

**REQUEST FOR INFORMATION
FOR Digital Early Learning Resource**

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

Response Deadline

August 7, 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

I. GENERAL INFORMATION

A. Purpose of this Request for Information (RFI)

The Metropolitan Library Service Agency (MELSA) is seeking information for the provision of a resource for digital early learning support for the one hundred and two Twin Cities metro public libraries. This Request for Information provides the instructions for submitting product and price information, the criteria by which a vendor 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.

MELSA seeks responses that address all of the requirements outlined in this RFI.

B. About Metropolitan Library Service Agency (MELSA)

MELSA is a multi-jurisdictional federation 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 Tuesday, June 30, 2020.

Responses will be received until 1:00 p.m. CDT on Friday, August 7, 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

June 20, 2020	MELSA issues Request for Information.
July 17, 2020	Requests for clarification due at 1:00 P.M. Central Standard Time.
July 21, 2020	Posting of responses to requests for clarification on melsa.org.
August 7, 2020	Responses are due at 1:00 P.M. Central Standard Time.
October 31, 2020	Responder notification of selection process resolution.

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. on July 17, 2020. Please include the name of your organization, a contact person, telephone number, fax number and e-mail with your written request for clarification to:

MELSA
Attn.: Kathleen James
1619 Dayton Avenue, Suite 314
St. Paul, MN 55104
Email: Kathleen@melsa.org
Fax: (651) 379-2745

Responses to any questions will be compiled and sent to known vendors and posted on the MELSA website.

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 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, 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 a Digital Early Learning Resource to MELSA, 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: 25 points
 - Vendor Qualification Inventory: 25 points
 - Additional features: 10 points
 - Continuity of existing programs: 5 points
 - Quoted pricing over three years: 20 points
 - General reputation of vendor: 5 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. If an RFP process is commenced, qualified firms will be invited to submit proposals based on the RFIs received. MELSA may also contract with a qualified contractor to provide the services without issuing a RFP.

The successful vendor will be required to enter into a contract with MELSA. Included in the contract 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 DIGITAL EARLY LEARNING RESOURCE**, together with the name and address of the contractor. 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. CDT on Friday, August 7, 2020.

B. All contractors must submit ONE (1) complete hard copy and ONE (1) complete electronic copy of their 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.

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 services 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.									
	System	Anoka	Carver	Dakota	Hennepin	Ramsey	St Paul	Scott	Washington	MELSA
	Population	352,674	102,858	422,580	1,249,512	237,137	309,180	144,717	256,905	3,075,563
3	Include a proposed Licensing Agreement and/or Terms of Use with pricing for MELSA									
4	Detailed information addressing each service point outlined on the Vendor Qualifications Inventory Attachment B									
5	Trial access information for an eight-week period starting on July 10, 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	Completed Response Form Attachment C									
8	Completed Non-Collusion Statement Attachment D									
9	Completed Tennessee Notice Attachment E									

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, fax number or email address to resolve service issues.
4. The Vendor agrees to provide a representative to handle the MELSA's account.

Attachments to this Request for Information include:

- A. MELSA Member Library Locations
- B. Vendor Qualifications Inventory
- C. Response Form
- D. Non-collusion statement
- E. Tennessean Notice
- F. Sample reviewer forms

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 4th 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 Box 38
 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 28th 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

Sumner
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.rclreads.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

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 Greeribrier St
St Paul MN 55106
651-793-3930

Bookmobile Service
651-642-0379

Dayton's Bluff
645 East 7th 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

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

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
651-730-0504

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
224 Third St N
Stillwater MN 55082-4806
651-275-4338

**MELSA RFI FOR DIGITAL EARLY LEARNING RESOURCE
ATTACHMENT B: 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	Specify the target age range(s) for ideal users of the product or service.
2	Outline how the learner interacts with your product being as specific as possible.
3	Indicate if the service or any part of the service is available in languages other than English.
4	Detail the learning skills addressed by the product (e.g. Literacy: background knowledge, comprehension, vocabulary, etc.), include any other types of content areas that are available.
5	Indicate if any specific educational philosophy or teaching approach was used in the development of this product or service.
6	Provide detail on the depth of material available through the product (e.g. number of books or games and variety of learner levels).
7	Describe any parent, caregiver or educator tools available for tracking, scaffolding, and/or reinforcing what was learned through using the product.
8	Detail formats supported by the Vendor's product.
9	Specify if access can be authenticated by library card number. List any other methods of authentication available.
10	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.
11	State the Vendor's 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.
12	State whether the Vendor's 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.
13	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?
14	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).
15	Number of years the company has been in business. Number of years the product has been offered.
16	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/ , including how compliance has been tested and verified.
17	Indicate types of user testing done to optimize functionality for library users.
18	Provide details on library catalog integration and provision of MARC Records.
19	Specify availability of in-service training for library staff upon request and on-going staff training options.
20	List any extra features that make the Vendor's product unique that have not been covered already.

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, fax number or email address to resolve service issues.
4. The Vendor agrees to provide a representative to handle the MELSA's account.
5. The Vendor will provide training for library staff upon request.
6. The Vendor will provide a four (4) week trial of service for member library staff evaluation.

**MELSA RFI FOR DIGITAL EARLY LEARNING RESOURCE
ATTACHMENT C: RESPONSE FORM**

Vendor Information

Contractor name:

Address:

Web site URL:

Contact name:

Phone number:

Fax:

Email:

I certify receipt of sample MELSA contract with Exhibits B and C.

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 DIGITAL EARLY LEARNING RESOURCE
ATTACHMENT D: 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 DIGITAL EARLY LEARNING RESOURCE
ATTACHMENT E: 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
Final Scoring (SAMPLE)
 RFI Name | RFI Issued: MM.DD.YY | Due: MM.DD.YY

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 C included in RFI	30			
Continuity of existing programs	5			
Quoted pricing over 3 years	20			
General reputation, experience and financial responsibility of the vendor	5			
Completeness of the RFI response submitted	10			
Final Scores	100	0	0	

MELSA Due Diligence RFI Review Form
Online Trial Review (SAMPLE)
 RFI Name | RFI Issued: MM.DD.YY | Due: MM.DD.YY

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
User Account Features: -N/A, Required, Optional -Benefits			
Content: -Currency -Completeness -Accuracy -Accessibility -Output Methods, Limits, etc			
Interface General: -Ease of Use -Novice / Expert -Displays -Output Methods or Limits			
Practice Search Comments:			
User Support: -Accessibility -Ease of use -Methods -Depth -Reliability			
Other: -Websites Linked -Publications Indexed -Variable based on type of product			
Total Points Earned (30 total available)	0	0	

General Comments:

MELSA Due Diligence RFI | Vendor Qualification Inventory

RFI Subject Title | RFI Issued: MM.DD.YY | Due: MM.DD.YY

Worth 30 points overall.

Points assigned by reviewer:	
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1. Sample form

Vendor	Notes

2. Sample form

Vendor	Notes

3. Sample form

Vendor	Notes

4. Sample form

Vendor	Notes

5. Detail formats supported by the Vendor's product.

Vendor	Notes

6. 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

7. 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

8. 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

9. 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

10. 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	Response

11. 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

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

Vendor	Notes

13. 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

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

Vendor	Notes

15. 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/, including how compliance has been tested and verified.

Vendor	

16. 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	

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

Vendor	

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

Vendor	Notes

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

Vendor	Notes