



QUEENS PUBLIC LIBRARY

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RFP # 0723-2

**Request for Proposals for
Central Library Food and Beverage Retail Service**

Date: July 19, 2023

**Proposals must be submitted August 22, 2023
by 3:00 PM**

via the provided Dropbox link:

<https://www.dropbox.com/request/8SW4hyDbpeNhBngUEMPG>

**Procurement Department
Queens Borough Public Library**

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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

Attachment 4- Early design document

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 to provide food and beverage retail service at the Central Library.

I. CALENDAR OF EVENTS

Issuance of RFP	July 19, 2023
Site Visit	August 1, 2023
Deadline for Questions	August 8, 2023
Proposal Due Date	August 22, 2023
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 Cerdá, Assistant Director of Procurement and William Funk, Vice President of Procurement. Questions regarding this RFP should be sent to: RFPcontact@queenslibrary.org on or before **August 8, 2023**. 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.

Site Visit:

Site visits to take place on August 1, 2023 between 10AM and 3PM and can be scheduled by submitting a request to RFPcontact@queenslibrary.org prior to July 31, 2023.

Attachment 4- Early design document, is provided for general informational purposes only.

Proposer should attend August 1 site inspection for actual conditions.

Submitting Proposals:

Proposals are to be uploaded to DropBox using this link:

<https://www.dropbox.com/request/8SW4hyDbpeNhBngUEMPG>

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. Interviews may include food tastings. Firms that are requested by the Library to provide food tastings shall provide the Library with a quotation for the food and food services and if accepted by the Library, the Library shall pay for the food and food service.

III. CONTRACT PERIOD

The Library anticipates that the term of the awarded contract will be for five (5) years with one (1) option to renew for five (5) years. 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/?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.

The Library has been a center of learning and community for the residents of Queens for 125 years. The mission of the Library is to provide quality services, resources and lifelong learning opportunities through books and a variety of other formats to meet the informational, educational, cultural and recreational needs and interests of its diverse and changing population.

The Library is a forum for all points of view and adheres to the principles of intellectual freedom as expressed in the Library Bill of Rights formulated by the American Library Association.

The Central Library building was constructed in 1930 and expanded with WPA funds in 1941. It was replaced by a new, more spacious facility in 1966, through the persistent efforts of the Library Director, Harold W. Tucker. The modern, city-owned building at 89-11 Merrick Boulevard, Jamaica, has the distinction among the three city library systems of having the most public services on one floor. The building was renovated and expanded in 1989.

The Central Library, by virtue of its diverse collection, plays a vital role in the Queens Borough Public Library System by providing free educational, informational, cultural, and recreational materials and services to the residents of the entire borough.

The Central Library serves as the reference and research center for the borough. It also serves as the materials back-up center to branches through inter-loan, audio-visual services, and computer services. Finally, it serves as a community library for the residents of Jamaica by offering popular materials to meet their reading interests and needs.

The Queens Public Library, Central Library is located at 89-11 Merrick Boulevard, Jamaica, NY 11432. The Central Library is located in an active community and hosts the system-wide administration. The Central Library has seven day public service and the current operating hours are:

Sunday: 12:00 pm - 5:00 pm
Monday: 10:00 am - 8:00 pm
Tuesday: 10:00 am - 8:00 pm
Wednesday: 10:00 am - 8:00 pm
Thursday: 10:00 am - 8:00 pm
Friday: 10:00 am - 6:00 pm
Saturday: 10:00 am - 5:00 pm

These public service hours are subject to change at the discretion of the Library. Library staff hours typically commence two hours prior to public service times.

On the first floor of the Library, near the entrance way, is approximately 2,000 square feet that was used for food services. This area is presently vacant and the Library is seeking a new food service provider.

Representative samples of information about the number of people at the Central Library is as follows:

1. Public Gate count:

December 2019 – Central = 86,697

December 2022 – Central = 42,719

2. Staff:

Pre-pandemic - 546 full-time and 165 part-time employees for a total of 711.
More staff is on weekdays than weekends.

Post-pandemic – Estimated 180 to 200 employees onsite Monday through Friday. Less than 60 on weekends.

V. SCOPE OF SERVICES

The Successful Proposer shall provide food and beverage service at the Central Library utilizing the dedicated space located on the first floor of the Library near the building entrance. Food services can begin two hours prior to public service hours and is to close one hour prior to public service closing. (See RFP section IV. Background.)

The Library will provide the Successful Proposer with the premises and with conditioned airflow to provide suitable and comfortable levels of heating and air conditioning and hot and cold water. The Library will also provide the successful proposer with electric service.

All Proposers to provide its Detailed Project Plan and Costs Proposal as per RFP section, VI. PROPOSAL REQUIREMENTS, B. that responds to all of RFP Section V Scope of Services. Attachment 4- Early design document, is provided for general informational purposes only. Proposer should attend site inspection for actual conditions.

Detailed Project Plan-

Proposers to Provide Plan that addresses the following:

1. The Library anticipates that the premises provides limited opportunity for food preparation services and that the successful proposer will prepare most food off premises. Equipment for onsite food preparation is limited to microwaves and electric vent-less convection ovens. Proposers should not anticipate gas service and cooking with gas equipment or using electric cooking equipment other than microwaves and electric vent-less convection ovens. Proposers to detail how it will provide service in this space.
2. The Successful Proposer's prices and portion sizes of all food and beverages to be served, as well as any changes with relation to the same and the menus (and cycles thereof) shall be determined by the Proposer. The Successful Proposer shall provide the Library with advance notice of the initial menu and price list and any changes thereto. Prices and portion sizes shall be competitive to those of similar concept food services.
3. The Successful Proposer at their own expense shall make all purchases in compliance with all local, state and federal regulations as well as accepted industry standards regarding safety and sanitation, including ServSafe.
4. The Successful Proposer shall retain ownership of the inventory, at their own cost, of all food and non-food products purchased for use within the food service operation.
5. The Successful Proposer are responsible for marketing the products and services offered in the food service operation to employees and visitors. All marketing materials must be reviewed by the Library prior to release.
6. The Successful Proposer will be responsible for providing all labor, signage, supplies and any equipment, materials or services needed to successfully operate a food service operation.
7. The Successful Proposer will be responsible for the management and operation of all food services at the food service operation(s).
8. The Successful Proposer shall obtain all permits, licenses and ratings as required by federal, state and local authorities having jurisdiction over the food service operation(s).
9. The Successful Proposer shall adequately protect the premises under their care, facilities and equipment provided to the Successful Proposer by the Library, adjacent property, the food services staff, employees and visitors. The Successful Proposer shall comply with all statutory requirements regarding safety practices.

10. The Successful Proposer shall also follow directions from authorized Library representatives for additional precautions that conform to Library practices and procedures. The Successful Proposer shall, at their expense, take all precautions to prevent fire or damage from occurring in or about the premises, and shall observe and comply with all laws and regulations in force regarding the premises and their operations therein, and with all instructions given by the Library.
11. The Successful Proposer shall be a tenant of the Library upon execution and approval of a lease. All food service management, supervisory or hourly personnel assigned by the Successful Proposer to work at the food service operation shall be employees of the Successful Proposer and will not for any purpose be considered employees of the Library.
12. The Successful Proposer shall be responsible for the supervision and direction of the work performed by its employees and shall at all times provide sufficient supervision at the food service operation(s) to carry out this responsibility.
13. The Successful Proposer will comply with all federal, state and local Workers' Compensation and Disability laws.
14. The Successful Proposer shall at all times be prompt, clean, courteous and efficient. Service shall be provided to all patrons without discrimination.
15. All food, beverages or other items sold or kept for sale under this Lease by the Successful Proposer shall be of high quality and standards; and must conform in all respects to federal, state and municipal laws, ordinances, rules and regulations to the maximum extent of the limits of the space.
16. All goods and services offered for sale by the Successful Proposer must be in good taste and considered appropriate, proper and consistent with the Library's obligations and responsibilities to the patrons of the building.
17. The Successful Proposer shall keep separate books and records of account maintained in an electronic format in accordance with Generally Accepted Accounting Principles.
18. The Successful Proposer shall make all purchases in compliance with all local, state and federal regulations as well as accepted industry standards regarding safety and sanitation, including ServSafe.
19. The Successful Proposer shall obtain and maintain all necessary licenses, certificates, permits or other authorizations from all governmental authorities having jurisdiction over the operation at the building and shall provide for the inspection and review of such licenses, certificates, permits and authorizations by the Library and any other persons authorized by law.
20. The Successful Proposer to promptly observe, comply with and execute the provisions of any and all present and future governmental laws, rules and regulations, orders and directions which may pertain or apply to the specific operation and shall make any and all improvements, alterations or repairs that may be required at any time hereafter by any such present or future law, rule, regulation, requirement, order or direction.

21. The Successful Proposer shall pay all taxes, import duties, examination fees, excise and other charges which may be assessed, levied, exacted or imposed on its property, operations or occupancy or on the gross revenues or income therefrom and shall make all applications, reports and returns required in connection therewith.
22. Proposer to detail any other space requirements that it may have, including additional space for refrigeration, office or any other space requirement. Acceptance of additional space requirements is at the sole discretion of the Library.

Costs-

Proposer Cost Proposal:

1. If proposer has a capital plan and budget to improve the space and operations, proposer to detail this information.
2. If proposer has requirements from the Library to improve the space, proposer to provide its detailed requirements and costs estimates. Proposer to assume labor costs at Prevailing Wage.
3. Proposer to detail its overall cost proposal. Proposer to indicate if it is providing the Library with rent, a percentage of gross sales receipts, requesting a stipend from the Library or any combination thereof.

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 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”.

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 (30 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 and provide alternative documentation subject to the Library's sole discretion to accept.
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. (No 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 Service 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 Services 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. Provide and information detailing any electronic systems that your firm may have in accepting and storing information from the Library.
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. Detailed Project Plan and Cost Proposal (No page limit)

All Proposers to provide its Detailed Project Plan and Costs Proposal that responds to all of RFP Section V Scope of Services.

Failure to provide information as requested below will be grounds for determining a proposal to be non-responsive.

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 if Attachment 1 and Attachment 3- Local Law 34.

VII. EVALUATION AND SELECTION

A. Evaluation Criteria

For each scope of work, 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 awards of a contract. For each scope of work, 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 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. (10 points.)
3. The Library's assessment of the Proposer's Detailed Project Plan. (30 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 Standard Consulting Agreement. (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 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. 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.