Questions received as of 3:00 p.m. Central time 1/3/24 regarding mobile app released by Metropolitan Library Service Agency (MELSA) on 12/8/23, and our responses:

1. Question: Will you provide additional details related to the trial?
   Answer: For a trial we are looking to have access to an app (or website emulating the app) connected to a sample library and temporary credentials to evaluate placing holds, account features, etc.

2. Question: If a MELSA member library already contracts with the vendor for mobile app services, should that library be excluded from the vendor’s RFI pricing proposal?
   Answer: Please include all MELSA member library systems in your pricing proposal so that our evaluation process is as complete and accurate as possible.

3. Question: Could MELSA provide more information about the requirement “Greater flexibility for scheduling holiday/location closures” in Attachment B? What is the current level of flexibility that MELSA would like to surpass?
   Answer: We are looking for the ability to schedule holiday closures in advance and reflect closings or special hours on location information screens.

4. Question: Could MELSA provide more detail about what the requirement “Receipt of systems status alerts for proactive monitoring” means?
   Answer: We are interested in the ability to send notifications to individual library site contacts of system outages.

5. Question: For the requirement “Payment capabilities for users” does this refer to payment of circulation fines/fees or something else?
   Answer: Yes, this refers to payment of fines and fees.

6. Question: Do any of the libraries within MELSA use RFID security gates (rather than RFID for materials handling only)? If so, could MELSA provide a list of the libraries that use RFID security gates?
   Answer: 24 of the 102 library locations in the eight MELSA library systems have enabled RFID security gates.

7. Question: With the current MELSA app, does each library that buys off the MELSA contract have its own branded instance of the app or do some libraries share a MELSA-branded instance?
   Answer: Each member library system has their own branded instance of the app.

8. Question: In the Appendix A listing of the MELSA library systems, some include “Associate Libraries” (e.g., Columbia Heights Public Library is listed as “Associate Library with Anoka County Library”). Is the population served by these Associate Libraries included in the figures provided
for the MELSA libraries in Section III? Is there any information about Associate Libraries and their relationships with MELSA members that vendors should be aware of for their responses?

Answer: From MELSA’s perspective, Associate Libraries are considered as branch library locations for each library system and the population for these locations is included in the systems’ totals. There are no other considerations that vendors should be aware of for their responses.