



QUEENS PUBLIC LIBRARY

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**Request for Quotes
(RFQ)# 0622-4**

Date: June 29, 2022

**RFQ for Queens Borough Public Library
Unemployment Insurance Claims services**

Submissions must be submitted by

July 20, 2022 by 2:00PM

Via the DropBox link below:

<https://www.dropbox.com/request/Ukos5C4Cm6XgNMtPtxz3>

Instructions to Service Providers

The Library's designated contacts for this RFQ, 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 RFQ should be sent to: RFPcontact@queenslibrary.org on or before July 8, 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.

To facilitate communication between the Library and vendors and to ensure that all vendors have access to the same information, all information concerning this RFQ will be posted on the Library's website at: <https://www.queenslibrary.org/about-us/procurement-opportunities>.

The response documents, composed of Service Provider's Submission Requirements documents and cost submissions, are to be in either Microsoft Word, MS Excel or PDF format must be uploaded using the DropBox link below no later than **2:00 p.m. on July 20, 2022**. If multiple files are uploaded, each submitted document name should be a clear reference to the Service Provider name and response type.

Responses should be uploaded to DropBox using the link below:

DropBox link: <https://www.dropbox.com/request/Ukos5C4Cm6XgNMtPtxz3>

The Library will not consider any submissions that are faxed, emailed or sent as paper copies, and will not consider any submission received after the submission Due Date under any circumstances (**e.g., wi-fi limitations, internal web connectivity issues**).

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The following documents are incorporated into this solicitation:

- Form #1 – Statement of Understanding
- Form #2 – References
- Form #3 – Cost Sheet
- Form #4 – Vendor Responsibility Questionnaire
- Attachment 2- Queens Borough Public Library General Terms and Conditions <https://www.queenslibrary.org/sites/default/files/2020-01/Attachment%20%20-%20QBPL%20General%20Terms%20and%20Conditions%20and%20Insurance.pdf>
- Attachment 3 – Local Law 34 – Doing Business Data Form https://www.queenslibrary.org/sites/default/files/2021-02/Attachment%20%20-%20Local%20Law_34.pdf

I. **LIBRARY OVERVIEW**

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>

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.

II. **CONTACT TERM**

The term of the awarded contract will be for a (5) five-year period. The Library may terminate the contract at any time, in its sole discretion, upon written notice.

III. **SCOPE OF SERVICES**

The Queens Library is seeking quotes from vendors with experience managing the complete administration, cost management, reimbursement services, from inception to termination of the processing of the Library's unemployment insurance activities listed in this solicitation. The quotes submitted for this solicitation shall be a complete comprehensive package that includes all service costs.

A. **SCOPE OF WORK**

1. Claims Administration activity, to administer the claim process and charge protests for all unemployment insurance claims reported.
 - Estimate of up to 100 claims per year
 - Maintain databases pertaining to unemployment compensation claims, and submit reports and recommendations as necessary.
 - Additionally, review of unemployment insurance claims for determination of eligibility.
 - Verification of Library liability
 - Conduct pre-hearing conferences with staff that the Library designates. If the circumstances on a particular hearing warrant special care, a hearing representative must be made available to attend the hearing with the Library.
 - Benefit charges are to be audited to final disposition of the charge including their impact on the Library's annual tax assignments.
 - Unemployment tax rates are to be audited for accuracy.
2. Provide a project/account manager as a single point of contact for the Library who will:
 - Establish channels of communication between the Library and your company.
 - Prepare and distribute program/procedure guide, as needed.

- Provide management reports to identify potential liability, current changes, claims processed and reasons for separation.
 - Provide technical service communications concerning legislative changes.
3. Service is to include, but is not limited to, performing regularly scheduled reports and periodic update status calls with the Library.
 4. The Library reserves the right to stop work at any time at the sole discretion of the Library if the Library determines that the Contractor is incapable of performing to the satisfaction of Queens Library.
 5. The Queens Library reserves the right to immediately remove from performance of contract activities, an employee of the Contractor, for any reason including failure to perform work in a satisfactory fashion at the sole discretion of the Library.
 6. Upon entering a Library building, the representative shall present himself/herself at the main desk to sign in.

IV. **SUBMISSION REQUIREMENTS**

Service Provider to provide a written response to each of the following areas:

1. Service Provider to identify if its submission is in accordance with any applicable government contract, if so, identify the government contract.
2. Service Provider to include information about its experience and qualifications to perform services.
3. For all of the scope of services information listed in section III, service provider to provide cost detail information by scope section.
4. The Service Provider must fully complete a Doing Business Data Form and submit the document with your response in order to be considered for a contract:
https://www1.nyc.gov/assets/hra/downloads/pdf/business/doing_business_data_form.pdf

V. **LIBRARY PROCESS AND GUIDELINES**

1. Service Provider to provide responses to Section IV. Submission Requirements and to provide all requested forms.
2. The Library reserves the right to accept this solicitation by item, section or as a whole, or in its discretion, to reject all responses. Also reserved is the right to reject, for cause, any responses in whole or in part, to waive technical defects, qualifications, irregularities and *omissions* if, in its judgment, the best interests of the Library will be served.
3. Following the issuance of a notice of an award, the Library shall issue a formal contract, which shall not be binding unless and until the Library and a Service Provider execute a contract.

4. In the event a Service Provider proposes to furnish substitutions for a service or product, as appropriate, this information shall be identified in writing, including full technical descriptions with the solicitation. The Library reserves the right to request a representative sample of the item(s) quoted, either prior to award, or before shipment is made. The sole determination of equality shall be made by the Library. If the sample or other technical description is not in accordance with the solicitation, or is otherwise deemed not to be an equal to that specified, the Library may reject the response or, if award has been made, cancel the contract at the expense of the Service Provider.
5. If a Service Provider discovers any ambiguity, conflict, discrepancy, omission or other error in this solicitation, they shall immediately notify the Library in writing to William Funk, Vice President of Procurement Management at RFPcontact@queenslibrary.org .
6. Payment will be made by the Library only upon completion of the required Service or if the Library agrees to progress billing upon presentation of correctly itemized invoices within thirty (30) days of invoice approval.
7. As may be applicable, the Successful Service Provider is responsible for providing all supporting documentation, including AIA construction progress invoices, certified payrolls, release of liens and permit signoffs for final payment when required.
8. The Library's payment of any invoice shall not preclude the Library from making claim for adjustment on any item found not to have been in accordance with this solicitation, and the general conditions and specific requirements of the contract.
9. In the case of service contracts, payments shall be net upon approval of the monthly invoice for service, unless otherwise stated.
10. For any trade work this project is subject to compliance with the Prevailing Wage Law. The Contractor must conform to the provisions of Local Law 220. Prevailing Wage schedules can be found <http://comptroller.nyc.gov/prevailing-wage/wage-schedules/> .

FORM # 1

STATEMENT OF UNDERSTANDING

By signing in the space provided below, the undersigned certifies that the respondent (i) has read and understands and accepts the scope and requirements of this project and all of the attachments; (ii) has the capacity to execute this project; (iii) agrees to accept payment in accordance with the requirements of this solicitation and the standard construction services contract, and (iv) will, if its submission is accepted, enter into a standard agreement with the Queens Borough Public Library.

I hereby certify that my Service Provider will carry all types of insurance specified in the solicitation.

The undersigned further stipulates that the information in this submission is, to the best of knowledge and belief, true and accurate.

Name of Service Provider Date

Address / / Telephone / FAX

Name of Contractor Title

Signature of Contractor e-mail

FORM # 3

COST

Proposal Pricing shall include all estimated annual cost of providing these services to the Library.
The Library estimates up to 100 claims per year.

Name of Firm

Date

Address

/ /
Telephone

FAX

Name of Contractor

Title

Signature of Contractor

e-mail

FORM # 4

VENDOR RESPONSIBILITY QUESTIONNAIRE

Legal Business Name:
EIN:
Address of the Principal Place of Business/Executive Office:
New York State Vendor Identification Number:
Telephone/Fax:
Email:
Website:
Authorized Contact for this Questionnaire:
Name:
Telephone/Fax:
Title:
Email:

List any other DBA, Trade Name, Other Identity, or EIN used in the last five (5) years, the state or county where filed, and the status (active or inactive) (if applicable):

I. Business Characteristics

a. Business Entity Type:

b. Was the Business Entity Formed in New York State?

c. If no, indicate jurisdiction where Business Entity was formed:

d. Is the Business Entity currently registered to do business in New York State with the Department of State?

e. If no, explain why the Business Entity is not required to be registered in New York State.

f. Does the Business Entity have a DUNS Number? If so, please provide:

g. Is the Business Entity's principal place of business/Executive Office in New York State? If no, does the business entity maintain an office in New York State?

h. Is the Business Entity a NYS or NYC Certified Minority or Women Owned Business (M/WBE)? If so please indicate which certification and the certifying entity.

i. Identify current Key Employees of the Business Entity. Attach additional sheets, if necessary.

II. Contract History

a. Has the Business Entity held any contracts with the City of New York, Queens Borough Public Library and/or New York State governmental entities in the last three (3) years? If yes, attach a list including the agency name, contract amount, contract start date, contract end date and the contract description.

III. Integrity -- Contract Award: Within the past five (5) years, has the business entity or affiliate:

a. Been denied a contract or had a bid rejected based upon a finding of non-responsibility by a governmental entity?

b. Been suspended, cancelled or terminated for cause on any government contract?

c. Been subject to an administrative proceeding or civil action seeking specific performance or restitution in connection with any government contract?

d. Entered into a formal monitoring agreement as a condition of a contract award?

*** For each “yes” answer, provide an explanation of the issue(s), the Business Entity involved, the relationship to the submitting Business Entity, the government entity involved, relevant dates and any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.

IV. Certifications/Licenses

a. Within the past five (5) years, has the Business Entity or any Affiliate had a revocation, suspension or disbarment of any business or professional permit and/or license? _____

*** If “yes,” provide an explanation of the issue(s), the Business Entity involved, the relationship to the submitting Business Entity, the government entity involved, relevant dates and any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.

V. Legal Proceedings: Within the past five (5) years, has the business entity or affiliate:

a. Been the subject of a civil complaint?

b. Been the subject of a judgment or conviction for conduct constituting a crime?

c. Received any OSHA citation and Notification of penalty containing a violation classified as serious or willful?

d. Had any New York State Labor Law violation deemed willful?

VI. Leadership Integrity: Within the past five (5) years, has any individual previously identified, any other Key Employees not previously identified or any individual having the

authority to sign, execute or approve bids, proposals, contracts or supporting documentation within New York State been subject to:

a. A sanction imposed relative to any business or professional permit and/or license?

b. An investigation, whether open or closed, by any governmental entity for a civil or criminal violation for any business related conduct?

c. A conviction or judgment of any business related conduct constituting a crime including, but not limited to, fraud, extortion, bribery, racketeering, price fixing, bid collusion or any crime related to truthfulness?

d. Misdemeanor or felony conviction for:

i. Any business-related activity, including, but not limited to, fraud, coercion, extortion, bribe or bribe-receiving, giving or accepting unlawful gratuities, immigration or tax fraud, racketeering, mail fraud, wire fraud, price fixing or collusive bidding; or

ii. Any crime, whether or not business related, the underlying conduct of which related to truthfulness, including, but not limited to the filing of false documents or false sworn statements, perjury or larceny?

