



# QUEENS PUBLIC LIBRARY

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**RFP # 1122-02**

**Request for Proposals for  
Library Smart Cards**

**Date: November 15, 2022**

**Proposals must be submitted December 7, 2022 by 3:00 PM  
via the provided Dropbox link:  
<https://www.dropbox.com/request/LPhnK0DeocQ22jaOwuHe>**

**Procurement Department  
Queens Borough Public Library**

**Deadline for Questions  
December 1, 2022 by 3PM**

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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

Exhibit A – Art Work

<https://www.dropbox.com/scl/fo/a6pbyogj49ywaev3xyuq/h?dl=0&rlkey=r2zqelbt57pyz4y5mdd4f2qoy>

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 the provision of library cards services as further described throughout this RFP. The Library intends to award multiple contracts for this engagement and to award work on a competitive basis among awarded firms.

## I. CALENDAR OF EVENTS

Issuance of RFP	November 15, 2022
Deadline for Questions	December 1, 2022
<b>Proposal Due Date</b>	<b>December 7, 2022 by 3PM</b>
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](mailto:RFPcontact@queenslibrary.org) on or before **December 1, 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/LPhnK0DeocQ22jaOwuHe>

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**

It is anticipated that the term of this agreement shall be for a (3) three year period with (2) two one- year options to renew.

### **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, 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.

### **V. SCOPE OF WORK**

The Library anticipates awarding multiple contracts to Successful Proposers. The Library may award work directly to a Successful Proposer or the Library may conduct competition among the Successful Proposers, where the Successful Proposers will be able to provide a quotation.

The Library may also request the Successful Proposer to provide other materials such as special card packaging or bundling.

Successful Proposers will provide all labor and materials necessary to supply and ship new Library Borrower Smart Cards (library cards) with RFID chip. The library cards require an RFID chip and bar-coding as per specifications:

#### **Specifications:**

1. Each library card shall utilize an NXP iCode SLI-X, 15693 compliant chip with a minimum of 1024 bits of memory or equal. Each library card is to be encoded with its own unique barcode. Each chip in the card is to be pre-programmed and encoded with the exact unique barcode numbers as imprinted in the back of card. Card printing will meet current industry standards.
2. The card shall be constructed using a 12-mil PVC pre-lam core using a 10-mil PVC on each side. The card shall be over laminated on each side with a 2-mil highly durable PVC over-laminate for extended protection. The finished card shall be 36-mil thick. Card printing shall meet current industry standards.

3. The library card dimensions shall be 2 1/8" x 3 3/8". The library card will meet or exceed specifications of dimensions, surface finish, flatness, and flexure as established per ISO/IEC 10536-1.
4. The library card shall be gloss finish on side one and matte finish on side two and shall meet the following requirements:
  - a. The image on side one shall be full-color compatible for any artwork provided by the Library.
  - b. The image on side two shall be full-color compatible for any artwork provided by the library.
5. The library card will be constructed to provide protection of the printed image and the barcode from moderate abrasion.
6. The Library anticipates that it will place orders in increments ranging from two hundred and fifty (250) cards to one-hundred thousand (100,000) library cards per order.
7. The successful proposer shall deliver library cards within eight (8) weeks from the Library's acceptance of proofs. The Library does not guarantee any minimum orders.
8. The library card barcode shall meet the following requirements:
  - a. Barcode: Code-128
  - b. Start / Stop Character: 'A'
  - c. Data: 13 digits
  - d. No check digit
9. The Firm must provide physical library card samples to Library before printing the full order.
10. Must be able to accommodate multiple artwork versions, up to 4, at any given time. The Library reserves the right to update and revise its artwork.
11. Must accommodate multiple quantities of different graphics versions, ranging from 250 cards to 100,000 cards.
12. Must be able to manufacture standard card format and/or produce other formats (ex: keychain cards). State all available options in the response.
13. The Library may require a firm or its subcontractor to be able to merchandise the card to an attached letter or postcard format (ex: like a credit card promo).
14. Other related products and services.
15. If the Library selects multiple firms, the Library will solicit each firm. The basis of the award shall be lowest price or best value as determined by the Library. Such review factors shall include but not be limited to price, quality of card and services and the duration of time to deliver the cards.

16. The Library's current artwork for library cards is contained in Exhibit A. The Library reserves the right to revise its library card artwork.

## **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.

### **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 twenty-two (22) 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 (20 page limit)**

1. Provide the Proposers 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. Please note that the required financial information requested in this section does not count towards the General Information section page limit.
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. Resumes not counted towards the page limit.
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.
7. Describe your understanding of the Library.
8. Identify any additional services not covered in the Scope of Work 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 Work 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 clients as 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 subcontractor 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 subcontractors 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. Costs (No page limit)**

Using the table provided below, Proposer to provide its Yearly Maximum Unit Price and Maximum Total Price for 100,000 Library Cards. NOTE: Failure to provide cost proposal as requested below will be grounds for determining a proposal to be non-responsive.

Proposer agrees to provide all labor and materials necessary to supply the Queens Library with library cards as per specifications. Proposed Yearly Maximum Unit Price shall include all labor and materials necessary to supply and ship library cards as per the specifications.

<b>Year</b>	<b>Quantity</b>	<b>Maximum Unit Price</b>	<b>Maximum Total Price for 100,000 units</b>
<b>1</b>	<b>100,000 (Library Cards)</b>		
<b>2</b>	<b>100,000 (Library Cards)</b>		
<b>3</b>	<b>100,000 (Library Cards)</b>		
<b>4</b>	<b>100,000 (Library Cards)</b>		
<b>5</b>	<b>100,000 (Library Cards)</b>		

Proposer to also provide information about other library cards that it can provide such as key chain library cards and other types of library cards. Proposer to provide information on the impact of an increases of per unit pricing for smaller order of library cards.

In addition, proposer to provide information and pricing for library card bundling/packaging services such as to be able to merchandise the card to an attached letter or postcard format (ex: like a credit card promo). Proposer to provide information for other related products and services.

**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 in Attachment 1 and Attachment 3- Local Law 34.

## **VII. EVALUATION AND SELECTION**

### **A. Evaluation Criteria**

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 award(s) 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 goods and services to not-for-profit corporations, library systems, and other similar clients. (20 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. (15 points.)
3. The Library’s assessment of the Proposer’s detailed Scope of Work. (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 Attachment 2. (10 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 of Proposers found to be most qualified to perform the services required. Proposers selected for interviews will be notified in writing regarding the interview date(s).

At the conclusion of the evaluation process, the Library anticipates awarding contracts to responsive and responsible firms 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.