

**REQUEST FOR INFORMATION
DIGITAL ADULT LEARNING RESOURCE**

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

Response Deadline

May 6, 2026

Issued by

**METROPOLITAN LIBRARY SERVICE AGENCY
(MELSA)**

**1619 Dayton Avenue, Suite 314
ST. PAUL, MINNESOTA 55104
Sherry Wichitchu, Executive Director
e-mail: sherry@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 a digital adult learning 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, April 6, 2026.

Responses will be received until 3:00 p.m. Central Standard Time (CST) on Wednesday, May 6, 2026 in electronic format. Responses will be received at: kathleen@melsa.org.

Timeline

April 6, 2026	MELSA issues Request for Information
April 15, 2026	Requests for clarification due at 3:00p.m. CST
April 17, 2026	Posting of responses to requests for clarification on melsa.org.
May 6, 2026	Responses are due at 3:00 p.m. CST
June 22, 2026	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 3:00 p.m. on April 15, 2026. Please include the name of your organization, a contact person, telephone number, fax number and e-mail with your emailed request for clarification to: kathleen@melsa.org.

Responses to any questions will be compiled and sent to known interested vendors directly and posted on the MELSA website, 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, to participate in demonstrations or for any other cost associated with responding to this 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 Adult Learning Resource to MELSA, the 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 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. 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 subject link **RFI Response: MELSA DIGITAL ADULT LEARNING RESOURCE**.

The response deadline is 3:00 p.m. CST on Wednesday, May 6, 2026.

Responses will not be opened until after the deadline. Send a separate email to kathleen@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 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	374,077	114,201	454,301	1,304,748	244,143	313,375	157,576	285,550	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 an eight-week period starting on May 6, 2026									
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	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 RFI: Digital Adult Learning Resource**Metropolitan Library System Agency (MELSA) - Eight Public Library Systems with 102 Public Library Sites**

Region	Library System	Branch	Street	City	State	Zip
MELSA	Anoka County Library	Centennial	100 Civic Heights Cir	Circle Pines	MN	55014
MELSA	Anoka County Library	Columbia Heights	3939 Central Ave N	Columbia Heights	MN	55421
MELSA	Anoka County Library	Crooked Lake	11440 Crooked Lake Blvd NW	Coon Rapids	MN	55433
MELSA	Anoka County Library	Johnsville	12461 Oak Park Blvd	Blaine	MN	55434
MELSA	Anoka County Library	North Central	17565 Central Ave Ne	Ham Lake	MN	55304
MELSA	Anoka County Library	Northtown	711 County Road 10 Frontage Rd	Blaine	MN	55434
MELSA	Anoka County Library	Mississippi	410 Mississippi St NE	Fridley	MN	55432
MELSA	Anoka County Library	Rum River	4201 6th Ave	Anoka	MN	55303
MELSA	Anoka County Library	St Francis	3519 Bridge St NW	Saint Francis	MN	55070
MELSA	Carver County Library	Norwood Young America	314 Elm St W	Norwood Young America	MN	55368
MELSA	Carver County Library	Chanhassen	7711 Kerber Bl	Chanhassen	MN	55317
MELSA	Carver County Library	Chaska	3 City Hall Plz	Chaska	MN	55318
MELSA	Carver County Library	Victoria	1670 Steiger Lake Ln	Victoria	MN	55386
MELSA	Carver County Library	Waconia	217 S Vine St	Waconia	MN	55387
MELSA	Carver County Library	Watertown	309 Lewis Ave Sw	Watertown	MN	55388
MELSA	Dakota County Library	Burnhaven	1101 County Road 42	Burnsville	MN	55306
MELSA	Dakota County Library	Farmington	508 3rd St	Farmington	MN	55024
MELSA	Dakota County Library	Galaxie	14955 Galaxie Ave	Apple Valley	MN	55124
MELSA	Dakota County Library	Heritage	20085 Heritage Dr	Lakeville	MN	55044
MELSA	Dakota County Library	Inver Glen	8098 Blaine Ave	Inver Grove Heights	MN	55076
MELSA	Dakota County Library	Kaposia	131 Seventh Ave N	South St Paul	MN	55075
MELSA	Dakota County Library	Pleasant Hill	1490 S Frontage Rd	Hastings	MN	55033
MELSA	Dakota County Library	Robert Trail	14395 S Robert Trl	Rosemount	MN	55068
MELSA	Dakota County Library	Wentworth	199 Wentworth Ave E	West St Paul	MN	55118
MELSA	Dakota County Library	Wescott	1340 Wescott Rd	Eagan	MN	55123
MELSA	Hennepin County Library	Arvonne Fraser	1222 4th St Se	Minneapolis	MN	55414
MELSA	Hennepin County Library	Augsburg Park	7100 Nicollet Ave	Richfield	MN	55423
MELSA	Hennepin County Library	Brookdale	6125 Shingle Creek Pkwy	Brooklyn Center	MN	55430
MELSA	Hennepin County Library	Brooklyn Park	8500 W Broadway Ave	Brooklyn Park	MN	55445
MELSA	Hennepin County Library	Champlin	12154 Ensign Ave N	Champlin	MN	55316
MELSA	Hennepin County Library	East Lake	2727 E Lake St	Minneapolis	MN	55406
MELSA	Hennepin County Library	Eden Prairie	565 Prairie Center Dr	Eden Prairie	MN	55344
MELSA	Hennepin County Library	Edina	5280 Grandview Sq	Edina	MN	55436
MELSA	Hennepin County Library	Excelsior	337 Water St	Excelsior	MN	55331
MELSA	Hennepin County Library	Franklin	1314 E Franklin Ave	Minneapolis	MN	55404
MELSA	Hennepin County Library	Golden Valley	830 Winnetka Ave N	Golden Valley	MN	55427
MELSA	Hennepin County Library	Hopkins	22 11th Ave N	Hopkins	MN	55343
MELSA	Hennepin County Library	Hosmer	347 E 36th St	Minneapolis	MN	55408
MELSA	Hennepin County Library	Linden Hills	2900 W 43rd St	Minneapolis	MN	55410
MELSA	Hennepin County Library	Long Lake	1865 W Wayzata Blvd	Long Lake	MN	55356
MELSA	Hennepin County Library	Maple Grove	8001 Main St N	Maple Grove	MN	55369

MELSA	Hennepin County Library	Maple Plain	5184 Main St E	Maple Plain	MN	55359
MELSA	Hennepin County Library	Minneapolis Central	300 Nicollet Mall	Minneapolis	MN	55401
MELSA	Hennepin County Library	Minnetonka	17524 Excelsior Blvd	Minnetonka	MN	55345
MELSA	Hennepin County Library	Nokomis	5100 34th Ave S	Minneapolis	MN	55417
MELSA	Hennepin County Library	North Regional	1315 Lowry Ave N	Minneapolis	MN	55411
MELSA	Hennepin County Library	Northeast	2200 Central Ave Ne	Minneapolis	MN	55418
MELSA	Hennepin County Library	Osseo	415 Central Ave	Osseo	MN	55369
MELSA	Hennepin County Library	Oxboro	8801 Portland Ave S	Bloomington	MN	55420
MELSA	Hennepin County Library	Penn Lake	8800 Penn Ave S	Bloomington	MN	55431
MELSA	Hennepin County Library	Pierre Bottineau	55 Broadway St NE	Minneapolis	MN	55413
MELSA	Hennepin County Library	Plymouth	15700 36th Ave N	Plymouth	MN	55446
MELSA	Hennepin County Library	Ridgedale	12601 Ridgedale Dr	Minnetonka	MN	55305
MELSA	Hennepin County Library	Rockford Road	6401 42nd Ave N	Crystal	MN	55427
MELSA	Hennepin County Library	Rogers	21300 John Milless Dr	Rogers	MN	55374
MELSA	Hennepin County Library	Roosevelt	4026 28th Ave S	Minneapolis	MN	55406
MELSA	Hennepin County Library	Southdale	7001 York Ave S	Edina	MN	55435
MELSA	Hennepin County Library	St Louis Park	3240 Library Ln	St Louis Park	MN	55426
MELSA	Hennepin County Library	St. Anthony	2941 Pentagon Dr	St Anthony	MN	55418
MELSA	Hennepin County Library	St. Bonifacius	8624 Kennedy Memorial Dr	St Bonifacius	MN	55375
MELSA	Hennepin County Library	Sumner	611 Van White Memorial Blvd	Minneapolis	MN	55411
MELSA	Hennepin County Library	Walker	2880 Hennepin Ave	Minneapolis	MN	55408
MELSA	Hennepin County Library	Washburn	5244 Lyndale Ave S	Minneapolis	MN	55419
MELSA	Hennepin County Library	Wayzata	620 Rice St E	Wayzata	MN	55391
MELSA	Hennepin County Library	Webber Park	4440 Humboldt Ave N	Minneapolis	MN	55412
MELSA	Hennepin County Library	Westonka	2079 Commerce Blvd	Mound	MN	55364
MELSA	Ramsey County Library	Maplewood	3025 Southlawn Dr	Maplewood	MN	55109
MELSA	Ramsey County Library	Mounds View	2576 Mounds View Blvd	Mounds View	MN	55112
MELSA	Ramsey County Library	New Brighton	400 10th St NW	New Brighton	MN	55112
MELSA	Ramsey County Library	North St Paul	2300 N Saint Paul Dr	North St Paul	MN	55109
MELSA	Ramsey County Library	Roseville	2180 Hamline Ave N	Roseville	MN	55113
MELSA	Ramsey County Library	Shoreview	4560 Victoria St N	Shoreview	MN	55126
MELSA	Ramsey County Library	White Bear Lake	2150 2nd St	White Bear Lake	MN	55110
MELSA	Saint Paul Public Library	Arlington Hills	1200 Payne Ave	Saint Paul	MN	55106
MELSA	Saint Paul Public Library	Dayton's Bluff	645 7th St E	Saint Paul	MN	55102
MELSA	Saint Paul Public Library	G.Latimer Central Lib	90 Fourth St W	Saint Paul	MN	55104
MELSA	Saint Paul Public Library	Hamline Midway	1558 W Minnehaha Ave	Saint Paul	MN	55106
MELSA	Saint Paul Public Library	Hayden Heights	1456 White Bear Ave	Saint Paul	MN	55116
MELSA	Saint Paul Public Library	Highland Park	1974 Ford Pky	Saint Paul	MN	55104
MELSA	Saint Paul Public Library	Merriam Park	1831 Marshall Ave	Saint Paul	MN	55107
MELSA	Saint Paul Public Library	Rice St	1011 Rice St	Saint Paul	MN	55117
MELSA	Saint Paul Public Library	Riverview	1 E George St	Saint Paul	MN	55103
MELSA	Saint Paul Public Library	Rondo Community Lib	461 North Dale St	Saint Paul	MN	55108
MELSA	Saint Paul Public Library	St Anthony Park	2245 Como Ave	St Paul	MN	55119
MELSA	Saint Paul Public Library	Sunray	2105 Wilson Ave	Saint Paul	MN	55130

MELSA	Saint Paul Public Library	W Seventh St	265 Oneida St	Saint Paul	MN	55102
MELSA	Scott County Library	Belle Plain	125 West Main St	Belle Plaine	MN	56011
MELSA	Scott County Library	Elko New Market	110 J Roberts Way	Elko New Market	MN	55054
MELSA	Scott County Library	Jordan	275 Creek Ln S	Jordan	MN	55352
MELSA	Scott County Library	New Prague	400 East Main St	New Prague	MN	56071
MELSA	Scott County Library	Prior Lake	16210 Eagle Creek Ave Se	Prior Lake	MN	55372
MELSA	Scott County Library	Savage	13090 Alabama Ave S	Savage	MN	55378
MELSA	Scott County Library	Shakopee	235 S Lewis St	Shakopee	MN	55379
MELSA	Washington County Library	Bayport	582 N 4th St	Bayport	MN	55003
MELSA	Washington County Library	Hardwood Creek	19955 Forest Rd N	Forest Lake	MN	55025
MELSA	Washington County Library	Lake Elmo	3537 Lake Elmo Ave N	Lake Elmo	MN	55042
MELSA	Washington County Library	Oakdale	1010 Heron Ave N	Oakdale	MN	55128
MELSA	Washington County Library	Park Grove	7900 Hemingway Ave S	Cottage Grove	MN	55016
MELSA	Washington County Library	R H Stafford	8595 Central Park Place	Woodbury	MN	55125
MELSA	Washington County Library	Stillwater	224 3rd St N	Stillwater	MN	55082
MELSA	Washington County Library	Valley	384 St Croix Trail S	Lakeland	MN	55043
MELSA	Washington County Library	Wildwood	763 Stillwater Rd	Mahtomedi	MN	55115

Attachment B: MELSA RFI – Digital Adult Learning Resource

Vendor Qualification Inventory

1.	Describe in detail the breadth and depth of the course content your service offers. Please include information on content development and assurances of accuracy and currency.
2.	Detail how course offerings and content are maintained. Specify turnaround time for updates on new technology and software, as well ask criteria for culling obsolete data.
3.	Describe the learning formats used by your service, i.e. video, PowerPoint slides, practice tests, etc.
4.	Specify what learning options are available for non-native English speakers.
5.	Indicate if any of the coursework offered is recognized by any official professional organizations for certification or continuing education to support prior certification.
6.	Detail user account features.
7.	Provide information on instructors such as selection process, credentials, etc.
8.	Describe in detail the breadth and depth of the course content your service offers. Please include information on content development and assurances of accuracy and currency.
9.	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.
10.	Indicate if any patron data beyond library card number is required to establish an account for services.
11.	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.
12.	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.
13.	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.
14.	Detail all access limitations to services such as user age, service area, etc.
15.	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.
16.	Indicate if a mobile app available s 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.
17.	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?
18.	Outline any major upgrades planned or anticipated in the next five years.
19.	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).

20.	<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>
21.	Provide an active customer list of U.S. public library consortia or public libraries.
22.	Indicate types of user testing done to optimize functionality for library users.
23.	Describe methods available for library catalog integration including MARC records
24.	<p>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.</p>

**ATTACHMENT C: MELSA RFI – DIGITAL ADULT LEARNING RESOURCE
RESPONSE FORM**

Contractor name:

Company Address:

Website URL:

Contact name and title:

Phone number:

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: MELSA RFI – DIGITAL ADULT LEARNING RESOURCE
NON-COLLUSION FORM**

Contractor name:

Federal Tax ID Number:

Company Address:

Web site URL:

Contact Name and Title:

Phone 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

Name (please print or type)

Title

Date

**ATTACHMENT E: MELSA RIF – DIGITAL ADULT LEARNING RESOURCE
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: Digital Adult Learning Resource

Attachment F1: Final Scoring Form Sample

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: DIGITAL ADULT LEARNING RESOURCE

Attachment F2: TRIAL Scoring Form Sample

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: Digital Adult Learning Resource

Attachment 7c: Vendor Qualification Inventory Scoring Form Sample

Worth 30 points overall.

Points assigned by reviewer:	<u>Vendor</u>	<u>Vendor</u>
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1. Describe course offerings in detail. Please include target audience(s), subject areas covered. Specify what learning options are available for non-native English speakers.

Vendor	Notes

2. Provide information on the learning formats used by your service, i.e. video, PowerPoint slides, practice tests, etc.

Vendor	Notes

3. Detail how course offerings and content are maintained. Specify turnaround time for updates on new technology and software, as well as criteria for culling obsolete data.

Vendor	Notes

4. Indicate if any of the coursework offered is recognized by any official professional organizations for certification or continuing education to support prior certification.

Vendor	Notes

5. 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.

Vendor	Notes

6. Indicate if any patron data beyond library card number is required to establish an account for services.

Vendor	Notes

7. 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.

Vendor	Notes

8. 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

9. 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

10. 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

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

Vendor	Notes

12. 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

13. Provide detailed description of end 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

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

Vendor	

15. 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	

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

Vendor	Notes

17. 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

18. 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

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

Vendor	Notes

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

Vendor	Notes

21. 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