



QUEENS PUBLIC LIBRARY

We speak your language.

RFI #0424-1

**Request for Information for
The Provision of
Gift Cards, Bank Cards and Store Cards**

Date: April 4, 2024

Responses must be submitted by

April 30, 2024 by 2:00 PM:

Using the DropBox link below:

<https://www.dropbox.com/request/FTtDmWdVJb3BMPAgrh8L>

**Procurement Department
Queens Borough Public Library**

TABLE OF CONTENTS

I. CALENDAR OF EVENTS3

II. CONTACT INFORMATION.....3

III. BACKGROUND4

IV. REQUEST FOR INFORMATION5

The Queens Borough Public Library (the “Library”) is issuing this Request for Information (“RFI”) to obtain information about the provision of gift cards, bank cards and store cards (“Gift Cards”). The Library will not be issuing an award to any response to this RFI. Information obtained from this RFI will assist the Library in determining its requirements. Such determination may result in an issuance of a Request for Proposals for a Gift Cards at a later date.

I. CALENDAR OF EVENTS

Issuance of the RFI	April 4, 2024
Submission Due Date	April 30, 2024 by 2PM

II. CONTACT INFORMATION

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

The Library’s email address for this RFI is RFIcontact@queenslibrary.org .

Submissions: The response documents, composed of your Request for Information responses and supporting documents (as required), in either Microsoft Word or PDF format must be uploaded using the DropBox link below no later than 2:00 p.m. on April 30, 2024. If multiple files are uploaded, each submitted document name should be a clear reference to the section and information it contains, ex: “Resumes”, “Work Experience” and “Flyer”.

Responses should be uploaded to DropBox using the link below:

DropBox link: <https://www.dropbox.com/request/FTtDmWdVJb3BMPAgrh8L>

The Library will not provide reimbursement for any costs or expenses incurred in connection with this RFI, 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 RFI will become the sole property of the Library. The Library expressly reserves the right to utilize any and all ideas submitted in the submissions received unless covered by legal patent or proprietary rights, any of which **must** be clearly indicated in the submission submitted in response to the RFI.

The Library may conduct interviews and/ or product demonstrations with firms that respond to this RFI. A response to this RFI does not guarantee an opportunity for a firm to be invited for an interview or a product demonstration. Such invitations for interviews or product demonstrations shall be determined by the Library in its sole discretion.

III. 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>

The Library serves 2.4 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 Community Outreach group helps the Queens Public Library to provide programs and services that can enrich the lives of everyone in Queens, wherever they are.

We bring outreach initiatives to correctional facilities, shelters, hospitals, community centers, schools, nursing homes, faith-based institutions, veterans' organizations, and more. We also partner with local and national businesses and employers, police and public safety departments, local agencies, and offices of State.

Community Events

Queens Public Library strives to maintain a strong presence in all neighborhoods throughout the borough. We attend events of all kinds, from street fairs and block parties to cultural and religious events. At these events, we engage with the community, speak about library services, sign people up for free library cards, and more.

Direct Library Service

For underserved populations (for example, incarcerated or unsheltered individuals), Outreach Services can provide reference and referral library services on-site. We can also provide a continuum of these services when visiting the library becomes possible.

Speakers' Bureau

For officers, leaders, or event organizers of school, hospital, faith-based, or community organizations, we are available to attend meetings and address your group about Queens Public Library programs and services. We will give your members a presentation about free library services that are tailored to your group's specific needs and interests.

Special Events

Queens Public Library also plans and implements special programming for the Queens community, like College Outreach Week, High School Outreach Week, National Library Week, Fly Into Literacy at LaGuardia Airport, and more.

The Library makes purchases of gift cards to reward and encourage public participation in the services described above. Any information obtained from the RFI will assist the Library in determining how to best conduct a procurement for these goods.

IV. REQUEST FOR INFORMATION

The following is a list of the information that the Library is requesting from experienced gift card-selling firms. Please provide your firm's response in the order requested.

Additionally, firms should indicate in their submission 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.

1. Provide your firm's name and address. Provide a brief description of your firm and its history.
2. Provide the name, title, address, telephone, fax number, and e-mail address of the individual the Library should contact with respect to your firm's submission.
3. Indicate if your firm would be willing to provide the Library with an interview and/ or product demonstration.
4. What information do you believe the Library should know in developing its requirements for a new gift card procurement?
5. Detail your firm's experience with providing gift cards. Include the names of the organizations to which your firm has supplied a gift cards. In addition, detail your firm's understanding of recent developments, challenges and other aspects of supplying a gift cards.
6. Detail your firm's experience of designing and providing custom card designs, if needed or available.
7. List the top ten (10) type of gift cards your firm can provide (store name or merchant type, etc.).
8. Provide information about your firm's willingness to accept PO to process orders or provide information about your preferred order process.

9. Please provide information regarding the range of costs for physical and digital type cards or customized cards.
10. List any existing government contract(s) that can be used to purchase gift cards.
11. The NYC policy regarding Local Law 34 makes it necessary for the Library to collect completed Doing Business Data Form from a vendor for any transaction over \$5K. Is your firm willing to complete the form? If not, why?

QnA regarding Doing Business Form:

<https://home.nyc.gov/assets/mocs/downloads/Opportunities/DBA/DoingBusinessQA.pdf>

Form: <https://www.nyc.gov/assets/hpd/downloads/pdfs/services/doing-business-data-form.pdf>