

**REQUEST FOR INFORMATION AND QUALIFICATIONS
FOR**

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

Response Deadline

November 9, 2021

Issued by

**METROPOLITAN LIBRARY SERVICE AGENCY
(MELSA)**

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

Telephone (651) 645-5731

e-mail: mona@melsa.org

I. GENERAL INFORMATION

A. Purpose of this Request for Information and Qualifications (RFI).

The Metropolitan Library Service Agency (MELSA) is interested in gathering information from library users and non-users in the Twin Cities metropolitan area to learn about the use of, and barriers to, library technology and services. A survey that reaches a diversity of metropolitan area residents will provide data to inform the MELSA member library systems about current needs in the community and how best to maximize library resources to facilitate digital equity, defined by Urban Libraries Council as “When all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy.” This information will be used for strategic planning, technology allocation, discussions with stakeholders, and partnering with community organizations and other funding sources.

The survey will include questions about use of library collections, especially electronic, library technology, and library spaces. For example: What are the ongoing barriers, pre- and post-pandemic, to accessing library services? Have recent efforts to enhance availability of internet access and devices made a measurable impact? Who is using library digital resources? What services and programs are most valued? How has the increase in distance learners and remote workers as a result of the pandemic changed usage of library spaces, and do libraries have the appropriate hardware/software to maximize their experiences? Other questions to identify need in the community for programs and services not currently offered by libraries may also be included. Overall, systems are interested in learning how they can best position their investments in technology, resources, and services to support community members’ opportunities for employment, education, and economic success.

MELSA is seeking information and qualifications for contractors with the requisite experience and resources to develop and implement a survey of metropolitan area residents. The selected firm will develop survey questions to obtain the desired information in conjunction with MELSA staff and library system representatives and conduct a statistically significant survey that represents all communities in each of the eight MELSA library jurisdictions. Efforts to reach a diverse audience must be prioritized; survey will be released in multiple languages to be determined. The firm will provide ongoing project updates and present a final report to the MELSA Board of Trustees, Advisory Board and other library staff. Presentations of the results to additional stakeholder groups may be requested.

Compiled survey results will be available for each member system, preferably at the county and city or zip code level and aggregated at the regional level for maximum value and usage. Raw data will also be

available to library systems in a format that allows for local report generation.

The consultant proposal should include:

1. A narrative letter including:
 - a. A description of their firm and the services they can provide.
 - b. An articulation of the research approach as it relates to a survey in eight library jurisdictions within the MELSA regional library boundaries.
 - c. A description of the project activities and strategies.
 - d. A recommendation of how the final report findings will be disseminated.
2. Estimated timeline for the project, including the project activities and milestones. (Project to begin in December 2021 and conclude in 2nd quarter 2022.)
3. Estimated fees for this project including options for additional presentations.
4. List of project staff that will work with the MELSA staff and library systems.
5. List of clients for whom the contractor has provided services like those identified herein. Indicate addresses, telephone numbers, and names of parties to be contacted.

B. Metropolitan Library Service Agency (MELSA).

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

MELSA was established in 1969 as a non-profit governmental agency in accordance with the Minnesota Joint Powers Act, an agreement among the cities and counties of the member libraries, and serves as one of twelve regional library systems in the state. It is governed by a Board of Trustees. One trustee is appointed by each party to the agreement. The Trustees receive professional advice from an advisory board composed of the directors of the regular member libraries. There are also teams and interest groups made up of staff members from the libraries organized to consider specialized areas of library operations.

The seven-county Twin Cities Metropolitan area contains more than 52% of the State's population and has over 100 public service buildings, plus bookmobiles.

C. Response Due Date.

Responses from interested contractors will be received via email at mona@melsa.org until 3:00 p.m. on Tuesday, November 9, 2021.

D. Request Release.

This Request for Information and Qualifications was issued October 18, 2021.

E. Response Costs.

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

F. Ownership of Responses.

All responses timely submitted become the property of MELSA upon submission, and the responses will not be returned. The contractor 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 contractor, by submitting a response, consents to such copying and warrants that such copying will not violate the rights of any third party, including copyrights.

G. Public Records and Requests for Confidentiality.

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.

H. Questions about this RFI

There will be no pre-response conference. Please submit written requests for additional information or clarification of this RFI by 3:00 P.M. on October 29, 2021 to mona@melsa.org.

Please include the name of your organization, a contact person, telephone number, and e-mail with your written request for clarification.

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

II. RESPONSE INSTRUCTIONS

- A. Each response must include the cost of persons who may perform the services outlined in this RFI and an estimate of the total cost for all services proposed. The entire cost must include all fees, permits, taxes and any other costs associated with performing the services.
- B. Responses shall be submitted electronically to mona@melsa.org. Print copies of responses are not necessary.
- C. MELSA reserves the right to accept or reject any or all responses in the best interests of MELSA. MELSA reserves the right to negotiate with one or more contractors responding to this RFI.
- E. Responses received after the due date and time will not be considered and will be returned to the contractor unopened.
- F. MELSA may make such investigations as it deems necessary to determine the ability of the contractor to furnish the services outlined herein, and the contractor agrees furnish to MELSA such information for this purpose. MELSA reserves the right to reject any response if the evidence submitted by, or investigation, of the contractor fails to satisfy MELSA that such contractor is properly qualified to carry out the services.
- G. Response Form. The Response Form, Attachment C, the Non-Collusion Statement, Attachment B, and the Tennessee Notice, Attachment D, must be filled out completely and submitted with the response.

III. RESPONSE REQUIREMENTS

A. Narrative Letter.

Contractors shall submit with this RFI a narrative letter, which describes their firm and the services they are able to provide and the solution proposed to meet MELSA's needs. The letter shall also include a list of clients for whom the contractor has provided services similar to those identified herein. Indicate addresses, telephone numbers, and names of parties to be contacted. Contractors may also be requested to submit additional information concerning prior to contract execution. There is no maximum length for a response to this RFI. However, a Contractor's ability to prepare a concise, well-organized, well-written presentation of its qualifications and proposed solution is important.

B. Fee Schedule.

Contractors shall submit with this RFI a fee schedule, including details regarding the hours of service for the services requested and the proposed solution.

C. Response Guarantee. By submitting a response to provide the requested services to MELSA, contractor agrees to guarantee its response for 90 days from the date the responses are due.

IV. RESPONSE EVALUATION AND AWARD PROCESS

A. Response Evaluation Criteria. The assessment of Responses will include, but is not limited to, the following:

1. MELSA's evaluation of contractor's ability to provide the needed services, the general reputation and experience of contractor, the nature and the extent of information and proposed solution furnished with this response or furnished upon request at any time prior to award, financial responsibility of the contractor, quality of services and performance history.
2. Completeness and Adequacy of the Response and Solution.
3. Cost.

B. 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 contractor 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.

The successful contractor will be required to certify that it is an independent contractor and will provide MELSA with a Certificate of Insurance listing all applicable insurance coverage for the services provided, including worker's compensation and general liability.

C. There is no appeal process for this request. All decisions made by the MELSA Board of Trustees are final.

VI. TIMETABLE

Monday, October 18, 2021	MELSA issues Request for Information and Qualifications.
Friday, October 29, 2021	Last date and time to submit written request for clarifications.
Tuesday, November 9, 2021	Responses are due by 3:00 CST.
November 10-15, 2021	MELSA staff and library representatives review responses.
Thursday, November 18, 2021	Present evaluation results to MELSA Board of Trustees.
November 29-30, 2021	MELSA meets with successful contractor to discuss contractual details, startup date and sign contract.

Attachments

- A: MELSA Library Locations
- B: Non-Collusion Statement
- C: RFI Response Form
- D: Tennessen Notice

Attachment A

MELSA Library Locations

ANOKA COUNTY LIBRARY

Administrative Offices

763-324-1500
763-717-3262 (f)
Northtown
711 Cty Hwy 10 Frontage
Rd

Blaine MN 55434
763-324-1510

Centennial
100 Civic Heights Circle
Circle Pines MN 55014
763-324-1540

Crooked Lake
11440 Crooked Lake Blvd
NW
Coon Rapids MN 55433
763-324-1530

Johnsville
12461 Oak Park Blvd
Blaine MN 55434
763-324-1550

Mississippi
410 Mississippi St NE
Fridley MN 55432
763-324-1560

North Central
17565 Central Ave NE
Ham Lake MN 55304
763-324-1570

Rum River
4201 Sixth Ave
Anoka MN 55303
763-324-1520

St Francis
3519 Bridge St NW
St Francis MN 55070
763-324-1580

**Associate Library with
Anoka County Library:**
**Columbia Heights Public
Library**

3939 Central Av N
Columbia Heights MN
55421
763-706-3690
763-706-3691 (f)
TDD: 763-706-3692

CARVER COUNTY LIBRARY

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
314 Elm St W
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

952-442-3050

Waconia
217 S Vine St
Waconia MN 55387

952-442-4714
Watertown
309 Lewis Ave SW
Watertown MN 55388
952-955-2939

DAKOTA COUNTY LIBRARY

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

**Associate Library with
Dakota County Library:**
**City of South St. Paul
Library**
106 Third Ave N

South St Paul MN 55075
651-554-3240

HENNEPIN COUNTY LIBRARY

Administrative Offices
952-847-8500

952-847-8600 (f)
Arvonne Fraser
1222 4th St SE
Minneapolis MN 55414
612-543-6725

Augsburg Park
7100 Nicollet Ave
Richfield MN 55423
612-543-6200

Brookdale
6125 Shingle Creek
Parkway
Brooklyn Center MN
55430

612-543-5600
Brooklyn Park
8500 W Broadway Av
Brooklyn Park MN 55445
612-543-6225

Champlin
12154 Ensign Ave N
Champlin MN 55316
612-543-6250

East Lake
2727 E Lake St
Minneapolis MN 55406
612-543-8425

Eden Prairie
565 Prairie Center Dr
Eden Prairie MN 55344
612-543-6275

Edina
5280 Grandview Square
Edina MN 55436
612-543-6325

Excelsior
337 Water St
Excelsior MN 55331
612-543-6350

Franklin
1314 Franklin Ave E
Minneapolis MN 55404
612-543-6925

Golden Valley
830 Winnetka Ave N
Golden Valley MN 55427
612-543-6375

Hopkins
22 11th Ave N
Hopkins MN 55343
612-543-6400

Hosmer
347 E 36th St
Minneapolis MN 55408
612-543-6900

Linden Hills
2900 W 43rd St
Minneapolis MN 55410
612-543-6825

Long Lake

1865 Wayzata Blvd W
Long Lake MN 55356
612-543-6425

Maple Grove
8001 Main St E
Maple Grove MN 55359
612-543-6450

Maple Plain
5184 Main St E
Maple Plain MN 55359
612-543-5700

Minneapolis Central
300 Nicollet Mall
Minneapolis MN 55401
612-543-8000

Minnetonka
17524 Excelsior Blvd
Minnetonka MN 55345
612-543-5725

Nokomis
5100 34th Ave S
Minneapolis MN 55417
612-543-6800

North Regional
1315 Lowry Ave N
Minneapolis MN 55411
612-543-8450

Northeast
2200 Central Ave NE
Minneapolis MN 55418
612-543-6775

Osseo
415 Central Ave
Osseo MN 55369
612-543-5750

Oxboro
8801 Portland Ave S
Bloomington MN 55420
612-543-5775

Penn Lake
8800 Penn Ave S
Bloomington MN 55431
612-543-5800

Pierre Bottineau
55 Broadway St NE
Minneapolis MN 55413
612-543-6850

Plymouth
15700 36th Ave N
Plymouth MN 55446
612-543-5825

Ridgedale
12601 Ridgedale Dr
Minnetonka MN 55305
612-543-8800

Rockford Road
6401 42nd Ave N
Crystal MN 55427
612-543-5875

Rogers
21300 John Milless Dr
Rogers MN 55374
612-543-6050

Roosevelt
4026 28th Ave S
Minneapolis MN 55406
612-543-6700

Southdale

7001 York Ave S
Edina MN 55435
612-543-5900
St Anthony
2941 Pentagon Dr NE
St Anthony MN 55418
612-543-6075
St Bonifacius
8624 Kennedy Memorial
Dr
St Bonifacius MN 55375
612-543-6100
St Louis Park
3240 Library Lane
St Louis Park MN 55426
612-543-6125
Sumner
611 Van White Memorial
Blvd
Minneapolis MN 55411
612-543-6875
Walker
2880 Hennepin Ave
Minneapolis MN 55408
612-543-8400
Washburn
5244 Lyndale Ave S
Minneapolis MN 55419
612-543-8375
Wayzata
620 Rice St
Wayzata MN 55391
612-543-6150
Webber Park
4440 Humboldt Av N
Minneapolis MN 55412
612-543-6750
Westonka
2079 Commerce Blvd
Mound MN 55364
612-543-6175

RAMSEY COUNTY
LIBRARY
Administrative Offices
651-486-2200
651-486-2220 (f)
Roseville
2180 Hamline Ave N
Roseville MN 55113
651-724-6001
Maplewood
3025 Southlawn Dr
Maplewood MN 55109
651-724-6003
Mounds View
2576 Mounds View Blvd
Mounds View MN 55112
651-724-6004
New Brighton
400 10th St NW
New Brighton, MN 55112

651-724-6002
North St. Paul
2290 North St Paul Dr
North St Paul, MN 55109
651-747-6005
Shoreview
4560 Victoria St N
Shoreview MN 55126
651-724-6006
White Bear Lake
2150 2nd St
White Bear Lake MN
55110
651-724-6007

SAINT PAUL PUBLIC
LIBRARY
Administrative Offices
651-266-7073
fax: 651-266-7060
George Latimer Central
90 Fourth St W
St Paul MN 55102
651-266-7000
Arlington Hills
1200 Payne Av
St Paul MN 55130
651-632-3870
Bookmobile Service
651-266-7450
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
Library**
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
Administrative Offices
952-496-8010
Belle Plaine
125 Main St W
Belle Plaine MN 56011
952-873-6767
Elko New Market
110 J Roberts Way
Elko New Market MN
55054
952-496-8030
Jordan
275 Creek Lane S
Jordan MN 55352
952-496-8050
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
952-496-8026
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
Administrative Offices
651-275-8500
651-275-8509 (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
651-275-8515
Law Library
Washington Co Gov't Ctr
14949 62 Street N
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
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

**Associate Libraries with
Washington County
Library:**
Bayport
582 Fourth St N
Bayport MN 55003
651-275-4416
Stillwater
224 Third St N
Stillwater MN 55082
651-275-4338

**METROPOLITAN
LIBRARY
SERVICE AGENCY
(MELSA)**
www.melsa.org
**1619 Dayton Ave, Ste 314
St Paul MN 55104
651-645-5731; 651-649-
3169 (f)**
For changes, please contact
gina@melsa.org

Attachment C
MELSA Request for Information and Qualifications for

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

Attachment D Tennessee Notice

Data Privacy: Acknowledgment

In accordance with the Minnesota Government Data Practices Act, Minn. Stat. § 13.04 and § 13.591, 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 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 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 _____

Submit this form as part of the Response.