



# QUEENS PUBLIC LIBRARY

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**RFP #1224-1**

**Request for Proposals for  
Temporary Staffing and  
Candidate Search Services**

**Date: December 17, 2024**

**Revised 1/2/2025**

**Proposals must be submitted  
by January 21, 2025 by 3:00 PM  
via the provided DropBox link:**

**<https://www.dropbox.com/request/eF4gNhTDZg4FWa0wdbab>**

**Procurement Department  
Queens Borough Public Library**

**Deadline for Questions  
January 9, 2024 by 4:00PM**

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Attachment 1- Forms

Attachment 2- Queens Borough Public Library Standard Terms/ Insurance

Attachment 3- Local Law 34

Form #6 (Separate ~~Excel~~-Word document)

The Queens Borough Public Library (the “Library”), hereby solicits proposals from experienced firms and individuals (hereinafter referred to as “Proposers”) in response to this Request for Proposals (“RFP”) to enter into a contract for temporary staffing, candidate search services and other related services. The Library anticipates awarding contracts to multiple firms and shall award work to firms at its sole discretion.

### **I. CALENDAR OF EVENTS**

Issuance of RFP	December 17, 2024
Deadline for Questions	January 9, 2025
<b>Proposal Due Date</b>	<b>January 21, 2025 by 3:00PM</b>

### **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](mailto:RFPcontact@queenslibrary.org) on or before **January 9, 2025**. 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/eF4gNhTDZg4FWa0wdbab>

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 term of the awarded contract will be for a (2) two year period with (3) three, one-year options to renew at the Library’s sole discretion. The Library may terminate the contract at any time, in its sole discretion, upon written notice.

#### **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>.

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 fax 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.

#### **V. SCOPE OF SERVICES**

The Library shall determine the number of awarded firms. The Library shall award work to firms at its sole discretion. The Library may award work to a firm or introduce competition to two or more awarded firms. The Library does not guarantee any work to awarded firms.

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.

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.
  - b) Provide qualified temporary personnel to meet short-term staffing needs across various departments.
  - c) Be able to provide candidate search for permanent positions.
  - d) Source qualified candidates for both temporary and hard-to-fill positions, permanent positions by leveraging extensive networks, job boards and connections and other by other means.
  - e) Ensure all candidates meet the minimum qualifications, skills and experience for roles.
  - f) Provide a diverse pool of candidates.
- 2) Screening
  - a) Conduct prescreening interviews, background checks, and reference verifications.
- 3) Workforce Management

- a) Manage payroll, attendance tracking.
  - b) Offer replacement services if a temporary employee does not meet the Library's satisfaction.
- 4) Temp to Hire
- a) Outline terms for transitioning a temporary employee to full-time/permanent status, including fees, timing, and any other requirements.
    - i) Temp to hire evaluation period.

## **VI. THRESHHOLD CRITERIA**

Only Proposals submitted from proposers who meet the following minimum threshold requirements, will be considered by the Library. Please provide a response to the items below in your proposal as requested in section VII:

- a. Proposer must have provided services described on the scope of services to a library, school or government entity within the last three (3) years.

## **VII. 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". Proposer can attach its marketing materials without page limitation but must provide a response to each question below in the order that is listed below.

### **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 16.

**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 detailed information on how the proposer meets the requirements of RFP section VI, Threshold Criteria, which are:
  - a. Proposer must have provided services described on the scope of services to a library, school or government entity within the last three (3) years.
3. Provide a brief history of the company and successful experience installing the products and providing services requested in this RFP. Include any similar past or current projects in which the proposer is involved and the proposed key staff for providing the work described in this RFP, 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, 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.
6. 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.**
7. 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.
8. For each scope of services proposed, 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.
9. 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.

10. Explain how you will safeguard and keep confidential the data and information provided by the Library to you.
11. Provide information and documentation that communicates your firm's financial stability.
12. Identify any sub-contractors that you plan to utilize as part of your proposed team.
13. Discuss any past or present civil or criminal legal investigations, litigation or regulatory action involving your firm or any of its employees 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 consultants 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.
15. You must certify in writing that your representation of the Library will not create any conflict of interest involving that firm.

**B. 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 listed in the Library's Terms and Conditions.
4. Firms to complete all forms if Attachment 1 and Attachment 3- Local Law 34.

## **VIII. EVALUATION AND SELECTION**

### **A. Evaluation Criteria**

A Selection Committee consisting of Library staff will evaluate the properly received proposals that meet the stated Threshold Criteria. This Selection Committee will make its recommendations to the Library for its determination as to its awards of a contract. 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 libraries, not-for-profit corporations, library systems, public sector and other similar clients. The qualifications, experience and availability of the lead person(s) and team assigned to provide services to the Library. Weighted Score: 40 Points
2. The firm's ability to provide the services listed in "Section V. Scope of Services" of the RFP. Weighted Score: 40 Points
3. Overall organization, completeness, and quality of submission, 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. Weighted Score: 20 Points.
4. Interviews (if performed) for proposers selected by the Library. Weighted Score: 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. 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. The Library reserves the right to conduct a site survey of the proposer's proposed solution. In its sole judgement, the Library may reject a proposal because of a site survey, vendor responsibility determination or other determination by the Library. The Library reserves the right to reconsider other proposals.

## **IX. 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 proposal. 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 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 e-mail address of the individual who will represent the firm as the primary contact person for the proposal, and the telephone and e-mail 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 180 days 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.