



QUEENS PUBLIC LIBRARY

We speak your language.

RFP #0723-3

**Request for Proposals
Pre-Employment and Pre-Volunteer
Full Background Check Services**

Date: July 26, 2023

**Proposals must be submitted
by August 29, 2023 by 3:00 PM
via the provided DropBox link:**

<https://www.dropbox.com/request/Q4JMZlyCjHue3VP4p4U2>

**Procurement Department
Queens Borough Public Library**

**Deadline for Questions
August 14, 2023 by 2:00PM**

TABLE OF CONTENTS

I. CALENDAR OF EVENTS3

II. CONTACT INFORMATION.....3

III. CONTRACT PERIOD.....3

IV. BACKGROUND4

V. SCOPE OF SERVICES4

VI. THRESHOLD CRITERIA7

VII. PROPOSAL REQUIREMENTS7

VIII. EVALUATION AND SELECTION12

IX. PROPOSAL CONDITIONS AND INSTRUCTIONS13

Attachment 1- Forms

Attachment 2- Queens Borough Public Library Standard Terms/ Insurance

Attachment 3- Local Law 34

Form #4 – Pricing Sheet

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 provide pre-employment and pre-volunteer full background check services to the Library.

I. CALENDAR OF EVENTS

Issuance of RFP	July 26, 2023
Deadline for Questions	August 14, 2023
Proposal Due Date	August 29, 2023

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 on or before **August 14, 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.

Proposals are to be uploaded to DropBox using this link:

<https://www.dropbox.com/request/Q4JMZlyCjHue3VP4p4U2>

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 and product demonstrations 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 (3) year period with (2) two 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: http://www.queenslibrary.org/ql_findabbranch .

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's Human Resources Department and its Volunteer Services division are seeking a qualified agency to provide strategic pre-employment and pre-volunteer full background check services.

V. SCOPE OF SERVICES

The Library's Human Resources Department and the Volunteer Services division is seeking a qualified agency to provide pre-employment and pre-volunteer full background check Services. The required firm must gather and provide criminal history records using online databases. Firms should verify a variety of information, such as employment history, sex-offender record, Social Security number traces, education, degrees, professional licenses, reference check, credit report, Motor vehicle records, address history and other requirements for candidates seeking employment with the Library and for volunteers seeking to participate in the Library volunteer programs. Firms performing background checks must comply with Federal Fair Credit Reporting Act (FCRA) guidelines regarding how background checks must be conducted.

The Successful Proposer must have the capability of providing its services to the Library through its own website or web portal and be accessible and provide support services by phone and email. The Successful Proposer must also have the capability and willingness to customize its screening procedures for specific types of jobs and offer self-service interfaces.

The Library does not guarantee any minimum or maximum amount of background checks. The Successful Proposer shall provide the Library with the bundled and individual (per item) services as further described below:

The Queens Library Human Resources Department Requires the Following Back Ground Checks as a Bundled Service:		Provide a description and a dollar range of any governmental and third party fees:
Full-time and Part-time Employee Searches	Types of Back Ground Check	
1	Social Security Trace - Verifies SS Number And Identity.	
2	New York Statewide Criminal History Record Search (CHRS) for the Past 7-10 years.	
3	The U.S. Department of Justice National Sex Offender Public Registry (NSOPR) https://www.nsopw.gov/en .	
Maximum Price for Bundled Service for a Single Employee (includes a single name plus one alias) Candidate:	\$ _____	\$ _____

The Queens Library Volunteer Division Requires the Following Back Ground Checks as a Bundled Service:		Provide a description and a dollar range of any governmental and third party fees:
Volunteer Searches	Types of Back Ground Check	
1	Social Security Trace - Verifies SS Number And Identity. (Entry by the volunteer as optional.)	
2	National Criminal File History - Checks State And Federal Databases For Current And Previous Misdemeanor And Felony Cases (Pending And Adjudicated).	
3	The U.S. Department of Justice National Sex Offender Public Registry (NSOPR) https://www.nsopw.gov/en .	
Maximum Price for Bundled Service for a Single Volunteer (includes a single name plus one alias) Candidate:	\$ _____	\$ _____

The Queens Library Human Resources Department and the Volunteer Divisions Requires the Following Back Ground Checks On a Per Item Basis:				
Employee and Volunteer Searches (includes a single name plus one alias)	Types of Back Ground Check	Maximum Pricing For Each Search	Provide a description and a dollar range of any governmental and third party fees:	
1	Social Security Trace - Verifies SS Number And Identity.	\$ _____		\$ _____
2	New York Statewide Criminal History Record Search (CHRS) for the Past 7-10 years.	\$ _____		\$ _____
3	National Criminal File History - Checks State And Federal Databases For Current And Previous Misdemeanor And Felony Cases (Pending And Adjudicated).	\$ _____		\$ _____
4	Non-NY Background Checks. (Provide your highest fee.)	\$ _____		\$ _____
5	The U.S. Department of Justice National Sex Offender Public Registry (NSOPR) https://www.nsopw.gov/en .	\$ _____		\$ _____
6	Educational Degree Verification.	\$ _____		\$ _____
7	Unscored Employee Credit Report.	\$ _____		\$ _____
8	Employment Verification & References.	\$ _____		\$ _____
9	Driver's License Check.	\$ _____		\$ _____

VI. THRESHHOLD CRITERIA

Only Proposals submitted from Proposers, who meet the following minimum threshold requirements, will be considered by the Library:

1. Proposer must have a minimum of at five (5) year experience in providing background check services.
2. Proposer must have worked with public sector and or not-for-profit entities 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”.

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 180 days. 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 18.

General Information (20-page limit)

1. Provide the firm’s legal name, address, tax ID number and state of incorporation for the contracting entity submitting the proposal. Provide information that demonstrates that your firm meets the threshold criteria in section VI of the RFP.
 - a) Proposer must have a minimum of at five (5) year experience in providing background check services.
 - b) Proposer must have worked with public sector and or not-for-profit entities within the last three (3) years.

2. Provide a brief description of your firm, its history and ownership structure, and its number of employees. Also, include any significant developments, or organization, ownership or financial structure changes that have occurred in the last three (3) years, or that you anticipate in the future.
3. Provide the name, title, address, telephone, fax number, and e-mail address of the individual the Library should contact with respect to your proposal. Make a statement regarding the availability of this individual as the primary contact to the Library throughout the term contemplated under this RFP.
4. Provide a summary of your firm's experience with executing the obligations or duties listed above in the Scope of Service, and begin with specific references to work for not-for-profit corporations, library systems or other like-entities. In describing that experience, you should name each client and the nature of the work performed, with specific reference to (a) the services provided; (b) the term of such services; (c).
5. Describe how your firm would staff the engagement and the firm's availability of resources to staff the engagement.
6. Provide information and screen shots that demonstrate your firm's capability of providing its services to the Library through its own website or web portal and be accessible and provide support services by phone and email. Describe your firm's capability and willingness to customize its screening procedures for specific types of jobs and offer self-service interfaces. Also, indicate if your firm is able to have the entry of a Social Security number by a volunteer as optional. (Page limit does not apply to this question.)
7. Detail how your firm plans to provide the scope of services including any deliverables. Describe what your firm believes is integral to executing the Scope of Services and discuss the issues that you feel are unique and important to providing the Scope of Services.
8. Discuss why your firm is well suited to provide services to the Library and describe your firm's understanding of the library.
9. 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. Resumes not counted towards the page limit.
10. Describe any areas or subjects related to the services to be provided in response to this RFP in which you feel your firm has special expertise and the nature of that special expertise.
11. 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.
12. 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.

13. Provide a minimum of three (3) recent clients as references that best represent your ability to perform the tasks described in this RFP (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 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.
14. Explain how you will safeguard and keep confidential the data and information provided by the Library to your firm.
15. 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.
16. Identify any sub-consultants or sub-contractors that you plan to utilize as part of your firm’s proposed team. Provide the same information as requested above in Paragraphs 1. through 14. for the proposed sub-consultants or sub-contractors.
17. Discuss any past or present civil or criminal legal investigations, litigation or regulatory action involving your firm or any of its employees that could impact 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.
18. Identify the nature of any potential conflict of interest your firm or any proposed sub-consultants might have in providing consulting services under this RFP 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. Cost (Not counted towards page limit)

Proposals shall include the following with respect to costs and rates contemplated under this RFP:

Using the separate Excel document, Form #4 Pricing Sheet, provide your firm’s maximum price per request which includes a single name plus one alias for each bundled and the maximum for each individual service. Do not provide a range of fees for your firm’s maximum pricing. In submitting its proposal, proposer agrees that its maximum pricing for each bundled service and each individual service shall remain fixed and firm for the first two (2) years of the contract term and that increases

for years three, four and five of the contract shall be subject to the annual January increase in the Consumer Price Index for New York, Northern New Jersey, and Long Island, as set forth by the U.S. Department of Labor, Bureau of Labor Statistics for each of the preceding contract years (i.e., the CPI for year 2). The Proposer that is awarded a contract under this RFP shall have the sole responsibility to submit to the Library a service rate adjustment request thirty (30) days prior to the effective date of the price increase, providing a copy of the index and other supporting documentation necessary to substantiate the request.

The Queens Library Human Resources Department Requires the Following Back Ground Checks as a Bundled Service:		Provide a description and a dollar range of any governmental and third party fees:
Full-time and Part-time Employee Searches	Types of Back Ground Check	
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2	New York Statewide Criminal History Record Search (CHRS) for the Past 7-10 years.	
3	The U.S. Department of Justice National Sex Offender Public Registry (NSOPR) https://www.nsopw.gov/en .	
Maximum Price for Bundled Service for a Single Employee (includes a single name plus one alias) Candidate:	\$ _____	\$ _____

The Queens Library Volunteer Division Requires the Following Back Ground Checks as a Bundled Service:		Provide a description and a dollar range of any governmental and third party fees:
Volunteer Searches	Types of Back Ground Check	
1	Social Security Trace - Verifies SS Number And Identity.	
2	National Criminal File History - Checks State And Federal Databases For Current And Previous Misdemeanor And Felony Cases (Pending And Adjudicated).	
3	The U.S. Department of Justice National Sex Offender Public Registry (NSOPR) https://www.nsopw.gov/en .	

Maximum Price for Bundled Service for a Single Volunteer (includes a single name plus one alias) Candidate:	\$ _____	\$ _____
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The Queens Library Human Resources Department and the Volunteer Divisions Requires the Following Back Ground Checks On a Per Item Basis:				
Employee and Volunteer Searches (includes a single name plus one alias)	Types of Back Ground Check	Maximum Pricing For Each Search	Provide a description and a dollar range of any governmental and third party fees:	
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3	National Criminal File History - Checks State And Federal Databases For Current And Previous Misdemeanor And Felony Cases (Pending And Adjudicated).	\$ _____		\$ _____
4	Non-NY Background Checks. (Provide your highest fee.)	\$ _____		\$ _____
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6	Educational Degree Verification.	\$ _____		\$ _____
7	Unscored Employee Credit Report.	\$ _____		\$ _____
8	Employment Verification & References.	\$ _____		\$ _____
9	Driver's License Check.	\$ _____		\$ _____

NOTE: Failure to provide your cost proposal as requested will be grounds for determining a proposal to be non-responsive.

2. Provide a statement as to whether the Library is getting the lowest rates charged by your firm. If not, please explain why.

C. Other (Not counted towards 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. 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.

VIII. 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 final approval. The Selection Committee will consider the following factors, though not necessarily listed in the order of importance, in making its determination regarding the proposals:

1. The firm's previous experience in providing the proposed services to not-for-profit corporations, library systems, public sector and other similar clients and the ability to provide the services as required by the Library. (30 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. (25 points)
3. Overall organization, completeness, and quality of proposal, including cohesiveness, conciseness, clarity of response, demonstrated understanding of the Library, and acceptance

of the Library's terms and conditions in the Library's Standard Consulting Agreement. (15 points)

4. The competitiveness of the proposed pricing. (Although proposed pricing 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)
5. Interviews, if conducted. (30 points)

The non-cost criteria listed above will be given more consideration than the cost criteria in the Library's evaluation of proposals.

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 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.

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 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 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.