

**REQUEST FOR INFORMATION FOR  
DIGITAL BUSINESS & CONSUMER INFORMATION  
RESOURCE**

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

**Response Deadline**

**AUGUST 6, 2021**

**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 a resource providing digital business and consumer information 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 Wednesday, June 23, 2021.

Responses will be received until 1:00 p.m. CDT on Friday, August 6, 2021 in electronic formats. Send responses to Kathleen James via email at [kathleen@melsa.org](mailto:kathleen@melsa.org).

#### Timetable

June 23, 2021	MELSA issues Request for Information.
July 9, 2021	Requests for clarification due at 1:00 P.M. CDT.
July 14, 2021	Posting of responses to requests for clarification on melsa.org.
August 6, 2021	Responses are due at 1:00 p.m. CDT.
October 31, 2021	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 9, 2021. Please include the name of your organization, a contact person, telephone number, fax number and e-mail with your written request for clarification to: [kathleen@melsa.org](mailto:kathleen@melsa.org).

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 inquiries 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 Business and Consumer Information 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: 30 points
  - Vendor Qualification Inventory: 30 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 responses will be emailed to Kathleen James at kathleen@melsa.org with the subject line **MELSA DIGITAL BUSINESS AND CONSUMER INFORMATION RESOURCE**, all responses are due by Friday, August 6, 2021 by 1:00 pm CDT. Contractors may confirm receipt of its RFI response via a separate email inquiry to kathleen@melsa.org. Response email will not be opened until after the deadline.
- B. 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.
- C. 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	362,648	107,179	433,302	1,279,981	242,323	315,925	148,458	262,748	3,152,564
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 <b>Vendor Qualifications Inventory Attachment B</b>									
5	Trial access information for a twelve-week period starting on August 6, 2021.									
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 Attachment C</b>									
8	<b>Completed Non-Collusion Statement Attachment D</b>									
9	<b>Completed Tennessen Notice Attachment E</b>									

#### D. 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. Tennessen 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 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 DIGITAL BUSINESS & CONSUMER INFORMATION 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 background details on the data provide through your resource, including: currency, accuracy, completeness, source(s) of information and you process of reviewing and updating.
2.	Describe your product's primary audience(s). Detail how it may be of use any of these potentially other audiences: marketing and sales professionals, consumers, new businesses, job seekers, new homeowners, small businesses and investors.
3.	Indicate if your resource includes standard white pages directory information for the United States. Outline the depth of the directory information available and information provided.
4.	Provide demographic information available through your product.
5.	Share details of any graphic tools integrated into your service such as mapping and charting.
6.	Detail historical business information available through your product including years and number of businesses included.
7.	Indicate if your product provides any business news and/or industry research.
8.	Outline process for users to download and/or save search results by other means. Include any record download limitations.
9.	Outline authentication protocols and data encryption measures in place – e.g. SIP, Tunnel, etc. Address any plans to expand or change what is in place in the next 3-5 years.
10.	Specify if access can be authenticated by library card number. List any other methods of user authentication available. Indicate what data, if any, beyond library card number is required to establish an account for services.
11.	Describe steps taken to keep any library or user-provided data confidential, provide any policies or procedures in place should a data breach occur. Include those that address promptness of notification of a breach of the security of data as defined in Minn. Stat. § 13.055, subd. 1(a) or suspected breach of the security of data and outline how assistance in remedying such a breach would be provided.
12.	Detail policies and practices on directly or indirectly revealing, reporting, publishing, duplicating, or otherwise disclosing protected user, MELSA or member library to any third party in any way whatsoever, unless required or allowed by law. This pertains to any entity not directly providing the service purchased, including, but not limited to 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.
13.	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.
14.	Detail all access limitations to services such as user age, service area, etc.
15.	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.
16.	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?
17.	Outline any major upgrades planned or anticipated in the next five years.

18.	Provide a thorough list of types of usage tracked, frequency, and how they are delivered or accessed. Specify if statistics provided are compatible with COUNTER 4 or SUSHI (Standardized Usage Statistics Harvest Initiative).
19.	Number of years the company has been in business. Number of years the product has been offered.
20.	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.
21.	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.
22.	Indicate types of user testing done to optimize functionality for library users.
23.	Provide details on library catalog integration and provision of MARC Records.
24.	Specify availability of in-service training for library staff upon request and on-going staff training options. Share training options provided for the public using this resource through the public library.

**MELSA RFI FOR DIGITAL BUSINESS & CONSUMER INFORMATION 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 BUSINESS & CONSUMER INFORMATION 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 BUSINESS & CONSUMER INFORMATION 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

DIGITAL BUSINESS & CONSUMER INFORMATION RESOURCE | RFI Issued: 06.23.21

### 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 submitted RFI response	10			
Final Scores	100	0	0	

# MELSA Due Diligence RFI Review Form

## Online Trial Review

DIGITAL BUSINESS & CONSUMER INFORMATION RESOURCE | RFI Issued: 06.23.21

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

<b>Evaluation Criteria</b>	<b>Vendor Product Score</b>	<b>Vendor Product Score</b>	<b>Notes</b>
<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)	0	0	

**General Comments:**

# MELSA Due Diligence RFI | Vendor Qualification Inventory

## DIGITAL BUSINESS & CONSUMER INFORMATION RESOURCE

Worth 30 points overall.

<b>Points assigned by reviewer:</b>	<u>Vendor A</u>	<u>Vendor B</u>

1. Specify background details on the data provide through your resource, include: currency, accuracy, completeness, source(s) of information and you process of reviewing and updating.

Vendor	Notes

2. Describe your product’s primary audience(s). Detail how it may be of use any of these potentially other audiences: marketing and sales professionals, consumers, new businesses, job seekers, new homeowners, small businesses and investors.

Vendor	Notes

3. Indicate if your resource includes standard white pages directory information for the United States. Outline the depth of the directory information available and information provided.

Vendor	Notes

4. Provide demographic information available through your product.

Vendor	Notes

5. Share details of any graphic tools integrated into your service such as mapping and charting.

Vendor	Notes

6. Detail historical business information available through your product including years and number of businesses included.

Vendor	Notes

7. Indicate if your product provides any business news and/or industry research.

Vendor	Notes

8. Outline process for users to download and/or save search results by other means. Include any record download limitations.

Vendor	Notes

9. Outline authentication protocols and data encryption measures in place – e.g. SIP, Tunnel, etc. Address any plans to expand or change what is in place in the next 3-5 years..

Vendor	Notes

10. Specify if access can be authenticated by library card number. List any other methods of user authentication available. Indicate what data, if any, beyond library card number is required to establish an account for services.

Vendor	Notes



11. Describe steps taken to keep any library or user-provided data confidential, provide any policies or procedures in place should a data breach occur. Include those that address promptness of notification of a breach of the security of data as defined in Minn. Stat. § 13.055, subd. 1(a) or suspected breach of the security of data and outline how assistance in remedying such a breach would be provided.

Vendor	Notes

12. Detail policies and practices on directly or indirectly revealing, reporting, publishing, duplicating, or otherwise disclosing protected user, MELSA or member library to any third party in any way whatsoever, unless required or allowed by law. This pertains to any entity not directly providing the service purchased, including, but not limited to 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

13. 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

14. Detail all access limitations to services such as user age, service area, etc.

Vendor	Response

15. 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

16. 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

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

Vendor	Notes

18. Provide a thorough list of types of usage tracked, 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	

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

Vendor	

20. 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

21. 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

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

Vendor	Notes

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

Vendor	Notes

24. Specify availability of in-service training for library staff upon request and on-going staff training options. Share training options provided for the public using this resource through the public library.

Vendor	Notes

SAMPLE