MELSA Responses to RFI Requests for Clarification

RFI: ADULT ONLINE LEARNING RESOURCE | Issued: 12.16.19

Q1. Do you require trial access in addition to the current services and licenses we provide to the MELSA libraries?

A1. No additional trial access is needed from our current provider.

Q2. Do you require an active customer list other than the MELSA member libraries? If so, will our proposal be outright disqualified if we cannot provide the personal contact information (aka PII) requested?

A2. Per #16 on Attachment B: Vendor Qualifications Inventory, MELSA does require an active customer list of at least five (5) U.S. public library consortia or public libraries serving populations of over 2.5 million people that have used the Vendor’s service for at least six months. The inclusion of contact information is highly recommended.

Q3. Page 5. Per your request #5 to include the “Availability of content meeting public library needs of residents in the seven county metro area.” Will you provide an outline or list the libraries’ specific content needs and/or interests so we can provide relevant content and course examples?

A3. No list or outline will be provided.