

**REQUESTS FOR INFORMATION  
FOR  
E-BOOK, E-AUDIOBOOK  
AND  
E-MAGAZINE SERVICES**

---

**FOR PUBLIC LIBRARIES  
IN THE TWIN CITIES METRO AREA**

**Response Deadline**

**September 1, 2020**

**Issued by**

**METROPOLITAN LIBRARY SERVICE AGENCY  
(MELSA)**

**1619 Dayton Avenue, Suite 314  
St. Paul, Minnesota 55104  
Scott Vrieze, Executive Director**

**Telephone (651) 379-2741**

**e-mail: [scott@melsa.org](mailto:scott@melsa.org)**

## I. GENERAL INFORMATION

### A. Purpose of this Request for Information (RFI)

The Metropolitan Library Service Agency (MELSA) is seeking information for the provision of services for E-Books, E-Audiobooks and E-Magazines for the one hundred and two Twin Cities metro public libraries. These combined Requests for Information provides the instructions for submitting product and price information for one or more of the three service types listed. These are the criteria by which one or more vendors may be selected, and the contractual terms by which the Metropolitan Library Service Agency prefers to manage the relationship between MELSA and the selected vendor(s).

**MELSA seeks separate and complete responses that address all of the requirements outlined in this RFI for each type of service (E-Books, E-Audiobooks and/or E-Magazines) for which a vendor wishes to be considered.**

### B. About Metropolitan Library Service Agency (MELSA)

MELSA is a multi-jurisdictional federation created by the state of Minnesota and composed of eight (8) member library systems located throughout the Twin Cities metropolitan area. A list of MELSA member libraries, with their addresses, is provided with this RFI as Attachment A.

## II. RESPONSE INFORMATION

### A. Schedule

This RFI was issued Friday, July 31, 2020.

Responses will be received until 1:00 p.m. CST on Tuesday, September 1, 2020 in paper and electronic formats. Responses will be received at:

MELSA  
Attn: Kathleen James  
1619 Dayton Ave, Suite 314  
St Paul, MN 55104

#### Timetable

July 31, 2020	MELSA issues Request for Information.
August 12, 2020	Requests for clarification due at 1:00 p.m. CST.
August 13, 2020	Clarification responses will be posted on melsa.org by 5:00 p.m.
September 1, 2020	Responses are due at 1:00 p.m. CST.
November 30, 2020	Responders notified of selection process resolution by 5:00 p.m.

### B. Questions about this RFI

There will be no pre-response conference. Please submit written requests for additional information or clarification of this RFI by 1:00 p.m. CST on Wednesday, August 12, 2020. Please include the name of your organization, a contact person, telephone number,

and e-mail as well as indication of which service(s) is in question (E-Book, E-Audiobook and/or E-Magazines) with your written request for clarification to:

MELSA  
Attn.: Kathleen James  
1619 Dayton Avenue, Suite 314  
St. Paul, MN 55104  
Email: Kathleen@melsa.org

Responses to any questions will be compiled and sent to interested vendors, posted on MELSA website, or via email upon request.

Submission of a signed response to this RFI is certification that your firm is not currently debarred, suspended, declared ineligible or excluded from participation in this transaction by any state or federal department or agency.

C. Response Costs.

MELSA is not responsible for any costs incurred by responders to prepare or submit a response to this RFI, participate in demonstrations or for any other cost associated with responding to the RFI.

D. Ownership of Responses.

All responses timely submitted become the property of MELSA upon submission, and the responses will not be returned. The company submitting the response(s) agrees that MELSA may copy the response for purposes of facilitating the evaluation or to respond to requests for public data. The company, by submitting a response(s), consents to such copying and warrants that such copying will not violate the rights of any third party, including copyrights.

E. Public Records and Requests for Confidentiality.

- a. Pursuant to Minnesota Government Data Practices Act, Minn. Stat. § 13.591, the names of all entities that submitted a timely response to MELSA will be public once the responses have been opened. All other information contained in the responses remains private until MELSA has completed negotiating a contract with the selected Contractor. After a contract has been negotiated, all information in all of the responses is public, except “trade secret” information as defined at Minn. Stat. § 13.37.

Requests for release of information held by MELSA are subject to the provisions of the Minnesota Government Data Practices Act, Minn. Stat. Ch. 13. Contractors are encouraged to familiarize themselves with these provisions before submitting a response.

All information submitted by a Contractor eventually will be treated as public information by MELSA unless the Contractor properly requests, and MELSA agrees, that information can be treated as private or confidential. A Contractor making such a request must include the name, address and telephone number of the individual authorized by the Contractor to answer inquires by MELSA

concerning the request. MELSA reserves the right to make the final determination of whether the data identified in such a request is private or confidential within the meaning of the Minnesota Government Data Practices Act. A Contractor's failure to request private or confidential treatment of information pursuant to this Section will be deemed by MELSA as a waiver by the Contractor of any private or confidential treatment of information included in the response.

- b. MELSA reserves the right to accept or reject any or all responses, to waive any defects or to advertise for new responses where the acceptance, rejections, waiving or advertising of such would be in the best interests of MELSA. MELSA reserves the right to negotiate with one or more Contractors responding to this RFI.
- c. MELSA may make such investigations as it deems necessary to determine the ability of the responder to furnish the equipment and services outlined herein, and the responder shall furnish to MELSA all such information and data for this purpose as MELSA may request. MELSA reserves the right to reject any response if the evidence submitted by, or investigation, of such responder fails to satisfy MELSA that such responder is properly qualified to carry out the obligations of the contract.
- d. Responses received prior to the due date and time will be kept secured and unopened. No response received after the due date and time will be considered and will be returned to the Contractor unopened.
- e. MELSA will not physically release or return to the responder any response for purpose of modification, withdrawal, or any other purpose.
- f. Response Guarantee: By submitting a response to provide an E-Book, E-Audiobook and/or E-Magazine service(s) to MELSA, the Contractor agrees to guarantee its response for 90 days from the date the responses are due.

g. Response Evaluation Criteria & Award Process

Response Evaluation Criteria

The assessment of Responses will include, but is not limited to, the following:

1. Completeness of the response, weighted as follows:
  - Online trial: 30 points
  - Vendor Qualification Inventory: 30 points
  - Additional considerations: 10 points
  - Quoted pricing over three years: 20 points
  - Completeness of the RFI response: 10 points
2. Ability of the responder to satisfy the requirements and provide the services at the standards set forth in the Request for Information
3. Ease of use of the service for residents the seven county metro area with valid library cards
4. Pricing of the services
5. Availability of content meeting the public library needs of residents in the seven county metro area
6. The effectiveness of the responder's approach and methodology for delivery of their services

7. Whether the vendor's requests for deviation from the form of the contract are not in the best interest of MELSA

#### Response Award Process

Do not assume that a request for proposals (RFP) process will follow this RFI process. If an RFP process is commenced for one or more service included in the RFI document, qualified firms will be invited to submit proposals based on the RFIs received. MELSA may also contract with qualified Contractor(s) to provide the services without issuing an RFP.

The successful vendor(s) will be required to enter into a contract(s) with MELSA. Included in the contract(s) will be specifications for service, performance standards, non-performance penalties, and other contract terms.

- h. Responders may also be requested to submit additional information concerning their firm prior to award.
- i. There is no appeal process for this request.
- j. Vendor must submit a completed Response Form to be considered for the award.
- k. MELSA reserves the right to accept or reject any or all responses in the best interests of MELSA.
- l. Responses received after the due date and time will not be considered and will be returned to the Contractor unopened.
- m. MELSA reserves the right to negotiate with one or more Contractors responding to this RFI.

### **III. RESPONSE INSTRUCTIONS**

- A. All response envelopes shall be sealed and bear the inscription **MELSA E-BOOK, E-AUDIOBOOK, E-MAGAZINE SERVICES**, together with the name and address of the Contractor. If a company is submitting multiple responses, they may be sent together with the appropriate service indicated on each response. The response envelopes shall be addressed to:

MELSA  
Attn: Kathleen James  
1619 Dayton Avenue, Suite 314  
St. Paul, MN 55104.

Hand delivered copies should be delivered to the same addressee at the same address. The response deadline is 1:00 p.m. CST on Tuesday, September 1, 2020.

- B. All Contractors must submit ONE (1) complete hard copy and ONE (1) complete electronic copy of their response(s). Each service type (E-Books, E-Audiobooks, E-Magazines) requires a separate and complete response.

C. General Instructions

- a. All responses by corporations shall bear the official seal of the corporation, if applicable, along with the signature of a duly authorized officer of the corporation.
- b. No erasures allowed on the Response(s).

D. Complete Response Checklist:

The items outlined in the table below are required for a complete response.

1	A narrative letter, describing your firm and the service you are able to provide.																													
2	Explanation of pricing model and discount structures. Provide pricing for three years for each of MELSA’s eight member library systems if purchased individually and three years if purchased for the MELSA region jointly.																													
	<table border="1"> <thead> <tr> <th>System</th> <th>Anoka</th> <th>Carver</th> <th>Dakota</th> <th>Hennepin</th> <th>Ramsey</th> <th>St Paul</th> <th>Scott</th> <th>Washington</th> <th>MELSA</th> </tr> </thead> <tbody> <tr> <td>Population</td> <td>362,648</td> <td>107,179</td> <td>433,302</td> <td>1,279,981</td> <td>242,323</td> <td>315,925</td> <td>148,458</td> <td>262,748</td> <td>3,152,564</td> </tr> </tbody> </table>										System	Anoka	Carver	Dakota	Hennepin	Ramsey	St Paul	Scott	Washington	MELSA	Population	362,648	107,179	433,302	1,279,981	242,323	315,925	148,458	262,748	3,152,564
System	Anoka	Carver	Dakota	Hennepin	Ramsey	St Paul	Scott	Washington	MELSA																					
Population	362,648	107,179	433,302	1,279,981	242,323	315,925	148,458	262,748	3,152,564																					
	<ul style="list-style-type: none"> <li>• Include information on availability and details of discounts for supplemental collection purchases by individual member library systems.</li> </ul> <p>NOTE: If submitting responses for two or more service types, please also include any discounted product bundle pricing, if available. Please note specifically if discounted product bundle pricing is NOT available for the two or more services under consideration.</p>																													
3	Include a proposed contract, Licensing Agreement and/or Terms of Use with pricing for MELSA.																													
4	Detailed information addressing each service point outlined on the <b>Vendor Qualifications Inventory Attachments B1, C1, D1</b>																													
5	Trial access information for an eight-week period starting on Tuesday, September 1, 2020.																													
6	Provide an active customer list of five (5) U.S. public library consortia or public libraries serving similar populations, with equal or greater buying power than MELSA for whom the responder has provided contracted services similar to those being called for in the specifications herein for a minimum of twelve months. Indicate addresses, telephone numbers, and names of parties to be contacted.																													
7	<b>Completed Response Form Attachments B2, C2, D2</b>																													
8	<b>Completed Non-Collusion Statement Attachments B3, C3, D3</b>																													
9	<b>Completed Tennessee Notice Attachments B4, C4, D4,</b>																													

E. Vendor Performance Expectations

The undersigned Vendor agrees to abide by the following statements:

1. The Vendor agrees to an initial 12-month contract with options for a 2nd and 3rd year extension payable annually with a written letter agreeing to the same terms and condition language for each additional term.
2. The Vendor agrees that either party may terminate the agreement on the contract renewal date effective upon a 30 days written notice to the other party.
3. The Vendor agrees to supply a toll-free phone number and/or email address to resolve service issues.
4. The Vendor agrees to provide a representative to handle the MELSA account.

**Attachments to this Request for Information include:**

A. MELSA Member Library Locations

B1. Vendor Qualifications Inventory – E-Books

- B2. Response Form – E-Books
- B3. Non-collusion statement – E-Books
- B4. Tennessen Notice – E-Books
- C1. Vendor Qualifications Inventory – E-Audiobooks
- C2. Response Form – E-Audiobooks
- C3. Non-collusion statement – E-Audiobooks
- C4. Tennessen Notice – E – Audiobooks
- D1. Vendor Qualifications Inventory – E-Magazines
- D2. Response Form – E-Magazines
- D3. Non-collusion statement – E-Magazines
- D4. Tennessen Notice – E-Magazines
- E1. Sample Scoring Summary reviewer form
- E2. Sample Trial reviewer form
- E3. Sample Vender Qualification Inventory (VQI) reviewer form

# ATTACHMENT A

## MELSA LIBRARY LOCATIONS

### ANOKA COUNTY LIBRARY

www.anoka.lib.mn.us  
**Administrative Offices**

763-785-3695  
763-717-3262 (f)

#### **Northtown**

711 Cty Rd 10 NE  
Blaine MN 55434  
763-717-3267

TDD: 763-717-3271

#### **Centennial**

100 Civic Heights Circle  
Circle Pines MN 55014  
763-717-3294

#### **Crooked Lake**

11440 Crooked Lake Blvd  
NW  
Coon Rapids MN 55433

763-576-5972

#### **Johnsville**

12461 Oak Park Blvd  
Blaine MN 55434  
763-767-3853

#### **Mississippi**

410 Mississippi St NE  
Fridley MN 55432  
763-571-1934

#### **North Central**

17565 Central Ave NE  
Ham Lake MN 55304  
763-434-6542

#### **Rum River**

4201 Sixth Ave  
Anoka MN 55303  
763-576-4695

#### **St Francis**

3519 Bridge St NW  
St Francis MN 55070  
763-753-2131

#### **Anoka County Affiliated Library:**

#### **Columbia Heights Public Library**

820 40th Ave NE  
Columbia Heights MN  
55421

763-706-3690  
763-706-3691 (f)

TDD: 763-706-3692

### CARVER COUNTY LIBRARY

www.carverlib.org  
**Administrative Offices**

952-448-9395  
952-448-9392 (f)

#### **Chanhassen**

7711 Kerber Blvd  
Chanhassen MN 55317  
952-227-1500

#### **Chaska**

3 City Hall Plaza  
Chaska MN 55318  
952-448-3886

### Norwood Young America

102 Main St E  
Norwood Young America  
MN 55397

952-467-2665

#### **Law Library**

Carver County Gov't  
Center

604 East Fourth St  
Chaska MN 55318

952-361-1564

#### **Victoria**

1670 Stieger Lake Lane  
Victoria MN 55386  
952-227-1500

#### **Waconia**

217 So Vine St  
Waconia MN 55387  
952-442-4714

#### **Watertown**

309 Lewis Ave SW  
Watertown MN 55388  
952-955-2939

### DAKOTA COUNTY LIBRARY

www.co.dakota.mn.us/  
**Administrative Offices**

651-450-2925

651-450-2934 (f)

#### **Burnhaven**

1101 County Rd 42 W  
Burnsville MN 55306

952-891-0300

#### **Farmington**

508 Third St  
Farmington MN 55024

651-438-0250

#### **Galaxie**

14955 Galaxie Ave  
Apple Valley MN 55124

952-891-7045

#### **Heritage**

20085 Heritage Dr  
Lakeville MN 55044

952-891-0360

#### **Inver Glen**

8098 Blaine Ave  
Inver Grove Heights MN  
55076

651-554-6840

#### **Pleasant Hill**

1490 Frontage Rd S  
Hastings MN 55033

651-438-0200

#### **Robert Trail**

14395 S Robert Trail  
Rosemount MN 55608

651-480-1200

#### **Wentworth**

199 Wentworth Ave E  
West St Paul MN 55118

651-554-6800

#### **Wescott**

1340 Wescott Rd  
Eagan MN 55123

651-450-2900

TDD: 651-450-2921

### South St Paul Public

106 Third Ave N  
South St Paul MN 55075  
651-554-3240

### HENNEPIN COUNTY LIBRARY

www.hclib.org

#### **Administrative Offices**

952-847-8500

952-847-8600 (f)

#### **Arvonne Fraser**

1222 4<sup>th</sup> St SE  
Minneapolis MN 55414  
612-630-6850

#### **Augsburg Park**

7100 Nicollet Ave  
Richfield MN 55423

952-847-5300

#### **Brookdale**

6125 Shingle Creek  
Parkway

Brooklyn Center MN  
55430

952-847-5600

#### **Brooklyn Park**

8600 Zane Ave N  
Brooklyn Park MN 55443

952-847-5325

#### **Champlin**

12154 Ensign Ave N  
Champlin MN 55316

952-847-5350

#### **Children's Readmobile**

15700 36th Ave N  
Plymouth MN 55446

763-551-6006

#### **East Lake**

2727 E Lake St  
Minneapolis MN 55406

612-630-6550

#### **Eden Prairie**

565 Prairie Center Dr  
Eden Prairie MN 55344

952-847-5375

#### **Edina**

5280 Grandview Square  
Edina MN 55436

952-847-5425

#### **Excelsior**

343 Third St  
Excelsior MN 55331

952-847-5450

#### **Franklin**

1314 Franklin Ave E  
Minneapolis MN 55404

612-630-6800

#### **Golden Valley**

830 Winnetka Ave N  
Golden Valley MN 55427

952-847-5475

#### **Hopkins**

22 11th Ave N  
Hopkins MN 55343

952-847-5500

#### **Hosmer**

347 E 36th St  
Minneapolis MN 55408

612-630-6950

### Linden Hills

2900 W 43rd St  
Minneapolis MN 55410  
612-630-6750

#### **Long Lake**

1865 Wayzata Blvd W  
Long Lake MN 55356  
952-847-5525

#### **Maple Grove**

8351 Elm Creek Blvd  
Maple Grove MN 55369

952-847-5550

#### **Maple Plain**

5184 Main St E, PO Box38  
Maple Plain MN 55359

952-847-5700

#### **Minneapolis Central**

300 Nicollet Mall  
Minneapolis MN 55401

612-630-6000

#### **Minnetonka**

17524 Excelsior Blvd  
Minnetonka MN 55345

952-847-5725

#### **Nokomis**

5100 34th Ave S  
Minneapolis MN 55417

612-630-6700

#### **North Regional**

1315 Lowry Ave N  
Minneapolis MN 55411

612-630-6600

#### **Northeast**

2200 Central Ave NE  
Minneapolis MN 55418

612-630-6900

#### **Osseo**

415 Central Ave  
Osseo MN 55369

952-847-5750

#### **Oxboro**

8801 Portland Ave S  
Bloomington MN 55420

952-847-5775

#### **Penn Lake**

8800 Penn Ave S  
Bloomington MN 55431

952-847-5800

#### **Pierre Bottineau**

55 Broadway St NE  
Minneapolis MN 55413

612-630-6890

#### **Plymouth**

15700 36th Ave N  
Plymouth MN 55446

952-847-5825

#### **Ridgedale**

12601 Ridgedale Dr  
Minnetonka MN 55305

952-847-8800

#### **Rockford Road**

6401 42nd Ave N  
Crystal MN 55427

952-847-5875

#### **Rogers**

21300 John Milless Dr  
Rogers MN 55374

952-847-6050



**Roosevelt**  
4026 28<sup>th</sup> Ave S  
Minneapolis MN 55406  
612-630-6590

**Southdale**  
7001 York Ave S  
Edina MN 55435  
952-847-5900

**St Anthony**  
St Anthony Shopping  
Center  
2941 Pentagon Dr NE  
St Anthony MN 55418  
952-847-6075

**St Bonifacius**  
8624 Kennedy Memorial Dr  
St Bonifacius MN 55375  
952-847-6100

**St Louis Park**  
3240 Library Lane  
St Louis Park MN 55426  
952-847-6125

**Summer**  
611 Van White Memorial  
Blvd  
Minneapolis MN 55411  
612-630-6390

**Walker**  
2880 Hennepin Ave  
Minneapolis MN 55408  
612-630-6650

**Washburn**  
5244 Lyndale Ave S  
Minneapolis MN 55419  
612-630-6500

**Wayzata**  
620 Rice St  
Wayzata MN 55391  
952-847-6150

**Webber Park**  
4310 Webber Pkwy  
Minneapolis MN 55412  
612-630-6640

**Westonka**  
2079 Commerce Blvd  
Mound MN 55364  
952-847-6175

**RAMSEY COUNTY  
LIBRARY**  
[www.rcreads.org](http://www.rcreads.org)  
**Administrative Offices**  
651-486-2200  
651-486-2220 (f)

**Roseville**  
2180 Hamline Ave N  
Roseville MN 55113651-  
628-6803 x 510

**Arden Hills**  
1941 W Cnty Rd E2  
Arden Hills MN 55112  
651-628-6831

**Maplewood**  
3025 Southlawn Ave  
Maplewood MN 55109  
651-704-2033

**Mounds View**  
2576 County Rd 10  
Mounds View MN 55112  
763-717-3272

**North St. Paul**  
2290 North First St  
North St Paul, MN 55109  
651-747-2700

**Shoreview**  
4570 Victoria St N  
Shoreview MN 55126  
651-486-2300

**White Bear Lake**  
4698 Clark Ave  
White Bear Lake MN  
55110  
651-407-5302

**SAINT PAUL PUBLIC  
LIBRARY**  
[www.sppl.org](http://www.sppl.org)  
**Administrative Offices**  
651-266-7073  
fax: 651-266-7060

**George Latimer Central**  
90 Fourth St W  
St Paul MN 55102  
651-266-7000  
TDD: 651-298-4184

**Arlington Hills**  
1105 Greerbrier St  
St Paul MN 55106  
651-793-3930

**Bookmobile Service**  
651-642-0379

**Dayton's Bluff**  
645 East 7<sup>th</sup> St  
St Paul MN 55106  
651-793-1699

**Hamline Midway**  
1558 Minnehaha Ave W  
St Paul MN 55104  
651-642-0293

**Hayden Heights**  
1456 White Bear Ave  
St Paul MN 55106  
651-793-3934

**Highland Park**  
1974 Ford Parkway  
St Paul MN 55116  
651-695-3700

**Merriam Park**  
1831 Marshall Ave  
St Paul MN 55104  
651-642-0385

**Rice Street**  
1011 Rice St  
St Paul MN 55117  
651-558-2223

**Riverview**  
1 George St E  
St Paul MN 55107  
651-292-6626

**Rondo Community  
Outreach**  
461 N Dale St  
St Paul MN 55103  
651-266-7400

**Saint Anthony Park**  
2245 Como Ave  
St Paul MN 55108  
651-642-0411

**Sun Ray**  
2105 Wilson Ave  
St Paul MN 55119  
651-501-6300

**West Seventh Street**  
265 Oneida St  
St Paul MN 55102  
651-298-5516

**SCOTT COUNTY  
LIBRARY**  
[www.scott.lib.mn.us](http://www.scott.lib.mn.us)  
**Administrative Offices**  
952-707-1760  
952-707-1775 (f)

**Belle Plaine**  
125 Main St W  
Belle Plaine MN 56011  
952-873-6767

**Elko New Market**  
50 Church St  
Elko New Market MN  
55054  
952-461-3460

**Jordan**  
230 Broadway Ave S  
Jordan MN 55352-1508  
952-492-2500

**Law Library**  
Scott County Gov Center  
200 Fourth Ave W  
Shakopee MN 55379  
952-496-8713

**New Prague**  
400 Main St E  
New Prague MN 56071  
952-758-2391

**Prior Lake**  
16210 Eagle Creek Ave SE  
Prior Lake MN 55372  
952-447-3375

**Savage**  
13090 Alabama Ave S  
Savage MN 55378  
952-707-1770

**Shakopee**  
235 S Lewis St  
Shakopee MN 55379  
952-233-9590

**WASHINGTON  
COUNTY  
LIBRARY**  
[www.co.washington.mn.us](http://www.co.washington.mn.us)  
**Administrative Offices**  
651-275-8500  
51-275-8509 (f)

**Hardwood Creek**  
19955 Forest Road N  
Forest Lake MN 55025  
651-275-7300

**Lake Elmo**  
3537 Lake Elmo Ave N  
Lake Elmo, MN 55042  
651-773-4926

**Law Library**  
Washington Co Gov't Ctr  
14949 62 Street N  
Room 150, PO Box 6  
Stillwater MN 55082  
651-430-6330

**Oakdale**  
1010 Heron Ave N  
Oakdale MN 55128  
651-459-0504

**Park Grove**  
7900 Hemingway Ave S  
Cottage Grove MN 55016  
651-459-2040

**RH Stafford Branch**  
8595 Central Park Place  
Woodbury MN 55125  
651-731-1320

**Valley**  
380 St Croix Trail S  
Lakeland MN 55043  
651-436-5882

**Wildwood**  
763 Stillwater Rd  
Mahtomedi MN 55115  
651-426-2042

**Bayport**  
582 Fourth St N  
Bayport MN 55003  
651-275-4416

**Stillwater**  
[www.stillwaterlibrary.org](http://www.stillwaterlibrary.org)  
224 Third St N  
Stillwater MN 55082-4806  
651-275-4338

**MELSA RFI FOR E-BOOK LENDING SERVICE**  
**ATTACHMENT B1: VENDOR QUALIFICATIONS INVENTORY**

The Vendor will establish its ability to comply with the contract requirements by submitting the following information on the Response Form.

1	List all search methods offered including, but not limited to, searching by media type, title, browse and alphabetical title index and browse by category.
2	Explain in detail how titles are acquired, including if it is based on subscription, purchase, or pay-per-use.
3	Describe backend administration interface options for library staff to use for acquisitions, collection maintenance, usage/purchasing/holding reports, capability to set up multiple library admin accounts, etc.
4	How are libraries notified when titles expire or are removed by Vendor.
5	Provide detailed description of any prepackaged collections available, such as a core collection. Include a complete list of publishers represented and any exclusive publisher agreements.
6	Specify what additional content is available beyond the prepackaged collections.
7	Detail any options for consortial sharing of content. How is a shared audiobook collection displayed – a single website or available on multiple websites or other? Describe customer interface and loan periods. Can library customers listen to titles on multiple devices simultaneously?
8	Summarize details regarding ownership of content. Specify if content currently owned can be transferred to the Vendor’s product. Indicate if any content purchased from the Vendor can be transferred at a later date to another platform. Outline migration processes.
9	Specify if downloadable products other than e-books are available.
10	Detail formats supported by the Vendor’s product. What browsers, devices and operating systems are supported?
11	Indicate if public website uses responsive web design.
12	Specify if access can be authenticated by library card number. List any other methods of authentication available. Does your service have any access limits based on user age.
13	Indicate what data, if any, beyond library card number is required to establish an account for services. Describe steps taken to keep any library or user-provided data confidential and provide any policies or procedures in place should a data breach occur.
14	Detail policies and practices on user data sharing/selling to any entity not providing the service purchased. This should include any organizations considered to be partners or owned by the same corporation. Include policies and practices on the use of third party cookies within your product.
15	State ability to provide unlimited 24-hour remote access for customers, as well as in-library use. Identify any associated conditions or restrictions on use and if remote access can be authenticated by library card number. Indicate if the service allows for an unlimited number of simultaneous users during hours of operation.
16	State whether the service has a mobile app available, what type of devices the app is compatible with and how the app can be accessed by mobile devices. Indicate types of user testing done to optimize functionality for library users.
17	Provide detailed description of user customer support when communication is warranted because of problems, questions, etc. Will the vendor provide support directly to users or through a process vetted by library staff?

18	Outline any major upgrades planned or anticipated in the next five years.
19	Provide a thorough list of types of statistics available, frequency, and how they are delivered or accessed. Specify if statistics provided are compatible with COUNTER 4 or SUSHI (Standardized Usage Statistics Harvest Initiative).
20	Number of years the company has been in business. Number of years the product has been offered.
21	Describe how the Respondent's system addresses Web accessibility and identify level of conformance with each guideline from the Web Accessibility Initiative's Web Content Accessibility Guidelines 2.0, <a href="http://www.w3.org/TR/WCAG20/">www.w3.org/TR/WCAG20/</a> , including how compliance has been tested and verified.
22	Provide 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. Indicate email addresses, telephone numbers, and names of parties to be contacted.
23	Indicate types of user testing done to optimize functionality for library users.
24	Provide details on library catalog integration and provision of MARC Records.
25	Specify availability of in-service training for library staff upon request and on-going staff training options.

**MELSA RFI FOR E-BOOK LENDING SERVICE**  
**ATTA CHMENT B2: RESPONSE FORM**

**Vendor Information**

Contractor name:

Address:

Web site URL:

Contact name:

Phone number:

Fax:

Email:

I certify that the information provided to MELSA in this response is accurate and will remain valid for ninety (90) days from the quote due date.

---

Authorized Signature

---

Name (please print or type)

---

Title

---

Date

**MELSA RFI FOR E-BOOK LENDING SERVICE**  
**ATTACHMENT B3: NON-COLLUSION STATEMENT**

Please print or type (in ink)

COMPANY NAME: \_\_\_\_\_ FEDERAL TAX ID NUMBER: \_\_\_\_\_

Company Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_ email: \_\_\_\_\_

In signing this Response, we certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of the competition; that no attempt has been made to induce any other person or firm to submit or not to submit a Response; that this Response has been independently arrived at without collusion with any other Contractor, competitor or potential competitor, that this Response has not been knowingly disclosed prior to the opening of the Responses to any Contractor competitor; that the above statement is accurate under penalty or perjury.

This company will comply with all terms, conditions, specifications required by the Contractor in this Request for Information and all terms of our RFI response.

---

Authorized Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

**Submit this form as part of the RFI Response.**

**MELSA RFI FOR E-BOOK LENDING SERVICE**  
**ATTACHMENT B4: TENNESSEN NOTICE**

**Data Privacy: Acknowledgment**

In accordance with the Minnesota Government Data Practices Act, Minn. Stat. § 13.04 and § 13.591, Metropolitan Library Service Agency (MELSA) is required to inform you of your rights as they pertain to private or non-public information collected from you. "Private or non-public data" is information that is available to you, but not to the public.

**NEED FOR INFORMATION:** The information we collect or have collected from you or from other sources authorized by you is needed for evaluation of bids or responses received by Metropolitan Library Service Agency (MELSA) for labor and materials to determine the lowest responsive and responsible contractor to perform the planned work.

**REFUSAL:** You are not legally required to supply the requested data by MELSA. You have the right to refuse to supply the information we request; however, without this information, we may be unable to properly evaluate your bid or response and may not be able to award you the contract to perform the planned work.

**ACCESS TO DATA:** Private or non-public information we collect from you may be shared, as a matter of program or service necessity, with another jurisdiction providing funding or a consultant hired by Metropolitan Library Service Agency (MELSA) to prepare the plans, oversee and pay for the work.

Before MELSA has completed its selection or evaluation process, information will not be given to any other agency or individual without your written consent unless specifically authorized by state or federal law, or under a valid court order. Unless otherwise authorized by law, government agencies with whom we share private or confidential information must also treat the information they receive as private or confidential. You, as the subject of collected data, unless otherwise specified by law or court order, may view the information we have concerning you and may make written comments as to the accuracy of the information. Copies of information we have concerning your bid or response may be made, for a reasonable fee, upon your request.

After MELSA has completed its selection or evaluation process, information that is not trade secret data will become public, as provided by Minn. Stat. § 13.591, subd. 3.

**RETENTION:** All information on you will be kept until federal, state and/or county retention requirements have been met, at which time the information will be destroyed. Unless otherwise noted, this consent will only be effective for a period of one (1) year from the date of signature.

**IN ACCORDANCE WITH MINNESOTA STATUTES, SECTION 13.04, I HAVE BEEN INFORMED OF AND UNDERSTAND MY RIGHTS AS SUBJECT OF DATA.**

\_\_\_\_\_  
Name of Organization

By:\_\_\_\_\_

\_\_\_\_\_

Date

PRINT NAME AND TITLE \_\_\_\_\_

**MELSA RFI FOR E- AUDIOBOOK SERVICE**  
**ATTACHMENT C1: VENDOR QUALIFICATIONS INVENTORY**

The Vendor will establish its ability to comply with the contract requirements by submitting the following information on the Response Form.

1.	List all search methods offered including, but not limited to, searching by media type, title, browse and alphabetical title index and browse by category.
2.	Explain in detail how titles are acquired, including if it is based on subscription, purchase, or pay-per-use.
3.	Describe backend administration interface options for library staff to use for acquisitions, collection maintenance, usage/purchasing/holding reports, capability to set up multiple library admin accounts, etc.
4.	How are libraries notified when titles expire or are removed by Vendor.
5.	Provide detailed description of any prepackaged collections available, such as a core collection. Include a complete list of publishers represented and any exclusive publisher agreements.
6.	Specify what additional content is available beyond the prepackaged collections.
7.	Detail any options for consortial sharing of content. How is a shared audiobook collection displayed – a single website or available on multiple websites or other? Describe customer interface and loan periods. Can library customers listen to titles on multiple devices simultaneously?
8.	Summarize details regarding ownership of content. Specify if content currently owned can be transferred to the Vendor’s product. Indicate if any content purchased from the Vendor can be transferred at a later date to another platform. Outline migration processes.
9.	Specify if downloadable products other than e-audiobooks are available.
10.	Detail formats supported by the Vendor’s product. What browsers, devices and operating systems are supported?
11.	Indicate if public website uses responsive web design.
12.	Specify if access can be authenticated by library card number. List any other methods of authentication available. Does your service have any access limits based on user age.
13.	Indicate what data, if any, beyond library card number is required to establish an account for services. Describe steps taken to keep any library or user-provided data confidential and provide any policies or procedures in place should a data breach occur.
14.	Detail policies and practices on user data sharing/selling to any entity not providing the service purchased. This should include any organizations considered to be partners or owned by the same corporation. Include policies and practices on the use of third party cookies within your product.
15.	State ability to provide unlimited 24-hour remote access for customers, as well as in-library use. Identify any associated conditions or restrictions on use and if remote access can be authenticated by library card number. Indicate if the service allows for an unlimited number of simultaneous users during hours of operation.
16.	State whether the service has a mobile app available, what type of devices the app is compatible with and how the app can be accessed by mobile devices. Indicate types of user testing done to optimize functionality for library users.
17.	Provide detailed description of user customer support when communication is warranted because of problems, questions, etc. Will the vendor provide support directly to users or through a process vetted by library staff?
18.	Outline any major upgrades planned or anticipated in the next five years.

19.	Provide a thorough list of types of statistics available, frequency, and how they are delivered or accessed. Specify if statistics provided are compatible with COUNTER 4 or SUSHI (Standardized Usage Statistics Harvest Initiative).
20.	Number of years the company has been in business. Number of years the product has been offered.
21.	Describe how the Respondent's system addresses Web accessibility and identify level of conformance with each guideline from the Web Accessibility Initiative's Web Content Accessibility Guidelines 2.0, <a href="http://www.w3.org/TR/WCAG20/">www.w3.org/TR/WCAG20/</a> , including how compliance has been tested and verified.
22.	Provide 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. Indicate email addresses, telephone numbers, and names of parties to be contacted.
23.	Indicate types of user testing done to optimize functionality for library users.
24.	Provide details on library catalog integration and provision of MARC Records.
25.	Specify availability of in-service training for library staff upon request and on-going staff training options.



**MELSA RFI FOR MELSA RFI FOR E- AUDIOBOOK SERVICE**  
**ATTACHMENT C2: RESPONSE FORM**

**Vendor Information**

Contractor name:

Address:

Web site URL:

Contact name:

Phone number:

Fax:

Email:

I certify that the information provided to MELSA in this response is accurate and will remain valid for ninety (90) days from the quote due date.

---

Authorized Signature

---

Name (please print or type)

---

Title

---

Date

**MELSA RFI FOR E- AUDIOBOOK SERVICE**  
**ATTACHMENT C3: NON-COLLUSION STATEMENT**

Please print or type (in ink)

COMPANY NAME: \_\_\_\_\_ FEDERAL TAX ID NUMBER: \_\_\_\_\_

Company Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_ email: \_\_\_\_\_

In signing this Response, we certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of the competition; that no attempt has been made to induce any other person or firm to submit or not to submit a Response; that this Response has been independently arrived at without collusion with any other Contractor, competitor or potential competitor, that this Response has not been knowingly disclosed prior to the opening of the Responses to any Contractor competitor; that the above statement is accurate under penalty or perjury.

This company will comply with all terms, conditions, specifications required by the Contractor in this Request for Information and all terms of our RFI response.

---

Authorized Signature Title Date

**Submit this form as part of the RFI Response.**

**MELSA RFI FOR E- AUDIOBOOK SERVICE**  
**ATTACHMENT C4: TENNESSEN NOTICE**

**Data Privacy: Acknowledgment**

In accordance with the Minnesota Government Data Practices Act, Minn. Stat. § 13.04 and § 13.591, Metropolitan Library Service Agency (MELSA) is required to inform you of your rights as they pertain to private or non-public information collected from you. "Private or non-public data" is information that is available to you, but not to the public.

**NEED FOR INFORMATION:** The information we collect or have collected from you or from other sources authorized by you is needed for evaluation of bids or responses received by Metropolitan Library Service Agency (MELSA) for labor and materials to determine the lowest responsive and responsible contractor to perform the planned work.

**REFUSAL:** You are not legally required to supply the requested data by MELSA. You have the right to refuse to supply the information we request; however, without this information, we may be unable to properly evaluate your bid or response and may not be able to award you the contract to perform the planned work.

**ACCESS TO DATA:** Private or non-public information we collect from you may be shared, as a matter of program or service necessity, with another jurisdiction providing funding or a consultant hired by Metropolitan Library Service Agency (MELSA) to prepare the plans, oversee and pay for the work.

Before MELSA has completed its selection or evaluation process, information will not be given to any other agency or individual without your written consent unless specifically authorized by state or federal law, or under a valid court order. Unless otherwise authorized by law, government agencies with whom we share private or confidential information must also treat the information they receive as private or confidential. You, as the subject of collected data, unless otherwise specified by law or court order, may view the information we have concerning you and may make written comments as to the accuracy of the information. Copies of information we have concerning your bid or response may be made, for a reasonable fee, upon your request.

After MELSA has completed its selection or evaluation process, information that is not trade secret data will become public, as provided by Minn. Stat. § 13.591, subd. 3.

**RETENTION:** All information on you will be kept until federal, state and/or county retention requirements have been met, at which time the information will be destroyed. Unless otherwise noted, this consent will only be effective for a period of one (1) year from the date of signature.

**IN ACCORDANCE WITH MINNESOTA STATUTES, SECTION 13.04, I HAVE BEEN INFORMED OF AND UNDERSTAND MY RIGHTS AS SUBJECT OF DATA.**

\_\_\_\_\_  
Name of Organization

By:\_\_\_\_\_

\_\_\_\_\_  
Date

PRINT NAME AND TITLE \_\_\_\_\_

**MELSA RFI FOR E-MAGAZINE SUBSCRIPITON SERVICE**  
**ATTACHMENT D1: VENDOR QUALIFICATIONS INVENTORY**

The Vendor will establish its ability to comply with the contract requirements by submitting the following information on the Response Form.

1	Describe in detail of your service’s collection. Include a complete list of publishers represented and any exclusive publisher agreements.
2	Provide a list of top 150 titles currently available. Include current pricing for an annual subscription for each of these 150 titles. Detail any discounts available. List all other magazine titles currently available. Provide a list of titles in languages other than English separately.
3	Detail any options for consortial sharing of content.
4	Explain in detail how titles are acquired, including if it is based on subscription, purchase, or cost-per-use. Indicate availability and details of discounts available for supplemental purchases by individual member library systems.
5	Detail the percentage of titles dropped on an annual basis and how this this handled with regard to a customer’s account? Is the customer notified? Is the account credited? Etc.
6	Summarize details regarding ownership of content. Specify if content currently owned can be transferred to the Vendor’s product. Indicate if any content purchased from the Vendor can be transferred at a later date to another platform. Outline migration processes.
7	Provide information on back issues. Are all back issues available for titles subscribed to – or only the issues after the subscription has started?
8	Describe how the service works. Are titles checked out for specified loan periods? Are issues downloaded and retained on library customer’s device? Is an account required? If yes, detail the steps to set up an account.
9	List all search methods offered including, but not limited to, searching by title and category, browse and alphabetical title index, and browse by category, year, and audience.
10	Can a library customer print or save specific magazine pages (e.g. articles, recipes, instructions)?
11	Detail formats supported by the Vendor’s product. What browsers, devices and operating systems are supported?
12	Indicate if public website uses responsive web design.
13	Specify if access can be authenticated by library card number. List any other methods of authentication available. Does your service have any access limits based on user age.
14	Indicate what data, if any, beyond library card number is required to establish an account for services. Describe steps taken to keep any library or user-provided data confidential and provide any policies or procedures in place should a data breach occur.
15	Detail policies and practices on user data sharing/selling to any entity not providing the service purchased. This should include any organizations considered to be partners or owned by the same corporation. Include policies and practices on the use of third party cookies within your product.
16	State ability to provide unlimited 24-hour remote access for customers, as well as in-library use. Identify any associated conditions or restrictions on use and if remote access can be authenticated by library card number. Indicate if the service allows for an unlimited number of simultaneous users during hours of operation.
17	State whether the service has a mobile app available, what type of devices the app is compatible with and how the app can be accessed by mobile devices. Indicate types of user testing done to optimize functionality for library users.

18	Provide detailed description of user customer support when communication is warranted because of problems, questions, etc. Will the vendor provide support directly to users or through a process vetted by library staff?
19	Outline any major upgrades planned or anticipated in the next five years.
20	Provide a thorough list of types of statistics available, frequency, and how they are delivered or accessed. Specify if statistics provided are compatible with COUNTER 4 or SUSHI (Standardized Usage Statistics Harvest Initiative).
21	Number of years the company has been in business. Number of years the product has been offered.
22	Describe how the Respondent's system addresses Web accessibility and identify level of conformance with each guideline from the Web Accessibility Initiative's Web Content Accessibility Guidelines 2.0, <a href="http://www.w3.org/TR/WCAG20/">www.w3.org/TR/WCAG20/</a> , including how compliance has been tested and verified.
23	Provide 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. Indicate email addresses, telephone numbers, and names of parties to be contacted.
24	Indicate types of user testing done to optimize functionality for library users.
25	Provide details on library catalog integration and provision of MARC Records.
26	Specify availability of in-service training for library staff upon request and on-going staff training options.

**MELSA RFI FOR E-MAGAZINE SUBSCRIPITON SERVICE**  
**ATTACHMENT D2: RESPONSE FORM**

**Vendor Information**

Contractor name:

Address:

Web site URL:

Contact name:

Phone number:

Fax:

Email:

I certify that the information provided to MELSA in this response is accurate and will remain valid for ninety (90) days from the quote due date.

---

Authorized Signature

---

Name (please print or type)

---

Title

---

Date

**MELSA RFI FOR E-MAGAZINE SUBSCRIPTION SERVICE**  
**ATTACHMENT D3: NON-COLLUSION STATEMENT**

Please print or type (in ink)

COMPANY NAME: \_\_\_\_\_ FEDERAL TAX ID NUMBER: \_\_\_\_\_

Company Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_ email: \_\_\_\_\_

In signing this Response, we certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of the competition; that no attempt has been made to induce any other person or firm to submit or not to submit a Response; that this Response has been independently arrived at without collusion with any other Contractor, competitor or potential competitor, that this Response has not been knowingly disclosed prior to the opening of the Responses to any Contractor competitor; that the above statement is accurate under penalty or perjury.

This company will comply with all terms, conditions, specifications required by the Contractor in this Request for Information and all terms of our RFI response.

---

Authorized Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

**Submit this form as part of the RFI Response.**

**MELSA RFI FOR E-MAGAZINE SUBSCRIPITON SERVICE**  
**ATTACHMENT D4: TENNESSEN NOTICE**

**Data Privacy: Acknowledgment**

In accordance with the Minnesota Government Data Practices Act, Minn. Stat. § 13.04 and § 13.591, Metropolitan Library Service Agency (MELSA) is required to inform you of your rights as they pertain to private or non-public information collected from you. "Private or non-public data" is information that is available to you, but not to the public.

**NEED FOR INFORMATION:** The information we collect or have collected from you or from other sources authorized by you is needed for evaluation of bids or responses received by Metropolitan Library Service Agency (MELSA) for labor and materials to determine the lowest responsive and responsible contractor to perform the planned work.

**REFUSAL:** You are not legally required to supply the requested data by MELSA. You have the right to refuse to supply the information we request; however, without this information, we may be unable to properly evaluate your bid or response and may not be able to award you the contract to perform the planned work.

**ACCESS TO DATA:** Private or non-public information we collect from you may be shared, as a matter of program or service necessity, with another jurisdiction providing funding or a consultant hired by Metropolitan Library Service Agency (MELSA) to prepare the plans, oversee and pay for the work.

Before MELSA has completed its selection or evaluation process, information will not be given to any other agency or individual without your written consent unless specifically authorized by state or federal law, or under a valid court order. Unless otherwise authorized by law, government agencies with whom we share private or confidential information must also treat the information they receive as private or confidential. You, as the subject of collected data, unless otherwise specified by law or court order, may view the information we have concerning you and may make written comments as to the accuracy of the information. Copies of information we have concerning your bid or response may be made, for a reasonable fee, upon your request.

After MELSA has completed its selection or evaluation process, information that is not trade secret data will become public, as provided by Minn. Stat. § 13.591, subd. 3.

**RETENTION:** All information on you will be kept until federal, state and/or county retention requirements have been met, at which time the information will be destroyed. Unless otherwise noted, this consent will only be effective for a period of one (1) year from the date of signature.

**IN ACCORDANCE WITH MINNESOTA STATUTES, SECTION 13.04, I HAVE BEEN INFORMED OF AND UNDERSTAND MY RIGHTS AS SUBJECT OF DATA.**

\_\_\_\_\_  
Name of Organization

By:\_\_\_\_\_

\_\_\_\_\_  
Date

PRINT NAME AND TITLE \_\_\_\_\_



# MELSA DUE DILIGENCE RFI SCORING FORM

## **SAMPLE** Scoring Summary (Attachment E1)

E-BOOK, E-AUDIOBOOK, E-MAGAZINE SERVICES | RFI Issued: 07.31.20 | Due: 09.01.20

### Evaluation and Award Process

Proposals will be evaluated on a range of criteria deemed to be in best interest of MELSA and its member libraries, which include, but are not limited to:

Criteria	Weight	Vendor A	Vendor B	Comments
Online Trial Review Form	30			
Vendor Qualifications Inventory Review Form Responses to questions on attachment included in RFI	30			
Additional Considerations	10			
Quoted pricing over 3 years	20			
Completeness of the RFI response submitted	10			
Final Scores	100			

# MELSA Due Diligence RFI Review Form

## **SAMPLE** Online Trial Review (Attachment E2)

**E-Book, E-Audiobook & E-Magazine Services | RFI Issued: 07.31.20 | Due: 09.01.20**

Worth 30 points overall. Point value per question may vary by reviewer. Please correlate findings with Attachment B responses as appropriate.

Evaluation Criteria	Vendor Product Score	Vendor Product Score	Notes
<b>User Account Features:</b> -N/A, Required, Optional -Benefits			
<b>Content:</b> -Currency -Completeness -Accuracy -Accessibility -Output Methods, Limits, etc			
<b>Interface General:</b> -Ease of Use -Novice / Expert -Displays -Output Methods or Limits			
<b>Practice Search Comments:</b>			
<b>User Support:</b> -Accessibility -Ease of use -Methods -Depth -Reliability			
<b>Other:</b> -Websites Linked -Publications Indexed -Variable based on type of product			
<b>Total Points Earned</b> (30 total available)			

**General Comments:**

# MELSA Due Diligence RFI

## Vendor Qualification Inventory (VQI)

### SAMPLE TEMPLATE REVIEW FORM (Attachment E3)

**E-BOOK, E-AUDIOBOOK & E-MAGAZINE SERVICES | RFI Issued: 07.31.20 | Due: 09.01.20**

Worth 30 points overall.

<b>Points assigned by reviewer:</b>	
---	--

Product Specific Questions: E-Book & E-Audiobook see # 1-9 on VQI; E-Magazine see questions # 1-10 on VQI.

Vendor	Notes

Detail formats supported by the Vendor's product. What browsers, devices and operating systems are supported?

Vendor	Notes

Indicate if public website uses responsive web design.

Vendor	Notes

Specify if access can be authenticated by library card number. List any other methods of authentication available. Does your service have any access limits based on user age.

Vendor	Notes

Indicate what data, if any, beyond library card number is required to establish an account for services. Describe steps taken to keep any library or user-provided data confidential and provide any policies or procedures in place should a data breach occur.

Vendor	Notes

Detail policies and practices on user data sharing/selling to any entity not providing the service purchased. This should include any organizations considered to be partners or owned by the same corporation. Include policies and practices on the use of third party cookies within your product.

Vendor	Notes

State ability to provide unlimited 24-hour remote access for customers, as well as in-library use. Identify any associated conditions or restrictions on use and if remote access can be authenticated by library card number. Indicate if the service allows for an unlimited number of simultaneous users during hours of operation.

Vendor	Notes

State whether the service has a mobile app available, what type of devices the app is compatible with and how the app can be accessed by mobile devices. Indicate types of user testing done to optimize functionality for library users.

Vendor	Notes

Provide detailed description of user customer support when communication is warranted because of problems, questions, etc. Will the vendor provide support directly to users or through a process vetted by library staff?

Vendor	Notes

Outline any major upgrades planned or anticipated in the next five years.

Vendor	Notes

Provide a thorough list of types of statistics available, frequency, and how they are delivered or accessed. Specify if statistics provided are compatible with COUNTER 4 or SUSHI (Standardized Usage Statistics Harvest Initiative).

Vendor	Notes

Number of years the company has been in business. Number of years the product has been offered.

Vendor	Notes

Describe how the Respondent's system addresses Web accessibility and identify level of conformance with each guideline from the Web Accessibility Initiative's Web Content Accessibility Guidelines 2.0, [www.w3.org/TR/WCAG20/](http://www.w3.org/TR/WCAG20/), including how compliance has been tested and verified.

Vendor	Notes

Provide 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. Indicate email addresses, telephone numbers, and names of parties to be contacted.

Vendor	Notes

Indicate types of user testing done to optimize functionality for library users.

Vendor	Notes

Provide details on library catalog integration and provision of MARC Records.

Vendor	Notes

Specify availability of in-service training for library staff upon request and on-going staff training options.

Vendor	Notes