

**Request for Proposals for
Temporary Staffing and
Candidate Search Services
RFP # 1224-1
Questions and Answers**

January 7, 2025

Q1. What is the annual budget of the contract?

A1. This question seeks information that is not required to submit a responsive proposal. However, The Library has not established a budget. This is for as needed services.

Q2. Do you need actual resumes or sample resumes?

A2. For the proposal submission, the Library is only seeking resumes on key staff that would be servicing the account.

Q3. Is this bid refresh? If yes, Can you share details from where we can get old proposal details?

A3. This is the first Request for Proposals issued by the Library for these services

Q4. We're interested in submitting a response to the RFP. However, our firm only conducts searches for permanent positions, or for temporary-to-permanent positions, where the candidate is an employee of our client (in this case, the Queens Public Library). We do not provide temporary staffing services, where candidates are employed by us, and receive benefits through us, etc.

Please let me know if we would still meet the threshold criteria to submit an RFP response, provided that we have provided search services to similar entities in the past three years, of course.

A4. The RFP is posted on the Library's website for your firm to be able to review and to make its determination if it intends to submit a proposal.

The direct link to the web page is: <https://www.queenslibrary.org/about-us/procurement-opportunities>

Q5. Does the Queens Public Library offer any special opportunities or preferences for 8(a) or SWaM-certified firms?

A5. No.

Q6. Since we are based in Richmond, are we eligible to participate, or do you require vendors to have a local office?

- A6. Yes, you are able to participate.
- Q7. Could you share details about the roles or positions you are looking to fill under this RFP?
- A7. See RFP Section V Scope of Services, that states in part: Queens Public Library is seeking to establish a group of prequalified staffing agencies/firms to provide recruitment services for both short term temporary staffing needs and hard to fill position across multiple departments including Human Resources, Finance, Administration, Information Technology, and other specialized areas. Agencies should also offer a temp-to-hire option for candidates suitable for permanent roles. In addition, firms are to provide candidate search services and other related services.
- No additional information is available.
- Q8. Is this a newly initiated project, or is it a continuation of an existing one?
- A8. See answer to question 3.
- Q9. If it is ongoing, kindly provide the names of the current service providers/incumbent vendors?
- A9. See answer to question 3.
- Q10. Could you provide details on the previous expenditure associated with this contract?
- A10. This question seeks information that is not requires to submit a responsive proposal.
- Q11. Could you confirm if it is possible to obtain the proposals or pricing details of the incumbent vendors?
- A11. See answer to question 3.
- Q12. Are there any specific challenges or issues currently being faced with the existing vendors?
- A12. See answer to question 3.
- Q13. Can you clarify the expected number of awards for this solicitation?
- A13. The Library has not determined the number of awarded firms.
- Q13. Is there any preference or priority given to local vendors for this contract?
- A13. No.
- Q14. What are the types of roles we can expect under the contract?

A14. See answer A7.

Q15. We are a staffing firm and interested in submitting a proposal to the above mentioned RFP. Can you provide a list of positions that we would likely be asked to fill if we win the contract?

A15. See answer A7.

Q16. Can we provide commercial references? Would that be feasible?

A16. RFP section VII. PROPOSAL REQUIREMENTS, 9 states:

Provide a minimum of three (3) recent clients as references from clients of similar size to that of the Queens 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. Identify where the proposed solution has been deployed. Discuss the availability of the Library to visit this location.

The Library will be reviewing proposals received and evaluate how firms respond to this question and other requirements of the RFP

Q17. Our firm is preparing a response to RFP #1224-1, and to ensure that we provide the right information, can you please provide an example of the type of document you are looking for that communicates our firm's financial stability?

A17. The Library has accepted audit financial statements, financial statements, balance sheets, tax returns, public corporate statements and other documentation that demonstrates a firm's financial stability.

Q18. While reviewing the bid documents, I noticed there aren't specific job roles mentioned that would help us provide accurate pricing for the required positions. Could you kindly share additional details or examples of the job roles you anticipate under this contract? This information would enable us to craft a tailored and competitive proposal to best meet your needs.

A18. See answer A7.

Q19. What would be the number of awards you intend to give (approximate number)?

A19. See answer to question 13.

Q20. What are the estimated funds that are estimated to be allocated for this contract?

- A20. See answer to question 1.
- Q21. What is the tentative start date of this engagement?
- A21. It is anticipated that awarded contracts to begin the first or second quarter of 2025.
- Q22. What is the work location of the proposed candidates?
- A22. The Library anticipates that the work location would be its Central Library but could be other location throughout Queens Borough. Addresses for all locations can be found here: <https://www.queenslibrary.org/about-us/locations> .
- Q23. Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?
- A23. See answer to question 3.
- Q24. Are there any pain points or issues with the current vendor(s)?
- A24. See answer to question 3.
- Q25. Could you please share the previous spending on this contract, if any?
- A25. See answer to question 10.
- Q26. Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?
- A26. No.
- Q27. How many positions were used in the previous contract (approximate)?
- A27. See answer to question 3.
- Q28. How many positions will be required per year or throughout the contract term?
- A28. The Library has not made a determination. These are for as needed services.
- Q29. If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources?
- A29. The Library's RFP does not request information about current available resources. See answer to question 2.
- Q30. Can we provide hourly rate ranges in the price proposal?

- A30. Yes, RFP section, VII. PROPOSAL REQUIREMENTS, 6 states:
To the maximum extent possible, identify the lead individual and the individual(s) who will perform the tasks outlined in the Scope of Services. Provide a narrative describing your firm's proposed approach to the scope of services. Provide detailed information for the cost for the various services.
- Q31. Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?
- A31. The Library may require services to be performed on-site or remote.
- Q32. Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?
- A32. See answer to question 2.
- Q33. Could you please provide the list of holidays?
- A33. See: <https://www.queenslibrary.org/aux/holiday-schedules> .
- Q34. Are there any mandated Paid Time Off, Vacation, etc.?
- A34. No.
- Q35. Can you provide a detailed breakdown of what will be required as part of the mandatory background check process for example:
Criminal Check (Federal ,State ,local), Sexual Offender, Drug test, social security verification, Education verification, Employment verifications & how many? Etc..
- A35. Proposers to detail its experience and qualifications and well as its approach to the scope of services including background checks.
- Q36. Please provide total spend on temporary service for the past two years (2023 & 2024) & the same total spend for direct hire placement fees paid for placements from recruitment providers
- A36. See answers to question 3 and 10
- Q37. **References for Subcontractors**
In **General Info, Section 9**, the RFP requests client references for the Prime. Would the Library consider references from subcontractors as part of the evaluation if they demonstrate relevant expertise and successful project experience?
- A37. Yes.

Q38. Defining “Short Term”

In **Section V, Paragraph 2**, the RFP mentions "short-term staffing needs." Could you provide an approximate duration or range (e.g., weeks or months) that typically qualifies as short-term?

A38. These are for as needed services. Such needs could range from several weeks to several months. The Library reserves the right for any duration depending upon its needs.

Q39. Temporary Staffing Peaks

Does the Library experience specific high-demand periods during the year (e.g., fiscal year-end, special projects, or program launches)? Insights into these patterns would help us develop tailored workforce strategies to meet the Library’s needs.

A39. No. These are for as needed services.

Q40. Diversity Metrics for Candidates

The RFP emphasizes a diverse candidate pool. Are there specific metrics, representation goals, or community benchmarks the Library aims to achieve? Understanding these targets will allow us to align our recruitment approach with the Library’s inclusion objectives.

A40. No.

Q41. Performance Standards

Does the Library have predefined KPIs or evaluation benchmarks (e.g., time-to-fill, retention rates, candidate quality ratings) for vendor performance, or should vendors propose these in their submissions?

A41. No, these are for as needed services.

Q42. We are interested in submitting a proposal. However, we do not do any short-term staffing. We strictly do full-time permanent. I was wondering if its possible to still apply and how we would differentiate?

A42. See answer to question 4.

Q43. Are vendors allowed to submit a narrative technical response to answer the RFP questions on Form #6? If not, can we still submit a narrative technical response in addition to answering Form #6?

A43. The Library evaluation of proposal includes the overall organization, completeness, and quality of submission, including cohesiveness, conciseness, and clarity of response. Firms should follow the instructions of the RFP.

Q44. Do we have to list in the Cover Page that there is “No Conflict of Interest” as well as have a certified separate document that states “No Conflict of Interest” ?

- A44. If there is no conflict of interest the cover letter should state that. If there is a conflict of interest the proposal should detail the conflict.
- Q45. Are vendors required to subcontract for this RFP?
- A45. No.
- Q46. Is there a local vendor preference on this bid?
- A46. See question 6 and 13.
- Q47. Is this a new initiative? If not, who are the current vendors? Please share their pricing file.
- A47. See question 3.
- Q48. Can you specify the job titles being requested by the Library?
- A48. See question 7.
- Q49. What are the historical annual spending volumes in the project?
- A49. See question 10.
- Q50. What is the estimated budget for this project?
- A50. See question 10.
- Q51. Will the Library provide a pricing sheet? Or will the vendor create their own?
- A51. The Library has not provided a pricing sheet for this RFP. As per number 6 of General Information narrative items, your proposal should, "Provide detailed information for the cost for the various services."
- Q52. I am writing to confirm whether we should provide our answers to RFP #1224-1 questions in Form 6 only or will you accept them in a separate document?
- A52. See question 46.
- Q53. We are reviewing the documents for the RFP for Temporary Staffing and Candidate Search Services. It mentions on the RFP document that Form #6 should include a separate Excel, however I was unable to locate the mentioned Excel document.
- A53. Form #6 is not an Excel document. See Addendum #1 and revised RFP document.
- Q54. It appears that Form #6 are the questions to be answered in the RFP. Would you please clarify?

A54. As instructed in the RFP, proposer can attach its marketing materials without page limitation but must provide a response to each question in Form #6.

Q55. Please advise the format for pricing. We did not see a pricing sheet attached for submission.

A55. See question 51.

Q56. The RFP requires that the vendor general liability insurance be occurrence based and not claims made. Would vendors be able to request an exception if our general liability insurance is on a claims made basis?

A56. RFP section VII. PROPOSAL REQUIREMENTS, B. Other 1. states:

“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.”

Proposer should include in its proposal that it cannot meet the contract language insurance requirements and provide alternate contract language. Proposer should also provide a clear explanation.

Q57. Anticipated Temporary Staffing members needed

A57. See answer A7.

Q58. Anticipated Candidate Search Services members needed

A58. Please see Section V Scope of Services of the RFP solicitation document.

Q59. Will Job descriptions be provided for temporary and Candidate Search Positions

A59. As stated in Section V, number 1,a),:

“Agencies will be responsible for following and not limited to services:

1) Recruitment and Candidate Sourcing

a) Work directly with HR and hiring manager to understand the labor request.”

- Q60. Will a fill in pricing sheet be provided by Queens Library?
- A60. See answer A51.
- Q61. For Form #5: Acknowledgement of Addenda - What is the PIN number referring to? Is this the RFP #1224-1?
- A61. Correct, PIN# for this RFP is 1224-1.
- Q62. Who is going to provide the computer equipment? Is the Library providing these?
- A62. The Library intends to provide the computer. If there is an assignment that requires something different the Library will communicate that requirement to the awarded firm(s).
- Q63. For our proposal response, please clarify what the Library wants vendors to provide in section "A. Management and Qualifications" that would not already be covered in our response to General Information questions 2 and 3? Instructions for this section were not provided.
- A63. RFP Section VII. PROPOSAL REQUIREMENTS, A. Management and Qualifications includes, "Cover Letter (2-page limit)" and "General Information (30 page limit)."
- Q64. If vendors submit any exceptions to the Terms and Conditions, in what format would the Library prefer for vendors to submit them? Would a Word document with redlines and recommended alternative language be acceptable?
- A64. A response to the question along with a redlined and alternate language document would be acceptable.
- Q65. Please clarify if the Library, in addition to temporary staffing and temp-to-hire, is also seeking direct placement services? Page 4, Section V, 1.c states "Be able to provide candidate search for permanent positions." If yes, can vendors propose a direct placement fee?
- A65. Yes the Library is also seeking direct placement services and proposer can include information about cost for services under its response to RFP section VII. PROPOSAL REQUIREMENTS, A. Management and Qualifications includes, General Information, 6.
- Q66. Please define further what the Library is seeking by "candidate search services"? Is the Library seeking vendors to provide direct placements/candidates for FTE, in other words, vendors search for candidates to be placed into permanent positions immediately after hire?
- A66. The Library's RFP Request for Proposals for Temporary Staffing and Candidate Search Services is inclusive of any related services that the Library may require during the term

of the contract. RFP section V. SCOPE OF SERVICES, includes candidate search services and other related services.

Q67. Can you please provide examples of the IT job titles (technology) the Library has brought on the last 5 years and/or expects to bring on in the duration of this contract? This would help us provide information on our pricing.

A67. This is a new Request for Proposal for as needed service. This question seeks information that is not required to submit a responsive proposal.