REQUEST FOR INFORMATION

For Mobile Application

________________________________

FOR PUBLIC LIBRARIES

IN THE TWIN CITIES METRO AREA

Response Deadline

January 15, 2024

Issued by

METROPOLITAN LIBRARY SERVICE AGENCY
(MELSA)

1619 Dayton Avenue, Suite 314
ST. PAUL, MINNESOTA 55104
Scott Vrieze, Executive Director
e-mail: scott@melsa.org
RFI contact: mona@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 mobile application for the Twin Cities metro public libraries. This Request for Information provides the instructions for submitting product and pricing 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 Friday, December 8, 2023.

Responses will be received until 3:00 p.m. Central Standard Time on Monday, January 15, 2024 in electronic format. Responses will be received at: mona@melsa.org.

Timeline

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 8, 2023</td>
<td>MELSA issues Request for Information.</td>
</tr>
<tr>
<td>January 3, 2024</td>
<td>Requests for clarification due at 3:00 p.m. CST.</td>
</tr>
<tr>
<td>January 8, 2024</td>
<td>Posting of responses to requests for clarification on melsa.org.</td>
</tr>
<tr>
<td>January 15, 2024</td>
<td>Responses are due at 3:00 p.m. CST.</td>
</tr>
<tr>
<td>April 30, 2024</td>
<td>Responder notification of selection process resolution.</td>
</tr>
</tbody>
</table>

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 3:00 p.m. on January 3, 2024. Please include the name of your organization, a contact person, and telephone number with your emailed request for clarification to: mona@melsa.org.

Responses to any questions will be compiled and sent to known vendors directly and posted on the MELSA website: https://www.melsa.org/.
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 mobile application 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 evaluation criteria:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response completeness</td>
<td>5</td>
</tr>
<tr>
<td>General reputation of vendor/references</td>
<td>10</td>
</tr>
<tr>
<td>Continuity of existing service</td>
<td>5</td>
</tr>
<tr>
<td>Experience with online trial</td>
<td>20</td>
</tr>
<tr>
<td>Review of features/functionality currently available</td>
<td>20</td>
</tr>
<tr>
<td>Pricing</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>

Response Award Process
A request for proposals (RFP) process may or may not 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 an 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. MELSA reserves the right to accept or reject any or all responses in the best interests of MELSA.

k. Responses received after the due date and time will not be considered and will be returned to the contractor unopened.

l. MELSA reserves the right to negotiate with one or more contractors responding to this RFI.

III. RESPONSE INSTRUCTIONS

A. All response should be emailed to mona@melsa.org with subject line RFI Response: MELSA Mobile Application.

The response deadline is 3:00 p.m. CST on Monday, January 15, 2024.

Responses will not be opened until after the deadline. Send a separate email to mona@melsa.org if you wish to confirm receipt.

B. All contractors must submit 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 below are required for a complete response.

   1. A narrative letter, describing your firm and the services you are able to provide (supplementing Attachment B, Vendor Qualifications Inventory).

   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 jointly for the MELSA region in total.

If needed, here are populations of the areas served by the eight MELSA library systems:

<table>
<thead>
<tr>
<th>System</th>
<th>Anoka</th>
<th>Carver</th>
<th>Dakota</th>
<th>Hennepin</th>
<th>Ramsey</th>
<th>Saint Paul</th>
<th>Scott</th>
<th>Washington</th>
<th>MELSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>368,280</td>
<td>110,136</td>
<td>444,985</td>
<td>1,293,651</td>
<td>240,203</td>
<td>310,992</td>
<td>154,395</td>
<td>274,589</td>
<td>3,197,231</td>
</tr>
</tbody>
</table>

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. Completed Response Form, Non-collusion statement, and Tennessen Notice, Attachments C, D, and E.

6. Trial access information for a one-month period upon request by MELSA.

E. Vendor Performance Expectations

The undersigned Vendor agrees to abide by the following statements:

1. The Vendor agrees to an initial 12-month contract with options for a 2nd and 3rd year extension payable annually with a written letter agreeing to the same terms and condition language for each additional term.
2. The Vendor agrees that either party may terminate the agreement on the contract renewal date effective upon a 30 days written notice to the other party.
3. The Vendor agrees to supply a toll-free phone number, and/or email address to resolve service issues.
4. The Vendor agrees to provide a representative to handle 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
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 Steiger Lake Lane
Victoria MN 55386
952-432-3050

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

Watertown
309 Lewis Ave SW
Waterton 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 55068
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
1227 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

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 55399
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

Oseco
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

Ridgeland
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
## Vendor Qualifications Inventory

<table>
<thead>
<tr>
<th>1</th>
<th>Confirm and elaborate on the following required features and functionality:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Availability for Android and iOS</td>
</tr>
<tr>
<td></td>
<td>Compatibility with SirsiDynix Horizon and Symphony, and Innovative Sierra</td>
</tr>
<tr>
<td></td>
<td>Full Patron account access to loans, reservations, and charges</td>
</tr>
<tr>
<td></td>
<td>Patron barcode display</td>
</tr>
<tr>
<td></td>
<td>Customizable branding and features</td>
</tr>
<tr>
<td></td>
<td>Web-based Content Management System</td>
</tr>
<tr>
<td></td>
<td>Analytics/reporting capabilities - specifically, tell us what is available? Explain interoperability of data with Google Analytics 4.</td>
</tr>
<tr>
<td></td>
<td>Access to online trial/test sites (product demos may also be requested)</td>
</tr>
<tr>
<td>2</td>
<td>Confirm and elaborate on the following desired features and functionality:</td>
</tr>
<tr>
<td></td>
<td>Payment capabilities for users</td>
</tr>
<tr>
<td></td>
<td>Options for patron self-check functionality, including via RFID</td>
</tr>
<tr>
<td></td>
<td>Ability to create alerts for emergency information</td>
</tr>
<tr>
<td></td>
<td>Greater flexibility for scheduling holiday/location closures</td>
</tr>
<tr>
<td></td>
<td>Receipt of systems status alerts for proactive monitoring</td>
</tr>
<tr>
<td></td>
<td>Push notifications for holds pickups, overdue materials due, confirmation of autorenewals, others? Options for patrons to opt in/out of notifications?</td>
</tr>
<tr>
<td></td>
<td>Linked account features that allow the management of multiple patron accounts on a single device</td>
</tr>
<tr>
<td></td>
<td>Integration with eBook platforms</td>
</tr>
<tr>
<td></td>
<td>Patron lists</td>
</tr>
<tr>
<td></td>
<td>Ability to display Available items only</td>
</tr>
<tr>
<td>3</td>
<td>What languages are available and for which content in the app?</td>
</tr>
<tr>
<td>4</td>
<td>Explain how search algorithm functions; can it be modified by library?</td>
</tr>
<tr>
<td>5</td>
<td>Tell us about support services available; are they 24/7, what is typical response time; how are cases tracked; what is the escalation process?</td>
</tr>
<tr>
<td>6</td>
<td>Explain authentication and data transmission methods offered. Elaborate on encryption measures in place.</td>
</tr>
<tr>
<td>7</td>
<td>Describe steps taken to keep any library or user-provided data confidential. Provide 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 Minnesota Statute § 13.055 suspected breach of the security of data and outline how assistance in remedying such a breach would be provided.</td>
</tr>
<tr>
<td>8</td>
<td>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.</td>
</tr>
<tr>
<td>9</td>
<td>Provide the number of years the company has been in business; number of years the product has been offered.</td>
</tr>
<tr>
<td>10</td>
<td>Provide an active customer list of at least three (3) U.S. public library consortia or public libraries that have used the Vendor's service for at least six months. Indicate email addresses, telephone numbers, and names of parties to be contacted.</td>
</tr>
<tr>
<td></td>
<td>Specify availability of in-service training for library staff upon request and ongoing staff training options. Share training options provided for the public using this resource through the public library.</td>
</tr>
<tr>
<td>---</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>12</td>
<td>Please provide a list of enhancements and release dates for the product. Provide information about future development plans and/or major upgrades anticipated, including a projected timeline. Describe the sources and methods for compiling user-initiated enhancement requests.</td>
</tr>
</tbody>
</table>
ATTACHMENT C: 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: 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 of 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.
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______________________________  ________

Attachment E: Tenessen Notice