

REQUEST FOR INFORMATION
FOR Digital Career & Employment Resource

FOR PUBLIC LIBRARIES
IN THE TWIN CITIES METRO AREA

Response Deadline

October 15, 2025

Issued by

**METROPOLITAN LIBRARY SERVICE AGENCY
(MELSA)**

**1619 Dayton Avenue, Suite 314
ST. PAUL, MINNESOTA 55104
Kathleen James, Project Manager**

Telephone (651) 379-2745

e-mail: Kathleen@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 career and employment 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 Monday, September 22, 2025.

Responses will be received until 4:00 p.m. CST on Wednesday, October 15, 2025 in electronic format to kathleen@melsa.org

Timetable

Sep 22, 2025	MELSA issues Request for Information.
Oct 2, 2025	Requests for clarification due at 4:00 P.M. Central Standard Time.
Oct 6, 2025	Posting of responses to requests for clarification on melsa.org .
Oct 15, 2025	Responses are due at 4:00 p.m. Central Standard Time.
Jan 31, 2026	Responder notification of selection process resolution.

B. Questions about this RFI

There will be no pre-response conference. Please submit written requests via email for additional information or clarification of this RFI by 4:00 P.M. on Thursday, October 2, 2025. Please include the name of your organization, a contact person, telephone number, and e-mail with your written request for clarification to: 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 Career and Employment 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 should be emailed to Kathleen@melsa.org with the subject line: **Response: MELSA DIGITAL CAREER & EMPLOYMENT RESOURCE.**
The response deadline is 4:00 p.m. CST on October 15, 2025. A confirmation email will be sent, however responses will not be opened until after the deadline.
- B. All contractors must submit (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	<p>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. 2024 populations by system and region:</p> <ul style="list-style-type: none"> • Anoka County: 374,077 • Carver County: 114,201 • Dakota County: 454,304 • Hennepin County: 1,304,748 • Ramsey County: 244,143 • City of St Paul: 313,375 • Scott County: 157,576 • Washington County: 285,550 • MELSA Region: 3,247,971

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 a eight-week period starting on October 15, 2025.
6	Provide an active customer list of 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 Tennessen 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. Tennessen Notice
- F. Sample reviewer forms

ATTACHMENT A

MELSA LIBRARY LOCATIONS

ANOKA COUNTY LIBRARY

www.anoka.lib.mn.us

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

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

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

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/

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

Kaposia

131 Seventh Ave N

So St Paul MN 55075

651-480-0900

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

HENNEPIN COUNTY LIBRARY

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

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 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 MemorialDr

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
612-630-6650

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
rclreads.org

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

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

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

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

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

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

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 CAREER & EMPLOYMENT RESOURCE

ATTACHMENT B: VENDOR QUALIFICATIONS INVENTORY

1.	Indicate if your product offers a writing lab service with resume review. Detail the steps for submissions and feedback. Include details of any resume building tools or resources available to users through your product.
2.	Outline what interviewing skill building and practices opportunities are available through your service. Specify if there are any individualized services that allow users to connect with live coaches through instant messaging or other means.
3.	Indicate if your product is customizable by our libraries wanting to include local and regional employment or learning resources.
4.	Detail any additional learning or skills building opportunities available through your service. This would include, but is not limited to, learning English as a second language, standardized test skill building and practice tests.
5.	Describe any assessment tools available to assist with determining career skills and/or career path.
6.	Provide information on formats supported by company's employment and job search resource.
7.	Outline authentication protocols available and data encryption measures in place – e.g. SIP, Stunnel, EZproxy, etc. Address any plans to expand or change what is in place over the next 1-3 years.
8.	Indicate if any patron data beyond library card number is required to establish an account for services.
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. Indicate if the service allows for an unlimited number of simultaneous users during hours of operation.
10.	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.
11.	Detail systems in place to prevent directly or indirectly revealing, reporting, publishing, duplicating, or otherwise disclosing protected user, MELSA or member library data 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.
12.	List all access limitations to services such as user age, service area, etc.
13.	Provide your Voluntary Product Accessibility Template (VPAT). Describe how your system addresses ADA Title II regulations for public libraries to require that all new digital content meet WCAG 2.1, Level AA standards. As the rules apply to websites, mobile apps, documents, media, and texts. Please include how compliance has been tested and verified.
14.	Indicate if a mobile app available is available for the service. Include types of devices that are compatible and how the app can be accessed by mobile devices. Indicate types of user testing done to optimize functionality for library users.
15.	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?
16.	Outline any major upgrades planned or anticipated in the next five years.
17.	Share thorough list of types of usage tracked, frequency, and how they are delivered or accessed. Specify if statistics provided are compatible with COUNTER 5.1 or SUSHI (Standardized Usage Statistics Harvest Initiative).
18.	<p>Please indicate how many years your company has been in business and how long the proposed service/resource has been offered. Additionally, provide an overview of your company's financial stability, including:</p> <ol style="list-style-type: none"> 1. Any past, current, or potential bankruptcy proceedings or financial risks that may impact service delivery. 2. Any ongoing or pending legal issues that could affect operational or contractual performance. <p>If applicable, briefly describe how these matters are being addressed.</p>
19.	Provide an active customer list of U.S. public library consortia or public libraries.

20.	Indicate types of user testing done to optimize functionality for library users.
21.	Describe methods available for library catalog integration including MARC records
22.	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 CAREER & EMPLOYMENT RESOURCE
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

MELSA RFI FOR DIGITAL CAREER & EMPLOYMENT 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
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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 _____

MELSA DUE DILIGENCE RFI SCORING FORM

Final Scoring

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

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
(SAMPLE) Vendor Qualification Inventory Scoring Form
DIGITAL CAREER & EMPLOYMENT RESOURCE

Worth 30 points overall.

Points assigned by reviewer:	<u>Vendor</u>	<u>Vendor</u>

1. Indicate if your product offers a writing lab service with resume review. Detail the steps for submissions and feedback. Include details of any resume building tools or resources available to users through your product.

Vendor	Notes

2. Outline what interviewing skill building and practices opportunities are available through your service. Specify if there are any individualized services that allow users to connect with live coaches through instant messaging or other means.

Vendor	Notes

3. Indicate if your product is customizable by our libraries wanting to include local and regional employment or learning resources.

Vendor	Notes

4. Detail any additional learning or skills building opportunities available through your service. This would include, but is not limited to, learning English as a second language, standardized test skill building and practice tests.

Vendor	Notes

5. Describe any assessment tools available to assist with determining career skills and/or career path.

Vendor	Notes

6. Provide information on formats supported by company's employment and job search resource.

Vendor	Notes

7. 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 <https://www.revisor.mn.gov/statutes/cite/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

8. Detail systems in place to prevent directly or indirectly revealing, reporting, publishing, duplicating, or otherwise disclosing protected user, MELSA or member library data 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

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	Response

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

Vendor	Notes

11. 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

12. 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

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

Vendor	

14. 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	

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

Vendor	Notes

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.

Vendor	Notes

17. 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

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

Vendor	Notes

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

Vendor	Notes

20. 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