should be sent to: RFPcontact@queenslibrary.org on or before **February 17, 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/a2tukEnOcDm1gFCriiEI>

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 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 Library anticipates that the term of the awarded contract will be for (6) six months with (1) (6) month option to renew at the Library's discretion. The Library may terminate the contract at any time, in its sole discretion, upon written notice. The anticipated start as the result of an award from this RFP is second quarter 2022. The Library may adjust this start date for logistical, coordination and other reasons.

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 Library serves 2.4 million Queens residents, with an extensive collection of books, reference materials, e-resources, 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 programs and activities, and functions as an integral part of the Queens community.

The Library has been a center of learning and community for the residents of Queens for 125 years. The Library serves the most diverse county in the nation where 47.2% of its 2.4 million residents are foreign born and an estimated 180 languages are spoken. The Library consists of 66 locations, including its Central and branch libraries, seven Adult Learning Centers, a Teen Library and a Tech Center in Queensbridge Houses, the largest public housing development in North America.

The Library's mission is to transform lives by cultivating personal and intellectual growth and by building strong communities. This is done through the library's broad range of programs and services for individuals of all ages and backgrounds, circulation of books and media in multiple languages, skills training and cultural programs.

About the President's Council on Racial Equity

The mission of the President's Council on Racial Equity ("PCRE") is to identify racial barriers in policy, procedure, practice, and history that may have a negative impact on Black employees and customers, and to identify solutions to create a more equitable workplace.

The PCRE is tasked with exploring, among other things, the Library's recruiting, hiring and promotion practices, culture, learning and growth opportunities, governance, programs and services, collections, outreach and marketing strategies, culminating in a plan for lasting change. A steering committee of staff who represent multiple areas of the Library facilitate subcommittees for the five focus areas of PCRE: (1) Recruitment, Hiring and Promotion; (2) Learning and Growth

Opportunities (Mentorship); (3) Programs and Services; (4) Collections; and (5) Marketing and Outreach.

V. SCOPE OF WORK

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.
2. Collect internal and external data on current DEI activities and perceptions to establish baseline data on current inclusion efforts.
3. Identify internal and external barriers to DEI efforts and their root causes. Provide recommendations on strategies to address the barriers incorporating best practices in the areas of DEI, anti-racism and racial equity.
4. Measure and forecast diversity metrics in the five focus areas of PCRE: (1) Recruitment, Hiring and Promotion; (2) Learning and Growth Opportunities (Mentorship); (3) Programs and Services; (4) Collections; and (5) Marketing and Outreach.
5. Evaluate current policies and procedures around DEI, anti-racism, and racial equity.
6. Facilitate and lead inaugural meeting with CEO, PCRE Steering Committee and full PCRE Committee to set a calendar of tasks aligned with deliverable priorities.
7. Set up a communication schedule to include periodic meetings providing updates for PCRE Steering Committee, PCRE Sub-committees and full PCRE Committee.
8. Inform the PCRE of other areas of study to support DEI, anti-racism and racial equity efforts.
9. Perform other related assignments.

Specific Outcomes/Deliverables to the Library by the end of the Project Period:

1. Create a blueprint/playbook for continuous assessment and implementation of DEI activities, identifying DEI measurable goals and benchmarks across all areas of the Library as part of the Library’s annual action plan and multi-year strategic plan. Such areas include, but are not limited to, recruiting/hiring/promotion, learning and growth, programs and services, collections, and marketing/outreach.
2. In partnership with the PCRE Committee and Library Leadership, develop an infrastructure of organizational mechanisms to institutionalize PCRE recommendations gathered from the consultant’s review and analysis of internal and external interviews, data, focus group discussions, surveys and best practices. Specifically tailored measurement tools (i.e., data audit surveys, evaluation forms, job descriptions, etc.) will gauge the Library’s DEI efforts

and progress towards DEI goals including but not limited to recruiting/hiring/promotion, learning and growth, programs and services, collections, and marketing/outreach.

3. Develop a timeline for implementation of blueprint and assessment of goals and benchmarks.
4. Identify and develop institutional leadership training and mentoring program opportunities open to all staff (including early learning, community library staff, and administrative staff), with a goal of promoting the professional development, advancement, and representation of staff of color.
5. Assist the PCRE in the development of an action plan for the implementation of recommendations, with a timeline and benchmarks that measure and forecast diversity metrics in the five focus areas of PCRE so that the Library can continuously assess its progress.

The Successful Proposer should have the following experience:

1. Nonprofit and/or government experience preferred.
2. A rich body of experience in developing strategic plans with a DEI and racial equity lens.
3. Experience in data analysis.
4. Experience in survey development and leading focus groups.
5. An ability to communicate with diverse stakeholders.

All Proposers to provide its Detailed Scope of Work and Costs as per RFP section, VII.PROPOSAL REQUIREMENTS, B.

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 of 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 obligations under FOIL, other applicable law, regulation or legal process.

A. Management and Qualifications

In setting forth its qualifications, each firm shall provide the information requested below, as appropriate. Responses to this Section should be limited to thirty-two (32) 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 submission, shall be bound with the submission and signed by the individual authorized to bind the firm contractually. In signing the cover letter, the firm agrees to be bound by the terms of this solicitation and its submission hereunder for no less than one year. The cover letter shall contain a statement that the firm’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 – see question 14.

A. General Information (30 page limit)

1. Provide the Proposer’s legal name, address, tax ID number and state of incorporation for the contracting entity submitting the submission.
2. 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.
3. Provide a brief history of the company and successful experience related to the services requested in this RFP. Include information regarding any similar past or current projects in which the Proposer is involved in, with specific references to work for public sector, not-for-profit corporations, library systems or other like-entities.
4. Provide the name, title, address, telephone, fax number and e-mail address of the individual the Library should contact with respect to your submission.
5. For each key staff position, attach a resume and/or description of their qualifications. In addition, provide a statement certifying that the proposed key staff will be available for the duration of the project and estimated percentage of their time devoted to the project.
6. Describe how you would staff the engagement. To the maximum extent possible, identify all of the individuals who will be involved in fulfilling the obligations and satisfying the Scope of Services under this RFP. When identifying those individuals, include the primary role and responsibilities of each, as well as the principal/senior officer who will serve as the Engagement Leader. Please provide resumes for these individuals including years of employment in your organization and total years of experience. Also, include the physical location at which each team member will work on tasks related to this RFP and the estimated percentage of their time devoted to the project.
7. Describe your understanding of the Library.
8. 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.
9. 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.

10. Provide a minimum of three (3) recent references from clients of similar size to that of the Library and this Scope of Services (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, project costs, size of project, completion date 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.
11. Explain how you will safeguard and keep confidential the data and information provided by the Library to you.
12. Identify any sub-contractors that you plan to utilize as part of your proposed team. For each sub-contractor proposed please have them complete Form # 3, Vendor Responsibility Questionnaire.
13. Discuss any past or present civil or criminal legal investigations, litigation or regulatory action involving your firm or any of its employees and any proposed sub-contractor that could affect 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-contractors might have in providing consulting services under this solicitation 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. Detailed Scope of Work and Costs (No page limit)

Using the format provided below, Proposer to provide its Detailed Scope of Work and Cost proposal. NOTE: Failure to provide cost proposal as requested below will be grounds for determining a proposal to be non-responsive.

Proposer to provide lump sum pricing for each scope item, 1-8, and to provide a written detailed project plan, work activities, and all deliverables including the “Specific Outcomes/Deliverables to the Library by the end of the Project Period,” 1-5 listed in RFP section V SCOPE OF WORK. Proposer to also provide a total lump sum price for all scope items 1-8.

Invoicing to be a percentage of completion for each scope item, invoiced on a monthly basis and then paid by the Library within 30 days.

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.
2. Collect internal and external data on current DEI activities and perceptions to establish baseline data on current inclusion efforts.
3. Identify internal and external barriers to DEI efforts and their root causes. Provide recommendations on strategies to address the barriers incorporating best practices in the areas of DEI, anti-racism and racial equity.
4. Measure and forecast diversity metrics in the five focus areas of PCRE: (1) Recruitment, Hiring and Promotion; (2) Learning and Growth Opportunities (Mentorship); (3) Programs and Services; (4) Collections; and (5) Marketing and Outreach.
5. Evaluate current policies and procedures around DEI, anti-racism, and racial equity.
6. Facilitate and lead inaugural meeting with CEO, PCRE Steering Committee and full PCRE Committee to set a calendar of tasks aligned with deliverable priorities.
7. Set up a communication schedule to include periodic meetings providing updates for PCRE Steering Committee, PCRE Sub-committees and full PCRE Committee.
8. Inform the PCRE of other areas of study to support DEI, anti-racism and racial equity efforts.
9. Perform other related assignments. (To be negotiated with the Successful Proposer and the Library, but performed in accordance to the RFP including payment provisions.)

~~For each step of the Detailed Scope of Work, the Proposer is required to provide:~~

- ~~1. Step name.~~
- ~~2. Step detailed description.~~
- ~~3. Step description of deliverables.~~
- ~~4. And for each step and a summary of all steps provide:~~

Step Name:	-		
Staff/Subcontractor Title	Staff/ Subcontractor Hourly Rate	Estimated Number of Hours	Extension (Hourly rate multiplied by estimated number of hours)
-	-	-	-
-	-	Estimated Step Costs:	-

Summary of Steps		
Step Name	Estimated Number of Hours	Estimated Step Costs
-	-	-
-	-	-

Total Estimated Number of Hours:	-	
	Total Estimated Costs:	-

C. Other (No page limit)

1. Firms must either provide a statement accepting the terms and conditions in the Library’s General Terms and Conditions, Attachment 2, or must alternately identify any exceptions taken to the terms and conditions. Any supplemental contract language that a Proposer requires is considered by the Library as an exception and must be included in a Proposer’s proposal. If exceptions are taken, the firm 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 firm to the Library’s terms and conditions will be a factor considered in evaluating submissions. Firms that demonstrate a willingness to accept the Library’s terms and conditions will be given more favorable consideration by the Library.

At any time during the RFP process, the Library, in its sole discretion, may reject a proposal that has exceptions to the Library’s terms and conditions.

2. Firms shall indicate in their submissions what information, if any, is proprietary and confidential. Firms 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 submissions.

3. Firms shall confirm that they will meet the insurance obligations.

4. Firms to complete all forms if Attachment 1 and Attachment 3- Local Law 34.

VII. EVALUATION AND SELECTION

A. Evaluation Criteria

For each scope of work, 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 awards of a contract. For each scope of work, the Selection Committee will consider the following factors, though not necessarily listed in the order of importance, in considering submissions:

1. The firm's previous experience in providing the proposed services to not-for-profit corporations, library systems, and other similar clients. (10 points.)
2. The qualifications, expertise, prior experience, and availability of the proposed team assigned to the library, including expertise and experience pertinent to the services requested in the RFP. (20 points.)
3. The Library's assessment of the Proposer's Detailed Scope of Work and Steps. (25 points.)
4. 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. (15 Points.)
5. The Library will assess cost proposals for firms that receive a passing evaluation for items 1 through 4 above. Such determination of a passing evaluation is at the sole discretion of the Library. (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.)
6. Interviews, if conducted. (To occur at the sole discretion of the Library- 30 Points.)

B. Selection Process

The Selection Committee will evaluate all responsive proposals based on the criteria enumerated in Section VII, as referenced above. The Selection Committee may afford firms the opportunity to clarify submissions for assuring a full understanding of their responsiveness to the solicitation.

At the sole discretion of the Library, the Selection Committee may conduct interviews and product demonstrations of Proposers found to be most qualified to perform the services required virtually or in-person. Proposers selected for interviews and product demonstrations, will be notified in writing regarding the interview date(s).

At the conclusion of the evaluation process, the Library anticipates awarding a contract to a responsive and responsible firm whose proposal is determined to be the highest quality and most advantageous to the Library, taking into consideration the overall quality of the submission as measured against all the evaluation criteria above.

Prior to the award of any contract(s) under this solicitation, the Library will conduct a vendor responsibility assessment and may require eligible firms to answer questions and provide additional information to supplement the information provided in the proposal, Vendor Responsibility Questionnaire or other materials to assist the Library in making such a determination. In its sole judgement, the Library may reject a proposal because of a vendor responsibility determination or other determination by the Library. The Library reserves the right to reconsider other proposals.

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 Attachment 1 and Attachment 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.