

University of Minnesota Bid Summary

Bid Information

Bid Creator Elaine Kelash Category
 Manager/Contracts Specialist
 Email kelas005@umn.edu
 Phone (612) 625-6545
 Fax (612) 624-3410
 Bid Number 10018.10004.EK
 Title State-wide Interlibrary Loan System for
 MnLINK
 Bid Type RFP
 Issue Date 10/31/2014
 Close Date 12/17/2014 2:00:00 PM CT

Contact Information

Address 1300 S. 2nd Street
 Minneapolis, MN 55454
 Contact Elaine Kelash
 Department Purchasing Services
 Building
 Floor/Room
 Telephone (612) 625-6545
 Fax
 Email kelas005@umn.edu

Ship to Information

Address
 Contact
 Department
 Building
 Floor/Room
 Telephone
 Fax
 Email

Bid Notes

MnLINK seeks a standards-based system which provides an unmediated mechanism for patron searches, patron authentication, and interlibrary loan requests. RFP specifications will not be mailed or faxed. RFP specs must be viewed and responses submitted electronically through the MBID system.

Bid Messages

Bid Attributes

#	Name	Note	Response
1	**SUPPLIER PROCESS AND INFORMATION**	Review the RFP_Process_and_Supplier_Information document found in the Attachments Tab of this RFP. This document contains important instructions and information regarding completion of this RFP.	Required
2	**BACKGROUND AND SCOPE OF WORK**		Display
3	Background	View the Background document in the Attachments tab for important information about MnLINK, Minitex, and participating libraries' roles and responsibilities.	Required
4	Scope of Work/Project Summary	This Request for Proposal (RFP) seeks a standards-based system which provides an unmediated mechanism for patron searches, patron authentication, and interlibrary loan requests via the Minnesota Library Information Network (MnLINK) Gateway. The Gateway has three primary functions. Search interface for patrons and staff that connects library catalogs with holdings information. Patron authentication to determine eligibility for participation by individual patrons registered at MnLINK member libraries. Interlibrary loan request creation and management by the public and library staff.	Required

5	Evaluation Criteria	The selected Respondent will be the Respondent whose Proposal is the most advantageous to MnLINK. The MnLINK is not bound to accept the lowest priced Proposal if the Proposal is not in the best interests of MnLINK as determined by MnLINK in its sole discretion. Proposals will be evaluated on the following criteria:	Required
---	---------------------	--	----------

Evaluation Criteria
Percentages

1
Respondent Profile, Experience, References
10%

2
Ability to meet requirements
65%

3
Total Cost
25%

<ALIGN="RIGHT">TOTAL
<ALIGN="RIGHT">100%

6	**CONTRACT INFORMATION**		Display
---	--------------------------	--	---------

7	Time Period of the Contract	Our intent is to award a contract for a period of three years. MnLINK shall have the option to renew the contract for a minimum of five additional one-year terms with the same requirements, specifications, terms and conditions.	Required
---	-----------------------------	---	----------

8	** RFP ATTACHMENT INFORMATION**		Display
---	---------------------------------	--	---------

9	RFP Questions	Questions regarding this RFP must be submitted on the Questions Attachment found in the Attachment Tab of this RFP. These should be submitted, via email, to the Category Manager identified with this RFP. Questions will be collected and then answered as promptly as possible and the answers will be posted as an Addendum in the Attachment section of this RFP.	Required
---	---------------	--	----------

10	Certificate of Insurance	The successful Respondent must provide, before award of the contract, a Certificate of Insurance evidencing coverage indicated in the Award Terms & Conditions naming the "Regents of the University of Minnesota" as additional insureds, and agreeing to give the University not less than 30 days notice of any cancellation, expiration, or material change. The successful respondent further agrees to provide to Purchasing Services prior to policy expiration, a revised insurance certificate as evidence of renewals of coverage.	Required
----	--------------------------	---	----------

11	University Travel Policy Acknowledgment	If applicable, confirm that you read and understood the University Travel Policy provided in the Attachment section of this RFP.	Required
----	---	--	----------

12	**REFERENCES**		Display
13	References Acknowledgment	Respondent acknowledges that they have provided references as requested in the Reference Attachment included in BID ATTACHMENTS RESPONDENTS: You must remember to attach your references. Failure to provide references will lower scores which may result in elimination from further consideration. Valid Responses: [Please Select], References Provided, References Not Provided. Explain Below	Required
14	References Not Provided Explanation	If you have failed to provide references as per the instructions, please provide an explanation.	Optional
15	**TERMS AND CONDITIONS**	*****	Display
16	Terms and Conditions	Any award made as a result of this RFP will be governed by the Terms and Conditions included in the Attachment section of this RFP. You should also review the contract information found in the Process and Information document found in the Attachment Tab. If you take exception or wish to propose an addition, deviation or substitute terms and conditions, you must note that here and provide the appropriate document in the Response Attachment Tab. Limit your changes to those that are critically important to your proposal. If a previously negotiated contract can be leveraged note that here and upload a copy of that contract to the Response Attachment Tab. Valid Responses: [Please Select], Accept Terms and Conditions, Provided Redlined Terms and Conditions, Provided Supplier Contract, Leverage Previous Contract	Required
17	Supplier Terms and Conditions	If you are providing your own terms and conditions, they MUST be in an editable Word document. If you are suggesting that we use your contract, you must provide an explanation as to why your form is better suited for this RFP than the University's form.	Optional
18	**SUPPLIER CERTIFICATIONS**		Display

You certify that you have carefully examined all instructions, requirements, specifications, terms and conditions of this RFP; and hereby offer to furnish the Work and/or Goods, as applicable, at the prices quoted in your Proposal, and in accordance with the requirements, specifications, term and conditions of this RFP. You acknowledge your acceptance of the evaluation process described in this RFP, and that the University may make subjective judgments as part of the evaluation in its sole discretion.

You certify that you have the necessary experience, knowledge, abilities, skills, capacity, and resources to satisfactorily perform the requirements, specifications, terms and conditions of this RFP. You certify that you have the financial ability, willingness and business integrity necessary to perform under this contract.

You certify that you are aware of, fully informed about, and in full compliance with all applicable federal, state and local laws, rules, regulations and ordinances, and neither your company nor any of its officers or directors is currently debarred or suspended from doing business with the Federal government, the State of Minnesota, any other state in the United States, or any of their respective agencies, and you have no reason to believe that condition will change over the term of the contract resulting from this RFP.

The University will rely on statements, information and representations in your Proposal. You certify that all statements, information and representations prepared and submitted in response to this RFP are current, complete, true and accurate.

You certify that you understand and agree that the University will not treat any information, document or materials submitted by you as confidential unless you strictly adhere to the procedures set forth the Supplier Process and Instructions document. You agree that the University may disregard confidentiality notices on headers/footers. You further grant the University a non-exclusive, royalty-free, perpetual license to copy and use any copyrighted materials for the purpose of this RFP. You agree that all materials and documents not conforming to the confidentiality procedures set forth in the RFP Process and Instructions will be made available for immediate public inspection and copying upon completion of this RFP process.

You agree to defend and settle any action seeking release of the Materials believed to be trade secret, and indemnify and hold harmless the University, its regents, agents and employees ("Releasees"), from any judgments or damages awarded against the Releasees in favor of the party requesting the materials and any and all costs connected with that defense or settlement.

You certify you submit your Proposal at your own risk and expense and waive and release the University from any claim for damages or other liability arising out of or relating to this RFP or award process. You certify that your Proposal is a valid, firm and irrevocable offer which the University may accept within a minimum of 180 days from the Due Date of this RFP, and that your Proposal, if accepted, shall remain valid for the life of the resulting contract.

The University accepts electronic signatures with the same force and effect as original, physically written signatures. By placing your name and email address here, you are certifying that you have the authority to bind your organization and that you agree to be bound by the

certifications and all statements, representations, attachments, warranties and guaranties made in this Proposal, including but not limited to price, performance and financial terms. (Certify by typing your name and email address.)

20	SMOKE-AND-TOBACCO-FREE CAMPUS	Smoking, using tobacco products, and using electronic cigarettes are prohibited in all facilities and on ALL University property. All employees of the selected Respondent and their subcontractors must adhere to this policy while visiting and/or working on campus. Information regarding the University's Smoke-and-Tobacco-Free Campus policy can be found online at: http://www.policy.umn.edu/Policies/Operations/Safety/SMOKETOBACCO.html . Valid Responses: [Please Select], Will Comply, Cannot Comply	Required
21	**RESPONDENT PROFILE AND FINANCIAL INFORMATION**		Display
22	Legal Name of the Respondent	Please provide company's legal name.	Required
23	Supplier Contact During RFP Process	Provide the name, email address and phone number of the person in your organization to contact during the RFP process.	Required
24	Address	What is the address of the office which will fulfill this contract?	Required
25	Type of Organization	Choose the type of organization. Valid Responses: [Please Select], Public, Private, Other	Required
26	Number of years in business	How many years have you been in the business related to this RFP? Valid Responses: [Please Select], 1-5 , 6-10, 11-15, 16-20, more than 20	Required
27	Total Number of Employees	How many employees are in your organization?	Required
28	Company-wide Annual Sales Volume	What is your Company-wide Annual Sales Volume?	Required
29	Percentage Attributable to this product/service	What is the percentage of Annual Sales Volume Attributable to the product or service being requested in this RFP?	Required
30	Financial Statements Upon Request	Upon request, Respondent will provide a copy of audited financial statements for the past three (3) years.	Optional
31	Fiscal Year	What is your Fiscal Year?	Required
32	Financial Ratings	If you have a D&B or other financial rating, please provide it here.	Optional
33	Sale or acquisition	Are you currently for sale or involved in any transaction to expand or to become acquired by another business entity? If you answer yes, please describe thoroughly, including but not limited to parties involved, expansion or acquisition plans and timing.	Required
34	Past or Pending Litigation	Provide details of all past or pending litigation or government action filed or claims made against Respondent that could affect Respondent's performance under a contract with the University. If there are none, note this.	Required

35	Default	Are you currently in default, or do you foresee going into default, beyond applicable cure periods on any loan agreements or financing arrangements with any bank, financial institution or other entity? If you answer yes, specify the dates, details, circumstances and prospects for resolution	Required
36	Current Relationship with the University	Do you have any relationship, whether a relative, business associate, capital funding agreement or other such relationship, with any University employee? If yes, explain the relation in brief. If none, note this.	Required
37	Performance Circumstances	Are there any circumstances impacting your ability to perform under any award made through this RFP process? If yes, provide detail about those circumstances. If none, note that.	Required
38	**Important Instructions**	<p>READ AND FOLLOW THESE INSTRUCTIONS. Failure to do so may delay the review and evaluation of your proposal.</p> <p>Respond with a concise but thorough answer to each question in the space provided unless it is noted that a response may be provided in a separate attachment. Be as brief as possible while still providing pertinent information. If a response is lengthy (e.g. longer than 200 words), summarize your answer in the space provided and include a more detailed answer as an attachment. Do not just point us to an attachment.</p> <p>All attachments should be labeled as directed in each question or as VendorName_AttrNumber. DO NOT USE # OR & SIGNS IN YOUR ATTACHMENT NAME.</p>	Required
39	**General Questions**	*****	Display
40	High-Level Overview	Provide a high level overview of your proposed solution.	Required
41	Architecture Diagram	Provide high level diagram(s) showing each component of your proposed solution and how they integrate with each other.	Required
42	Configuration Options	Describe existing configuration parameters at the consortia level, the library system level, and the local library level.	Required
43	Similar Implementation	Provide a brief summary of sites, similar in size and scope to MnLINK, where the proposed solution has been successfully implemented. If you choose to upload case study examples, label the file VendorName_CaseStudy.	Required
44	Differentiators	What differentiates your company and products/services from those offered by your competitors?	Required
45	Licensing Model	Describe your software licensing model (i.e., enterprise, site license, per device, per user, etc.)	Required
46	Solution Structure	Describe how your solution is structured (e.g., modular, etc.)?	Required
47	Base Product	What is considered the base product? What is considered add-on?	Required
48	Sandbox	Respondent agrees to provide access to a demo site or sandbox environment for a minimum of six weeks. Valid Responses: Please Select, Yes, No	Required
49	Sandbox Site	Provide URL/web link for the sandbox environment	Optional

50	**Search: Interface**	Provide detailed information regarding the proposed system's search capabilities by describing the system's functionality in the following areas:	Display
51	Basic/advanced search	Intuitive Basic and Advanced Search screens with simple language and no jargon.	Required
52	Add search fields	Ability to add search fields in Advanced search.	Required
53	Limit searches, date range	Ability to limit searches in Basic and Advanced search to date range.	Required
54	Limit searches, language	Ability to limit searches in Basic and Advanced search by language.	Required
55	Limit searches, Item type	Ability to limit searches in Basic and Advanced search by item type such as book, DVD, audiobook, music CD, large print, eBook, article, etc..	Required
56	Limit searches, reading level	Ability to limit searches by reading level/lexile.	Required
57	Clear search	Clear search or new search button. Valid Responses: Please Select, Yes, No	Required
58	Default search fields	Indicate default search fields.	Required
59	Alternate search options	Provide a visual/graphical search results screen or any other alternative searching option that delivers results in a non-textual, non-list format.	Required
60	Required search fields	Keyword searching in all conventional database record fields (including but not limited to author, title, subject, abstract, descriptor, language, and year of publication); list any elements not searchable by keyword.	Required
61	Search usability	Improved functionality of keyword searching as demonstrated by usability testing	Required
62	Natural language queries	Natural language queries (define and describe).	Required
63	Suggest alternate strategy	Ability to suggest alternate search strategies for too few or too many search results.	Required
64	Identify misspellings	Ability to identify misspellings and suggest alternatives.	Required
65	Searching	The system accommodates the following types of searches Boolean AND, OR NOT ; Limit by date, Limit by type of material, Proximity, exact match. Valid Responses: Please Select, Yes, No	Required
66	Smart search features	Ability for smart searching features such as the automatic retrieval of singular and plural search terms (library, libraries), punctuated terms (American, American's), variant English language spellings (color, colour), upper and lower case, and full names or acronyms (NASCAR finds National Association for Stock Car Auto Racing and vice versa).	Required
67	**Complex searches**	Describe complex search functions including:	Display
68	Boolean search	Ability to create complex searches using Boolean operators AND, OR, NOT; specify default Boolean operator, operator precedence, and nesting capability.	Required
69	Proximity search	Ability to create complex searches using proximity searching (e.g., within the same field, within "n" words) and adjacency searching.	Required

70	Wildcard/truncation search	Ability to create complex searches using wildcard (right-hand and internal) and truncation symbols.	Required
71	Exact phrase search	Ability to create complex searches using exact phrase searching.	Required
72	Searchable index	Describe searchable indexes that are sorted by subject, publication title (including date and volume/issue number), and author.	Required
73	Browsable index	Describe the ability to browse indexes by subject, publication title (including date and volume/issue number), and author.	Required
74	Item length	Length of book, DVD, article or chapter specified in the results list and item record.	Required
75	Highlight search results	Ability to display highlighted search terms in search results.	Required
76	Number of items	System informs the patron of the number of items retrieved from a search. Valid Responses: Please Select, Yes, No	Required
77	Refine search	Ability to edit and/or refine a search without starting over and ability to search within results.	Required
78	Faceted navigation	Ability to provide faceted navigation of results, with description of which facets/categories are presented and in what order.	Required
79	Hyperlink search	Ability to search using hyperlinked subject and author fields.	Required
80	Search history	Search history feature that allows users to combine previous search sets (e.g., using Boolean operators AND, OR, and NOT) and to delete unwanted search statements.	Required
81	Save searches	Ability to save searches and receive notifications of new material matching those criteria (e.g., via email or RSS feed).	Required
82	Search privacy	Steps taken to maintain privacy and confidentiality of users' searches and results (e.g., HTTPS implementation).	Required
83	**Search Interface: Display**	*****	Display
84	Describe patron interface	Provide a detailed description of the patron interface.	Required
85	Search Interface Customization	Describe available customization of search screens and indicate if this is available at the local library level or at the consortia level.	Required
86	Menu/help screen design	Describe menu and help screen design, the availability of context sensitive and/or menu help functions, definitions of terms, directions or video tutorials, and support for customized help files.	Required
87	Search mode options	Describe options for various searching modes (e.g., basic, advanced, expert, child, youth, adult, and non-English languages).	Required
88	Record Display/Sorting	Describe the system's functionality involving the display and sorting of records:	Required
89	By date	Record display by date.	Required

90	By relevancy	Record display by relevancy ranking (describe the criteria used).	Required
91	By selected field	Record display by selected field (e.g., title, author, source).	Required
92	Mark selected records	Ability to mark and display selected records and specify any limitations.	Required
93	User-defined default display	User-defined default display and whether it can be changed.	Required
94	User-defined sort options	User-defined sorting options (relevancy, date, and other attributes).	Required
95	Create/save searches	Describe the means for creating and saving searches.	Required
96	Long search	Describe how the patron is informed if a long search (as defined by the system) is in progress and what the means are to interrupt the search.	Required
97	No results	Describe how the patron is notified if there are no results matched after a given period of time.	Required
98	Alert types	Describe the types of alerts that can be set (e.g., search or journal), the frequency of alerts delivery, and the means of notification (e.g., via email, RSS feeds).	Required
99	External content	Describe how the system provides the display of external content such as book jackets, reviews, summaries, ratings and tagging from other third party vendors such as Syndetic Solutions, ChiliFresh, etc.	Required
100	Interface change roadmap	Briefly describe the interface changes planned for the next 12 months.	Required
101	Patron feedback options	Describe any options the patron has to comment on the material in the database, whether by reviews, ratings, tags, annotations, or any other input mechanism, and how this information is displayed.	Required
102	E-Resource availability	Describe how your system displays electronic resource availability?	Required
103	E-Resource suppression	Describe how your system allows for the suppression of locally licensed electronic resources (e.g., eBooks not available for interlibrary loan). Explain options available at the local level.	Required
104	Database harvesting	Minnesota has a digital collection of images, maps and documents in the Minnesota Reflections collection. Describe the mechanisms for harvesting records from digital collections for display in the Search Interface.	Required
105	Link to remote resource	Describe how your system will display a link to a remote digital resource from a harvested bibliographic record.	Required
106	Database Access	Minnesota has purchased electronic database access for Minnesota residents. Describe how database access is setup and access is controlled.	Required
107	**Search Interface: My Account Features**	*****	Display
108	My Account Features	Describe what information is displayed to the patron when they login to their account.	Required

109	User Profiles	Describe the procedures for setting individual user profiles and the users' customization capabilities within these profiles.	Required
110	Customized account	Describe any features that allow patrons to opt-in to customize their environment, save information, and agree to Terms and Conditions.	Required
111	Search My Libraries	Describe how the customized account will allow patrons to specify My Libraries they want to search	Required
112	Default library	Describe how the customized account will allow patrons to specify default library to be used for pick-up location	Required
113	Libraries to search	Describe how the patron selects libraries to search without authentication	Required
114	Bibliographic holdings	Current bibliographic holdings and item availability is returned & displayed with a search. Valid Responses: Please Select, Yes, No	Required
115	Bibliographic holdings detail	List holding and availability information the system displays (e.g., Location or branch, Call number or ID Number, Availability status (real time), Format (Material) Code, Date Due (if available), Volume/part details, etc.)	Required
116	Availability Information	Describe how your solution returns availability information from the ILS or Library Management System used currently in Minnesota: See information included in MnLINK_Background.doc Attachment.	Required
117	Availability display configuration	Describe how your system displays item availability information, and if the information display is configurable to create consistency of terminology?	Required
118	Electronic resource links	Describe how your solution provides links for electronic resource holdings for items under statewide license or free viewing?	Required
119	Union catalog	If your system is a union catalog model, describe how would you include bibliographic records and holdings from local libraries. Please provide documentation on your methodology including methods and schedule. Also, include information on how the server sites will be providing the necessary holding information, estimated server site staffing commitment for supplying records, and options to gather real time availability information.	Required
120	**Interlibrary Loan: Patron Requirements**	*****	Display
121	ILL request function	The system's ILL request function is integrated with bibliographic search interface for patron initiated requesting. Valid Responses: Please Select, Yes, No	Required
122	Patron interface	Describe your patron interface solution for ILL requesting.	Required
123	Patron data	List the patron data required for an ILL request.	Required
124	Request bibliographic data	List the bibliographic data the system requires for automated processing of an ILL request.	Required
125	Database ILL Request	It is possible to create an interlibrary loan request with populated article citation information from an electronic database. Valid Responses: Please Select, Yes, No	Required

126	Multi-volume requesting	Describe how your system makes it possible for a patron to request a specific volume of a multi-volume set when the lending library catalogs multi-volume works in a single bibliographic record.	Required
127	Multiple copies	Describe how your system makes it possible for a book club to request multiple copies of the same item.	Required
128	Patron Free-text note	Describe how your system allows a free-text notes field for patron-specified notes/instruction for a request.	Required
129	Library delivery profile	The system allows libraries to develop a profile of delivery locations available only to their registered users. The system allows registered and authenticated patrons to choose from a list of delivery locations defined by the local library system (For example, the Hennepin County Library has 41 libraries in their system, which should be available to any patron who authenticates as a patron of that system). Describe how the system will accomplish this.	Required
130	E-Delivery	For non-returnables , such as electronically delivered journal articles or eBooks, describe how the borrowing library staff user indicates an email address for delivery.	Required
131	Requester delivery default	Describe how your system will allow patrons to designate their default delivery location (from the profile of library-defined location options).	Required
132	Request delivery location	Describe how the system will use the delivery location designated by the patron to allow the library designated as the delivery location to update an ILL request.	Required
133	Patron default	The system maintains information pertaining to the patrons' delivery options that can easily be modified with each request. Valid Responses: Please Select, Yes, No	Required
134	Request editing	Describe how a patron can tailor requests (e.g., delivery options, need before dates, etc.). Detail how you use any of the following and the limits of each: pull-down boxes, free text boxes, Notes field, other.	Required
135	Blank request form	Describe how your system provides a blank ILL work form to allow patrons to create requests, and detail any options within the form that may alter the form. For example, when a patron chooses the blank form will the form have different options for book, music compact disc, score, journal article, etc.	Required
136	Multiple request session	Describe how a patron places multiple requests in the same session.	Required
137	Resource sharing	The system supports patron-initiated resource sharing transactions for all formats of materials including returnable materials. Valid Responses: Please Select, Yes, No	Required
138	Electronic delivery via email	The system provides an option to add an email address for electronic delivery. Valid Responses: Please Select, Yes, No	Required
139	Document delivery	List document delivery methods available (e.g., Immediately in electronic form, As a loan requiring physical transport to and from the borrowing library, As a physical copy produced from the original document, As a digital copy produced from an original document, etc.).	Required

140	Restricting ILL by Format Type	Describe how the patron is blocked from requesting certain material format types (e.g., a location is not willing to lend or borrow DVD format, etc.).	Required
141	Request problem notification	Describe how your system will immediately signal any warnings, exceptions, or conditions that apply and return them to the patron when an ILL request is created. Include descriptions of configuration options within your system.	Required
142	Fee-based requests	Describe the system's capabilities for handling fee-based document delivery.	Required
143	Request validation	Describe how your system provides the following functions: The system immediately notifies the patron when an ILL request transaction has been entered successfully. The verification contains the unique transaction number, the item's bibliographic information, date/time the request was placed and the delivery site. The system returns this information to the patron in order to allow them to print, email or SMS a verification/reminder of the request.	Required
144	Patron request activity	The system permits patrons to view their ILL activity. Valid Responses: Please Select, Yes, No	Required
145	Dynamic updates	The ILL activity screen is dynamically updated when the request status has changed. Valid Responses: Please Select, Yes, No	Required
146	Request tracking	Describe the features that allow patrons to track the status of their requests.	Required
147	Request status	Describe the statuses and the information displayed to the patron for their requests. Include information about our options for customizing request statuses for the patron.	Required
148	Request updating	At what point is the status change information available?	Required
149	Manual Patron Blocking	Describe how patrons can be manually blocked from using the system to request items if the patron's local library wishes to limit their use of the system.	Required
150	Request limits	The system allows libraries to set a request limit for their patrons. Valid Responses: Please Select, Yes, No	Required
151	Request limit visibility	Describe how your system shows the patrons total requests allowed and total active requests.	Required
152	Patron block	Authorized staff users are allowed to override a block on a patron account.	Required
153	Limit stop	Describe how your system stops patrons from going over their request limit.	Required
154	Limit override	Describe how libraries are able to override a patrons request limit.	Required
155	Requesting Held Item	Describe available options to prevent the patron from placing a request for an item owned by their local library. Options may include: placing a local hold on the item, reject the request with an alert to the patron, or send the request on for processing.	Required
156	Duplicate Title Requesting	Describe how your system can prevent a patron from placing multiple requests on the same title (or allow it).	Required

157	Request notification	The system allows local libraries the option of notifying patrons about updates for their requests.	Required
158	Staff-defined templates	Staff-defined templates with free text options are available for patron notifications. Valid Responses:	Required
159	Message logs	Explain how these messages are logged for staff. Include information contained in logs (e.g., bounce back, etc.)	Required
160	Patron notice options	Indicate patron options to specify the method of notification from those available. Per request? As a default?	Required
161	Text message	Describe text message support that communicates from the library to the patron. Describe development plans to support text messaging	Required
162	Text message	Describe how a patron may opt in or opt out of getting text messages	Required
163	Patron Privacy SMS	Describe how a patron's contact information that is used to deliver text messages is stored, managed and secured.	Required
164	Canceling request	Describe how your system allows the patron, upon appropriate authentication, to cancel a pending request at any time before a lender fills the request.	Required
165	Renewing request	Describe how your system allows the patron, upon appropriate authentication, to request the renewal of an ILL transaction after the requested item has been received.	Required
166	Request material format	Patron request form(s) include and/or pre-populates information appropriate to the material format being requested. You may upload screen shots of available request form(s). Label the file VendorName_RequestForms. Valid Responses: Please Select, Yes, No	Required
167	**Interlibrary Loan: Staff Borrowing and Lending**	*****	Display
168	Data Importation	The system captures and/or imports data from a remote or local catalog or database, or from staff user input, as appropriate. Valid Responses: Please Select, Yes, No	Required
169	Bibliographic Information	List the bibliographic and citation fields your system provides.	Required
170	Bibliographic Information	Describe the location, call number, and any other holding information will your system display/capture from the various target catalogs and print on the request?	Required
171	Electronic Resource Access	How does your system provide access to electronic resources? Describe your mechanism for handling/supplying eBooks and other electronic content for which the patron is authorized.	Required
172	Request expiration	Does your system provide an option to set a date after which a request will no longer be needed? Valid Responses: Please Select, Yes, No	Required
173	Default request expiration	Will the no longer needed by date be able to be set as a default, with the option to change? Valid Responses: Please Select, Yes, No	Required

174	ILL Unit Distinction	Does your system allow member libraries, library branches, or locations within a library building to be designated as separate ILL units? Valid Responses: Please Select, Yes, No	Required
175	ILL Unit Distinction	Describe the flexibility within the system for setting up distinct ILL units.	Required
176	Staff Profiles	Describe how the system is able to create staff profiles for each individual library unit.	Required
177	Suspension Periods	The system allows libraries to suspend borrowing and/or lending for a designated period of time. Valid Responses: Please Select, Yes, No	Required
178	Patron notice of suspension	Describe how a patron is notified that their library has suspended borrowing.	Required
179	Suspension types	Describe how the system differentiates between different types/levels of suspension? For example, can you suspend borrowing, lending or both?	Required
180	Local suspension options	Describe how the system will allow lending libraries to manage their open/closed/suspension calendars.	Required
181	Billing	The system includes the ability to create paper and electronic invoices to be sent to the borrowing library for chargeable transactions. Valid Responses: Please Select, Yes, No	Required
182	Status Information	The system records the date/time associated with each status change during the ILL request process and to make that data available to both borrowing and lending libraries. Valid Responses: Please Select, Yes, No	Required
183	Status-change Information	Describe how the borrowing and lending libraries gain access to the status-change information pertaining to a request.	Required
184	Data Storage & Access	The system has the ability to retain and link all data relevant to the request transaction to the ILL record until the transaction is completed. Valid Responses: Please Select, Yes, No	Required
185	Data retention	MnLINK support staff can determine which data is retained and later archived, which will be available to both the borrowing and lending libraries. Valid Responses: Please Select, Yes, No	Required
186	Data Storage & Access	Describe how data is accessed prior to completion, what data the system retains after completion, how it is archived, and how archived data is accessed.	Required
187	Picklists	The system generates a report that includes a printable form (picklist) that is used for shelf retrieval and processing of the request at the lending library. Valid Responses: Please Select, Yes, No	Required
188	Picklist elements	List elements that can be included in a customized picklist (e.g., date/time, bibliographic information, citation information, local location and call number, transaction number with printed barcode that can be used to update the request, need-by-date, delivery site, patron's barcode, patron's email address, other locally-specified information, etc.).	Required

189	Picklist printing	The system allows each lending library to select the location where picklists are to be printed. Valid Responses: Please Select, Yes, No	Required
190	Picklists print on demand	The system provides the option to sort and print picklists on demand. Valid Responses: Please Select, Yes, No	Required
191	Scheduled picklist printing	Picklist printing can be scheduled by the local library and automatically be processed each work day. Valid Responses: Please Select, Yes, No	Required
192	Requests flagged as printed	The system flags requests included in picklists so that they will not be printed a second time. Valid Responses: Please Select, Yes, No	Required
193	Picklists reprint	Describe how your system flags requests that have been printed and the mechanism for reprinting picklists.	Required
194	Call number and location	The system captures the correct call number and location when the request is sent to each potential lending library (i.e., as the request moves from one lending library to the next lending library, the item call number and location displayed on the request slip is for the current lending library). Valid Responses: Please Select, Yes, No	Required
195	Delivery Instructions	The system provides the option to print delivery instructions, including the method of shipment and mailing labels. Valid Responses: Please Select, Yes, No	Required
196	Notes Field	The system provides a free-text notes field for notes to be entered by the borrower or lender; these notes are for staff use only and not available to the patron. Valid Responses: Please Select, Yes, No	Required
197	Notes Field	Describe how the notes field can be used.	Required
198	Messaging	The system includes a messaging feature that allows staff of the borrowing library and the lending library to have an ongoing, two-way communication tied to the request. Valid Responses: Please Select, Yes, No	Required
199	Staff Message	Messages are for staff use only and not available to the patron. Valid Responses: Please Select, Yes, No	Required
200	Message viewing	The messages are viewable in the request details view within the library staff interface. Valid Responses: Please Select, Yes, No	Required
201	Describe Messaging Functionality	Describe the messaging component that allows two-way communication between the borrowing and lending libraries and whether it is based on ISO standards.	Required
202	Messaging notice	Describe how the messages are brought to the attention of the staff on the other end.	Required
203	ISO 10161	The system supports reasons for responding no to an unfilled ILL request as outlined in ISO 10161. Valid Responses: Please Select, Yes, No	Required
204	Reasons included	These reasons for not supplying the item will be included in the request information. Valid Responses: Please Select, Yes, No	Required

205	Electronic Document Delivery	The system supports electronic document delivery. Valid Responses: Please Select, Yes, No	Required
206	Electronic Document Delivery	Describe in detail any features included in the system for electronic document delivery of articles.	Required
207	Overdue items	The system alerts borrowing libraries when items are overdue. Valid Responses: Please Select, Yes, No	Required
208	Overdue options	Describe how the system handles overdues (include how notices are sent, to whom, by whom, format, etc.). List configuration options.	Required
209	Recalls	The system alerts borrowing libraries when items are recalled. Valid Responses: Please Select, Yes, No	Required
210	Recalls	Describe how the system handles recalls (include how notices are sent, to whom, by whom, format, etc.).	Required
211	**Interlibrary Loan: Request Routing**	*****	Display
212	Patron-initiated requests	The system moves a patron-initiated request directly to preferred lending partners without the borrowing library staff needing to direct the request to potential lenders. Valid Responses: Please Select, Yes, No	Required
213	Unmediated request processing	For unmediated requests, in most cases, the only time the borrowing library will need to look at the request is when there is a problem or when it's either filled or sent back as unfilled. Describe how the system handles unmediated request processing.	Required
214	Local options	Libraries, at the local level, will have the option of mediated or unmediated request processing. Valid Responses: Please Select, Yes, No	Required
215	Local options	The system has the ability to route requests to different lists of potential lenders based on the format of the item requested, the need-by date, item availability, or other criteria determined at the local level. Valid Responses: Please Select, Yes, No	Required
216	Local options	Describe the criteria that can be used to differentiate lists of potential lenders for request routing and the flexibility in setting the criteria at the local library level.	Required
217	Local options	The system has a method for prioritizing the lenders within lists for unmediated processing. Valid Responses: Please Select, Yes, No	Required
218	Local options	Describe the criteria that can be used to prioritize potential lenders within a list for request routing and the flexibility in setting the criteria at the local library level.	Required
219	Interoperability with multiple ILL systems	Lists of potential lenders can include a mixture of libraries that use a variety of ISO compliant ILL systems. Describe the ability of the system to route requests to a succession of potential lenders.	Required
220	Local options	Describe the limit on the number of potential lenders that can be included for unmediated processing.	Required

221	Local options	Decisions about how to implement request routing and the entry of lists of potential lender strings can be at the local level. Valid Responses: Please Select, Yes, No	Required
222	Local options	Implementing local changes to these decisions can be made without the involvement of the MnLINK Support Staff. Valid Responses: Please Select, Yes, No	Required
223	Load balancing	The system will apply a configurable and dynamic load-balancing algorithm when there is a choice of lending locations. Valid Responses: Please Select, Yes, No	Required
224	Load balancing	Describe the capabilities for load balancing within the system.	Required
225	Patron blocks	The system will provide borrowing libraries with the option to define conditions under which a patron's ILL request will automatically be rejected. These conditions may include, but are not limited to: the requested item is available at the patron's library or is for a format that the borrowing library does not allow their patrons to request through ILL, the number of ILL requests by a patron exceeds a certain threshold, or the patron's library is closed to borrowing requests. Valid Responses: Please Select, Yes, No	Required
226	Patron blocks	Describe options available to reject a patron's ILL request.	Required
227	Local options	The system will move an ILL request automatically on to the next library on the lending list if no response is received from the target library in a locally defined number of working days. Valid Responses: Please Select, Yes, No	Required
228	Shelf status	Describe the ability of the system to determine availability (shelf status) at potential lending libraries, and how this information is used for request routing.	Required
229	Local options	The system provides borrowing libraries the option to define conditions under which requests should be routed to library staff for mediation. Describe available options or conditions to force requests to be routed to library staff for mediation.	Required
230	Local options	The system allows borrowing library staff to manually enter library routing lists for ILL requests. Valid Responses: Please Select, Yes, No	Required
231	Local options	The system allows borrowing library staff to change routing lists for all ILL requests (mediated and unmediated). Valid Responses: Please Select, Yes, No	Required
232	Broker support	The system must accommodate participation of ILL centers, such as Minitex, that act as ILL brokers (i.e., location without items or patrons). Describe the system's capabilities to support an ILL broker.	Required
233	Local/broker options	The system will allow libraries to route a request to another lending unit without re-keying data. Valid Responses: Please Select, Yes, No	Required

234	Brokering needs	The system allows a broker such as Minitex to suspend the number of days allowed for request processing. Describe your ability to accommodate this need.	Required
235	ISO ILL Will-supply	Do you support the ill-answer will-supply APDU as a mechanism to suspend the expiration date for a request? Valid Responses: Please Select, Yes, No	Required
236	**Interlibrary Loan: Staff Management**	*****	Display
237	Solution Delivery	Is staff interface client-based or web-based?	Required
238	Staff Interface	DESCRIBE staff interface functionality.	Required
239	Efficiency Features	List built-in features that allow for speed and efficiency in high volume operations.	Required
240	Request Identification	The system assigns unique, searchable numbers to identify and track each request through the life of that request. Valid Responses: Please Select, Yes, No	Required
241	Request history	Complete request history is available to staff at any point during the life of the request. Valid Responses: Please Select, Yes, No	Required
242	Request history log	List elements logged in request history.	Required
243	Request Editing	The system allows staff to edit or add information to ILL request records before completion of request transactions (e.g., corrections, verification, etc.) Valid Responses: Please Select, Yes, No	Required
244	Multiple Queries	List available queries for both open and closed requests (e.g., Bibliographic fields, OCLC numbers, NLM numbers, LC Control, ISSN/ISBN numbers, Patron ID number, Patron name, System-assigned request number, Remote ILL server request number, etc.). Valid Responses: Please Select, Yes, No	Required
245	Staff Initiated Requests	Library staff are able to initiate multiple requests on the behalf of patrons. DESCRIBE how the system will retain constant data from one request to another (i.e., patron name).	Required
246	Staff Re-initiated Requests	The system allows library staff to re-initiate requests that were not supplied and expired. Valid Responses: Please Select, Yes, No	Required
247	Request Tracking	Describe how the system handles the tracking of non-ISO compliant requests (web requests forms, ALA forms, etc.).	Required
248	Work queue display	Describe how your system provides a work queue display to library staff that groups borrowing and lending requests by status.	Required
249	Request Counts	The system shows counts of open requests in each status category. Valid Responses: Please Select, Yes, No	Required
250	Status types	List borrowing and lending request status types currently available in your system. Are these configurable? Can we add custom status types?	Required

251	Batch Processing	Describe how the system provides batch processing of requests that call for the same status (i.e., scan/enter multiple request numbers into the same status setting). Confirm that staff will be alerted to errors that occur during batch.	Required
252	Barcode - transaction ID	The system has the ability to include barcodes (in Codabar or Code 39 specifications) on ILL requests as they are printed. Valid Responses: Please Select, Yes, No	Required
253	Barcode - print transaction ID	System-assigned transaction identifiers for each request will appear on the printed request in the barcode font. Valid Responses: Please Select, Yes, No	Required
254	Barcode-Transaction Matching	The system has the ability to use the printed barcodes corresponding to the transaction number for subsequent updating of request status. Valid Responses: Please Select, Yes, No	Required
255	Profile Maintenance	Describe the system's ability to manage library profiles for each ILL unit on the MnLINK Gateway. Distinguish between local library profiles, system profiles, lending and borrowing library profiles, if available.	Required
256	Library profile maintenance	Each library profile can be entered and maintained at the local level and without MnLINK administrative assistance. Valid Responses: Please Select, Yes, No	Required
257	Archived Requests Indexing	Indexing parameters to support archived request searching may be determined by the consortium. Valid Responses: Please Select, Yes, No	Required
258	Updating Incorrect Requests	Does the system provide the ability to edit the status of requests that have been updated incorrectly (e.g., changing a status to Shipped from Not Supplied)? DESCRIBE how this functionality works and how it is limited to appropriate staff.	Required
259	Cost / Publication Date Check	Describe the ability of the system to track and provide options for handling ILL requests for items by publication date and/or by a certain cost limit. The handling options for these requests might include purchasing the item locally, moving the request on to lenders and rejecting the request.	Required
260	**Interlibrary Loan: Copyright**	*****	Display
261	Interface	The patron request interface for ILL displays the standard copyright compliance notice before allowing the request for a non-returnable (article, book chapter, etc.) to be made. Valid Responses: Please Select, Yes, No	Required
262	Copyright Designation	The system automatically assigns a CCG (Compliance CONTU Guidelines) or CCL (Compliance Copyright Law) to requests for non-returnables. The copyright compliance designation is included on the lending library request. Valid Responses: Please Select, Yes, No	Required
263	Copyright guideline options	The system provides a variety of local options for handling cases whenever a request exceeds copyright guidelines (e.g., send the request on to lenders without staff mediation, block the request, accept the request and automatically place in a work queue for staff review, accept the request and automatically route it to an approved document supplier, etc.). Valid Responses: Please Select, Yes, No	Required

264	Copyright patron notice	The system includes the option to provide a library-specific note to the patron in cases where the request is rejected because it exceeds the copyright limit set by the library. Valid Responses: Please Select, Yes, No	Required
265	Local Options	Describe how your system provides for the local options described above and any additional options that you may have.	Required
266	CONTU	Describe how the system determines when copyright guidelines have been exceeded and whether it tracks in accordance with the CONTU guidelines.	Required
267	Staff Access	The system provides library staff access to copyright compliance information, including requests that meet copyright guidelines and copyright law. Valid Responses: Please Select, Yes, No	Required
268	Data Security	The ILL staff is able to browse the copyright file for their library. The information is secure so that other libraries' copyright information is not available. Valid Responses: Please Select, Yes, No	Required
269	Copyright Clearance Center	List and describe available interface(s) your system has with the Copyright Clearance Center (CCC).	Required
270	Editing Copyright	The system allows library staff to change the copyright compliance on a completed record (e.g., because of errors made on input) so that copyright counts remain accurate. Valid Responses: Please Select, Yes, No	Required
271	Managing Copyright	Describe how the system counts, tracks, and manages copyright on article requests.	Required
272	**Technology: System Architecture**	*****	Display
273	Solution Delivery	How is your solution delivered (e.g., web-based, thin or thick client, etc.) at the library staff and administration levels?	Required
274	Hosting Environment	Describe your hosting environment (e.g., multi-tenant, exclusive tenancy, etc.)	Required
275	Data Segregation	How would MnLINK data be segregated from other customer data (e.g., physically, logically, both)?	Required
276	Database Management	Describe the administrative functions of the database management system as it related to organizing databases and resources at the system/consortium level.	Required
277	Access Restrictions	Describe how access to your system can be controlled through IP restrictions and firewall settings. Include any firewall settings that are required to access your system.	Required
278	Operating System Requirements	Many operating systems provide multiple levels of security options. Does your system require the use of a specific level of security or restrict the use of security options in the computer's operating system?	Required
279	Search Interface browser support	The Search Interface component shall operate using a standard patron web graphical browser including but not limited to, Microsoft Internet Explorer, Chrome, Firefox, Opera, Safari. Valid Responses: Please Select, Yes, No	Required

280	Staff Interface browser support	If the interlibrary loan software is a web-based client, it shall operate using a standard staff user web graphical browser, including but not limited to, Microsoft Internet Explorer, Chrome, Firefox, Opera, Safari. Valid Responses: Please Select, Yes, No	Required
281	Browser versions	List versions of all browsers that are currently supported.	Required
282	Browser support	Describe your testing and release cycle for new browser versions of the above listed browsers for search and the staff user interface	Required
283	Touch screen interface	To what extent is touch screen functionality operational? If not currently available, what are your plans to incorporate touch-enabled elements in the system's interface?	Required
284	Mobile interface	Describe the user interface appearance in smart phones and tablets or any apps that can be used to search from smart phones and tablets.	Required
285	Mobile Interface: Search	Describe mobile search interface. Outline how functionality varies from the website interface.	Required
286	Mobile Interface restrictions	Describe any mobile device restrictions (e.g., android only, native applications for the mobile search interface, etc.).	Required
287	Mobile Interface plans	Describe development plans for mobile search interface.	Required
288	Mobile Staff Interface: functionality	Describe any staff interlibrary loan functionality available through a mobile interface and how this functionality may vary from the full staff interface.	Required
289	Mobile Staff Interface: restrictions	Describe any mobile device restrictions (e.g., android only, native applications for the mobile staff interface, etc.).	Required
290	Mobile Staff Interface: plans	Describe development plans for mobile staff interface.	Required
291	**Technology: Authentication/Authorization**	*****	Display
292	SIP/SIP2 protocol support	Describe how your system performs patron authentication and authorization using SIP2. Describe the system's use of other authentication mechanisms such as NCIP, Shibboleth and OAuth. Note which of the vendors/software/versions listed in Appendix A of the Background document you have successfully interoperated with using SIP2 or other authentication protocols..	Required
293	Local Patron Data	Describe how your system acquires and uses patron data from the local library system. Include how your system queries patron files of different types, which protocols are used to query the local system, how patron data is kept by your system and for how long, and how your system can enforce different patron borrowing privileges based on the type of patron.	Required
294	Patron Authentication Screen and Status	Describe the initial screen that library patrons will use to authenticate to the resource sharing system. Describe how the patron's logged in status will be displayed to them once they have authenticated.	Required
295	Patron Authentication Process	At what point does patron authentication occur in your system? How and when is a patron told that authentication is required?	Required

296	Patron Authorization Process	Describe how your system authorizes a library patron's status with the local library's automation system. Describe how your system checks if the patron exists, is current, and is allowed to use the resource sharing system.	Required
297	Authentication multiple ILS or Library Management System	Minnesota public library policy allows a patron with a valid Minnesota public library card to have their public library card registered in another Minnesota public library. This allows the patron to access services from either public library. Patrons using the current MnLINK Gateway can logon and be authenticated against both public libraries that they are registered at and choose which public library will provide their interlibrary loan services. Describe any options your system provides for this function.	Required
298	Patron Barcodes	Library patrons are identified by existing patron barcodes. Explain how the system handles duplicate patron barcode numbers from different libraries.	Required
299	Patron Access to Online Resources	Describe how your system can allow for authenticated patron access to online databases and resources. Privileges will differ between different state-wide and local contracts.	Required
300	Patron Privacy	Describe how your system ensures the confidentiality of patron records and maintains patron privacy. Include default retention policies that are a part of your system and how the defaults may be changed.	Required
301	Patron Authorization	If your system has different levels of patron authorization, describe what they are and how those levels are assigned and managed.	Required
302	Patron Access Limitations	Describe any Patron access limitations controlled at the local library level.	Required
303	Invalid Authentication Attempts	Solution allows for rules to be defined which would automatically suspend accounts (staff and patron) when invalid attempts are made to access the solution. Valid Responses: Please Select, Yes, No	Required
304	Patron access	The client software prevents patron access to secured files and records. If the system does not provide for this protection, SPECIFY how this protection might be assured.	Required
305	Library Staff Authentication	Describe how a library staff user is authenticated in your system.	Required
306	Library Staff Passwords	Describe how staff passwords are established and maintained over time.	Required
307	Staff Permissions	The system provides for multiple security/permissions levels (i.e. role-based access) for different types of staff. Valid Responses: Please Select, Yes, No	Required
308	Library Staff Authorization	Describe the different levels of library staff authorization in your system. Specify which levels of staff access exist and how they are managed.	Required
309	Library Staff Authorization	The proposed system(s) provides multi-level authorization and account profile control systems to limit access to certain records, fields, and functions to authenticated staff personnel or workstations. Valid Responses: Please Select, Yes, No	Required

310	Multiple security levels	The system(s) accommodates multiple levels of security and allow for different levels of authorization to be associated with the same staff person for different processes. Valid Responses: Please Select, Yes, No	Required
311	Access configuration options	Describe configuration options for managing access levels by MnLINK staff and local library staff.	Required
312	Automatic Logoff	The software automatically logs the user off after a certain amount of time if the system is not being used. Specify the default time and whether or not it can be customized and describe how the service handles notification of impending termination of connections.	Required
313	Task Assignment	Does your solution allow staff users to be assigned to complete specific tasks, and if so what is the process?	Required
314	Access to Specific Functions	Each staff user is assigned a security profile that will allow him or her to access only specific functions. Valid Responses: Please Select, Yes, No	Required
315	Application of Security Rules	Solution allows application security rules to be defined and maintained at the individual sign-on level and/or at the type of activity being performed. Valid Responses: Please Select, Yes, No	Required
316	Staff authorization	It is possible to block staff functions for unauthorized persons from a dedicated public access terminal or from a remote public access session. Valid Responses: Please Select, Yes, No	Required
317	Staff authentication management	The system allows each library to establish its own staff authentication records. Describe how your system meets this requirement.	Required
318	Guest Access	Describe what actions are allowed on the system for library patrons who have not authenticated.	Required
319	Password Management	The system allows all staff and patrons to change their own passwords. Valid Responses: Please Select, Yes, No	Required
320	Setting up Access	Describe your process for setting up, maintaining and terminating access for authorized users. What levels of access are available?	Required
321	Password Policy	Describe your password policy, including your definition of a Strong Passwords. How often do you require that passwords be changed?	Required
322	**Technology: Database / Indexing**	*****	Display
323	Administration	Describe how search fields and/or indexing is defined. Include what can be controlled by the individual library administrator.	Required
324	Deduplication	The system has the capability to deduplicate results and to display unique items on each line of the display. Describe how de-duping works in your system.	Required
325	Character display	Describe how the software handles Unicode character sets for search and record display purposes.	Required
326	Authority Records	Describe the ability of the system to integrate Authority Records	Required

327	Metadata	Describe how the MARC (MARC 21 and US MARC), Dublin, Core, Online Information Exchange (ONIX), and Encoded, Archival Description (EAD) bibliographic formats are supported. Also list and describe how any other schemas are supported and if any known schemas are not supported.	Required
328	Indexing	Describe any limitations related to indexing of MARC21 bibliographic data.	Required
329	Indexing	The system indexes and displays detailed bibliographic-level information which includes, but is not limited to: author (1xx)title (24x)place of publication (260) & (264)publisher (260) & (264)date of publication (260) & (264)physical description (300)RDA Content Media and Carrier Types holdings (9xx)standard numbers (ISBN, ISSN, UPC, OCLC, LCCN)series (4xx) Valid Responses: Please Select, Yes, No	Required
330	Indexing	Describe how the system distinguishes format types. Is it based on fixed fields in the MARC records or another method?	Required
331	Searching	The system permits searches by: Author, Title, Subject, Keyword, ISBN, ISSN, UPC from local ILS or Library Management System	Required
332	Marc Display Elements	The system has the capability to permit profiling to specify what data elements are displayed as the result of a patron search, on a system-wide basis or by individual libraries Valid Responses: Please Select, Yes, No	Required
333	Marc Display	The system permits the patron to request the display of additional information from the MARC record, if not displayed automatically. Valid Responses: Please Select, Yes, No	Required
334	RDA	Describe the process to migrate from Anglo-American Cataloguing Rules (AACR2) to Record Description and Access (RDA) cataloging rules.	Required
335	Indexing	Describe the indexing process when added/updated bibliographic records are saved to the database.	Required
336	Indexing	Describe re-indexing options available and how the process is initiated. Include any effects on system performance when users are online.	Required
337	Indexing	System has a method to exclude brief records Valid Responses: Please Select, Yes, No	Required
338	Indexing	Describe which fixed field data is indexed.	Required
339	**Technology: Interoperability and Standards**	*****	Display
340	General Interoperability	Describe the different options for how the system interfaces with the local ILS or Library Management System.	Required
341	General Interoperability	Provide a list of Integrated Library System (ILS) or Library Management System for which the system has been tested for interoperability.	Required
342	Circulation Interoperability	For Each ILS or Library Management System for which NCIP circulation interoperability is not currently provided, provide an estimated timeline to provide such interoperability.	Required

343	Holding Data	Describe how the system communicates with local ILS or Library Management System to retrieve bibliographic and holding data (e.g., Z39.50, data uploads, etc.)	Required
344	ANSI/NISO Z39.50 support	Describe the extent to which the system supports the ANSI NISO Z39.50 and applicable subsections (e.g., item order or extended service). Also indicate any ways in which the system deviates from these standards.	Required
345	ANSI/NISO Z39.50 support	Describe how results may differ when results are retrieved from systems using different versions of Z39.50. Indicate which versions you support. Note which of the vendors/software/versions listed in Appendix A of the Background document you have successfully interoperated with using Z39.50	Required
346	SRU/SRW support	Describe the extent to which the system supports SRU/SRW to query remote library catalogs. Note which of the vendors/software/versions listed in Appendix A of the Background document you have successfully interoperated with using SRU/SRW.	Required
347	Additional search methods	Describe any other search mechanisms that the system supports besides Z39.50 or SRU/SRW.	Required
348	Holding Data	Describe the proposed method by which holdings information is preserved/retained/converted, including fields and/or subfields to which holdings data can/will be mapped and stored. If holdings statements are converted, describe the format/coding for the converted data.	Required
349	Record creation	Describe how the system creates a record for requested items in a local system, including record creation, purging and status information for Z39.50 and other systems.	Required
350	Interoperability	Does your system include a consistent and fully-documented set of APIs that can be used by customers to access and extend the system's capabilities? Describe those APIs and give examples of how they have been used by other customers.	Required
351	API limitations	List parts of the system cannot be accessed by via APIs.	Required
352	Interoperability	The system includes circulation interoperability for the vendors/software/versions listed in Appendix A of the Background document. For each system listed, indicate how circulation interoperability is accomplished (e.g. SIP, NCIP, screen-scraping, etc.) and any limitations or advantages resulting from the methodology currently in use.	Required
353	Circulation Interoperability	Describe NCIP messages the system uses to communicate with the ILS or Library Management Systems used in MnLINK see Appendix A of the Background document.	Required
354	ANSI/NISO Z39.83 NCIP Support -NCIP Core message	Describe support for NCIP core messages of Accept Item, Cancel Request Item, Check In Item, Check Out Item, Lookup Item, Lookup User, Recall Item, Renew Item, and Request Item. Provide detail of support for systems and versions of ILS or Library Management System and NCIP messages supported (include core messages as well as any additional messages that are supported).	Required
355	ANSI/NISO Z39.83 NCIP Support-NCIP Core message	Describe your plans to stay current as the NCIP protocol evolves.	Required

356	ANSI/NISO Z39.83 NCIP Support-NCIP message	Describe any additional NCIP messages supported.	Required
357	ANSI/NISO Z39.83 NCIP support	Describe the extent to which the system supports the NISO Circulation Interchange Protocol (NCIP) Standard ANSI/NISO Z39.83 v1.0. Indicate any ways in which the system deviates from these standards. Note which of the vendors/software/versions listed in Appendix A of the Background document you have successfully interoperated with using NCIP v1.0 and using NCIP v2.0.	Required
358	NCIP Interaction	The system should log all NCIP interactions with a library's circulation system, what the NCIP message was, and whether or not it was successful. Valid Responses: Please Select, Yes, No	Required
359	NCIP Interaction	The system logs all NCIP interactions with a library's circulation system, what the NCIP message was, and whether or not it was successful. Valid Responses: Please Select, Yes, No	Required
360	ANSI/NISO Z39.83 NCIP support	Describe the compliance of the system with the Direct Consortia Borrowing profile. If partially compliant, indicate what functionality is missing and when full compliance will occur.	Required
361	ANSI/NISO Z39.83 NCIP support	Describe the compliance of the system with Circulation to Interlibrary Loan (C-ILL) borrowing and lending profiles. If partially compliant, indicate what functionality is missing and when full compliance will occur.	Required
362	ISO ILL 10160 compliance	Describe the compliance of the system with International Organization for Standardization 10160 – ISO ILL. Also indicate any ways in which the system deviates from these standards.	Required
363	ISO ILL interoperability	Describe ISO ILL interoperability testing of your system.	Required
364	ILL Application Services	Which of the following ILL Application services have you implemented? Indicate if implementation was done for borrowing, lending, both or neither.	Display
365	ILL-REQUEST	ILL-REQUEST Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
366	FORWARD	FORWARD Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
367	FORWARD-NOTIFICATION	FORWARD-NOTIFICATION Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
368	SHIPPED	SHIPPED Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
369	ILL-ANSWER	ILL-ANSWER Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
370	CONDITIONAL-REPLY	CONDITIONAL-REPLY Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required

371	CANCEL	CANCEL Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
372	CANCEL-REPLY	CANCEL-REPLY Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
373	RECEIVED	RECEIVED Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
374	RECALL	RECALL Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
375	RETURNED	RETURNED Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
376	CHECKED-IN	CHECKED-IN Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
377	OVERDUE	OVERDUE Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
378	RENEW	RENEW Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
379	RENEW-ANSWER	RENEW-ANSWER Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
380	LOST	LOST Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
381	DAMAGED	DAMAGED Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
382	MESSAGE	MESSAGE Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
383	STATUS-QUERY	STATUS-QUERY Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
384	STATUS-OR-ERROR-REPORT	STATUS-OR-ERROR-REPORT Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
385	EXPIRED	EXPIRED Valid Responses: Please Select, Borrowing, Lending, Both, Neither	Required
386	ISO ILL interoperability testing	Describe ISO ILL interoperability testing between Ex Libris Aleph Interlibrary Loan, OCLC WorldShare Interlibrary Loan, Ex Libris Alma Interlibrary Loan	Required
387	ISO ILL IPIG support	State which ISO ILL Request ILL service types are supported: Loan, Copy Non-returnable, Locations, Estimate, Responder-Specific	Required

388	IPIG Patron Request submission message	Describe how the system implements and uses the Interlibrary Loan Protocol Implementers Group (IPIG) patron request submission message.	Required
389	IPIG Patron Request submission message-open URL	The system supports the Interlibrary Loan Protocol Implementers Group (IPIG) patron request submission message as an OpenURL that allows transfer of request to another ILL system. Valid Responses: Please Select, Yes, No	Required
390	IPIG loan policy compliance	Describe the compliance of the system with IPIG Interlibrary loan policy directory. If partially compliant, indicate what functionality is missing and when full compliance will occur.	Required
391	ISO Interlibrary Loan Transactions	Do you intend to implement and support the ISO 18626 Interlibrary Loan Transactions standard when it is approved and adopted. Valid Responses: Please Select, Yes, No	Required
392	**Technology: Electronic Delivery**	*****	Display
393	Electronic Delivery to patrons	Describe support and workflow for electronic delivery of article requests directly to a patron. Provide information on browsers supported, additional software needed, formats supported and file size allowed.	Required
394	Electronic Delivery to library staff	Describe support and workflow for electronic delivery of article requests to a library staff account. Detail information on browsers supported, additional software needed, formats supported and file size allowed.	Required
395	Electronic Delivery restrictions	Describe any restrictions related to operating system for example PC, MAC or other for either staff or patron use.	Required
396	Electronic Delivery devices	State the current devices a patron can use to access e-delivered materials.	Required
397	Electronic Delivery controls	Describe controls on patron or library staff use such as copyright warning notification, number of views and/or length of time the article is available for viewing.	Required
398	Electronic Delivery: e-books	Describe support for the electronic delivery of e-books. Provide information on development plans for electronic delivery of e-books.	Required
399	**Technology: Reports and Statistics**	*****	Display
400	Reporting Access	Describe MnLINK's access to reporting on solution service issues and resolutions.	Required
401	Statistical Breakdown	The system maintains statistics on the number of interlibrary requests. Breakdown of needs must include, but not be limited to, numbers of loans, copies, filled loans, filled copies, and grouped by requesting and by supplying institutions. Valid Responses: Please Select, Yes, No	Required
402	Reports	Describe the type of reports you can provide including: frequency of reports, method of report delivery (e.g., electronic, paper, web-based, etc.), and process for requesting reports.	Required
403	Standard Reports	List reports that are included in your standard reporting package.	Required

404	Standard Report Samples	Upload samples of the most widely used standard reporting included. Label the file VendorName_StdReports. Valid Responses: Please Select, Yes, No	Required
405	Report Options	Describe options for modifying, viewing, exporting, and printing reports.	Required
406	Ad Hoc Reporting	Describe ad hoc reporting abilities included with your proposed solution. Include parameters available for reporting.	Required
407	Scheduled Reports	Describe ability to automatically generate and publish scheduled reports.	Required
408	New/Custom Reports	Describe the mechanism for requesting new/custom reports?	Required
409	Statistical Granularity	Describe how your system provides statistical reporting for each level: system, interlibrary loan location, patron delivery location, patron.	Required
410	Fill/Turnaround Rate	The system provides a method for tracking request fill rate and turnaround time for each lending library. Valid Responses: Please Select, Yes, No	Required
411	Copyright Reports	Describe how your system provides copyright compliance reports on copy requests.	Required
412	Copyright Report	The system supplies a copyright compliance report listing the journal title and article citation of non-returnable items requested from non-commercial suppliers on an institution basis. Valid Responses: Please Select, Yes, No	Required
413	Copyright Report	The copyright compliance report includes the number of requests per title by year and the number of pages copied per request. List elements/information included in copyright compliance report (e.g., number of requests per title by year, number of pages copied per request, etc.).	Required
414	Collection Development Reports	Describe options for collection development reports (e.g., most requested titles).	Required
415	Website Usage Statistics	Describe how your system provides website usage statistics.	Required
416	Retention Policy	Describe your retention policy of statistical reports.	Required
417	**Cloud Questions**	*****	Display
418	Available 24x7	Your system must be available for access by users (staff & library patrons) 24 hours per day, each day of the year, except during pre-agreed upon periods of scheduled maintenance. Valid Responses: Please Select, Yes, No	Required
419	Availability	What is the average availability/uptime of your site? MnLINK requires this to be better than 99%. What is your commitment to maintaining this level? Describe the high availability features of your solution.	Required
420	Redundant Connectivity	Describe the redundant connectivity from your data centers to the Internet.	Required
421	Uptime Measurement	How do you measure system availability or uptime?	Required

422	Uptime reporting	What type of reporting will you provide to MnLINK regarding availability?	Required
423	Report Frequency	How often will these reports be provided?	Required
424	Support	Describe how you will provide support. Include the type of support levels that are available, hours of support and where your support centers are located.	Required
425	Guaranteed Response Time	What is your guaranteed response time to service issues? Include initial response time, and mean time to repair.	Required
426	Escalation	What is the escalation process within your support group? Include any escalation paths, etc.	Required
427	MnLINK Escalation	Can the MnLINK support staff escalate service requests? Valid Responses: Please Select, Yes, No	Required
428	Support Portal	Does your solution provide customers with a portal for requesting support, viewing the status of services requests and obtaining general service information? If so, describe the portal and provide a URL.	Required
429	SLA Summary	Provide a summary of your Service Level Agreement (SLA) and how you will resolve concerns if SLA is not met.	Required
430	Scheduled Maintenance	Scheduled maintenance periods are kept to a minimum and do not occur during system peak times. Valid Responses: Please Select, Yes, No	Required
431	Scheduled Downtime	When do you typically schedule downtime for maintenance?	Required
432	Notification	Notifications related to maintenance downtime should be provided at least two weeks prior to scheduled outage. Valid Responses: Please Select, Yes, No	Required
433	Notification Process	What is your process for providing notifications related to maintenance down time prior to outage?	Required
434	Previous Downtime	Discuss the issues that you have had with unplanned outages or downtime in the past 12 months including what caused the outages and how quickly they were resolved.	Required
435	Issue Communication	Describe related communication to customers (include format of notice, how quickly notice is sent, etc.).	Required
436	Scalability	Describe the scalability of your solution and architecture including how the solution would handle increased future demands.	Required
437	Component Monitoring	Describe capability to systematically tracks each component of the proposed infrastructure for monitoring performance related to troubleshooting & resolving issues.	Required
438	Performance Commitment	Describe your commitment to achieving and maintaining a high performance level for the system.	Required
439	Disaster Recovery	Describe the disaster recovery features of your solution. Detail your disaster recovery and business continuity policies, procedures and processes that you will warrant without regard to Force Majeure. You may upload additional information in an attachment to the Response Attachments section. Label it VendorName_DRPlan.	Required

440	DR Notification	What type of notification will MnLINK receive if you are activating your Disaster Recovery procedures? How quickly will we receive this notification?	Required
441	DR Testing	What are your disaster recovery testing procedures and how frequently do you test them?	Required
442	Complete Copy	MnLINK requires that the respondent maintain a complete and current copy of the website and the database, on a server located in a remote location. Valid Responses: Please Select, Yes, No	Required
443	Level of Service	Describe the level of service you would provide to MnLINK in the event of a disaster. Include any restrictions to the service.	Required
444	Data Ownership	Respondent agrees that MnLINK owns all content and data held by the Respondent. Valid Responses: Please Select, Yes, No	Required
445	Data Access	Respondent agrees that, at any time, MnLINK will have total access to content and data held by the Respondent. Valid Responses: Please Select, Yes, No	Required
446	Termination	Upon termination of the contract for any reason, Respondent agrees to provide MnLINK with total access to download/transfer all content and data. Transfer to be done in a usable format and within a mutually agreeable time frame. Valid Responses: Please Select, Yes, No	Required
447	Termination Assistance	Upon contract termination what termination/transition assistance/tools could you provide to MnLINK?	Required
448	**Technology: Data Security**	*****	Display
449	Physical Security	Describe the physical security of your data centers. Include details regarding the uninterruptible power supplies, locks and physical access restrictions, intrusion alarms, fire detection and suppression and water detection.	Required
450	Frequency of Tests	Specify the frequency which the physical controls are tested, inspected and certified. Will you agree to provide MnLINK with evidence of the testing, inspections and certifications upon request?	Required
451	Location Data Centers	Where are your data centers located? If they are housed by a third party, who is that third party?	Required
452	Data in US	All MnLINK data must reside in the United States or Canada. Valid Responses: Please Select, Yes, No	Required
453	Data moves	If data is moved from one location to another, MnLINK must be notified prior to the move. Valid Responses: Please Select, Yes, No	Required
454	Third Party	If you begin to use or change a third party that houses/supports the infrastructure used by MnLINK, MnLINK must receive prior notification. Valid Responses: Please Select, Yes, No	Required

455	High Level Diagram	Provide a high level diagram of your firm's Data Center/Network (as it relates to the solution you are proposing in the RFP) showing firewalls, DMZ, servers (application and database), storage devices and redundancies in the architecture. Label the diagram and upload it to RFP Response Attachments. Valid Responses: Please Select, Yes, No	Required
456	Security Patches	Detail your policy and process for apply security patches including how you keep up to date on security vulnerabilities.	Required
457	Data Moves	Detail how data will move between MnLINK server sites and the vendor's site.	Required
458	Audit trail	Describe the audit trails that are provided by your solution to track transactions. Include what is tracked and how the audit trail information can be provided to MnLINK.	Required
459	Security Breaches	What is your process for notifying MnLINK if a security breach, intrusion or compromise occurs? How soon would we get notification? What type of investigation and follow-up do you do after the security breach occurs?	Required
460	Virtual Security Monitoring	Describe the virtual security monitoring you have in place including intrusion alarms, penetration testing, etc. Include a description of the testing processes you have in place to ensure these security measures work as intended and how often they are tested.	Required
461	Third Party Access	Describe any access that third parties might have to private data	Required
462	Security Officer	Describe the role and qualifications of your privacy and/or security officer.	Required
463	Data Destruction	What assurances will you provide to MnLINK, that all MnLINK private data will be securely and completely destroyed at the end of the contract, including data in backup files?	Required
464	Data Mining	Respondent agrees that no data mining will be done on MnLINK data without previous permission from MnLINK. Valid Responses: Please Select, Yes, No	Required
465	Data Retention Policy	Describe your data retention policy.	Required
466	Data encryption	Data will be encrypted in some way to protect information passed from the client to the server and back. Explain how sensitive data is protected between the client and the server.	Required
467	Encryption of Transmitted Data	Solution supports encryption of transmitted data, including sign-on ID and password. Valid Responses: Please Select, Yes, No	Required
468	Data Security	Describe how the system will protect secure information entered into the system when moving from one function to another or when closing a work session.	Required
469	SSAE 16/SOC2 Audit	Will you agree to provide MnLINK with a SSAE 16/SOC2 audit on an annual basis? Valid Responses: Please Select, Yes, No	Required

470	Other Independent Assessment	If you do not conduct a SSAE 16/SOC2 audit, describe the other types of independent assessments you could obtain to verify the controls on your systems. What other types of assurances could you provide to MnLINK regarding the controls on your system?	Required
471	Third Party SSAE 16/SOC2	If you use any third parties to house infrastructure or MnLINK data, will you agree to require a SSAE 16/SOC2 audit from them?	Required
472	Audit Report	If available, upload a copy of your latest Audit Report to the Response Attachments section. Label the file VendorName_AuditReport. Valid Responses: Please Select, Yes, No	Required
473	Backup Process	Describe your website and database backup process including the following: frequency of backups (full and incremental), initiation of recovery process, maximum response time for restoring data, etc. If your solution includes a union catalog of harvested records, also describe the data backup and restoration process for that as well.	Required
474	Location and Backup Security	Where are your backups located? Describe the security features of the space housing your backup files.	Required
475	FERPA Compliance	Vendor must be compliant with all applicable Family Education Rights and Privacy Act (FERPA) requirements. Valid Responses: Please Select, Yes, No	Required
476	Patron Data	What patron data will your system capture?	Required
477	Patron Privacy	How does your system ensure the confidentiality of patron records and maintains patron privacy?	Required
478	Patron Data Retention	Discuss default record retention policies for personally identifying information in the system and how much flexibility is available for changes to these defaults.	Required
479	Archived Requests	The system will maintain an online archive of completed ILL requests. After a specified period of time determined by the consortium, the system should automatically remove patron data from the request. Describe how the software handles this function.	Required
480	Archived Requests	The online archive of completed ILL requests is archived offline after a specified period of time, but remain accessible for query and reporting. Valid Responses: Please Select, Yes, No	Required
481	Patron Data	Describe patron data collected for example name, address, email address, phone, what information is visible only to the requesting library and what information is shared with the responding library. It is required that only necessary patron information be shared or retained.	Required
482	Patron Privacy	Describe the features in your system that protect patrons' privacy.	Required
483	Patron Search Retention	If your system tracks and stores patron catalog search activity, describe how that data is retained and managed.	Required
484	**Implementation**	*****	Display

485	Implementation Team	Describe the makeup of your typical implementation team. Will an Implementation Manager and support team (not part of the regular account management team) be assigned to lead and coordinate the implementation activities with the MnLINK?	Required
486	Implementation Services	Provide an overview of your implementation and integration services.	Required
487	Implementation Methodology	Describe your implementation methodology.	Required
488	MnLINK Resources	Describe in detail, the MnLINK resources required for an implementation including estimated number of hours, skill sets required and roles and responsibilities.	Required
489	Implementation Tools	Describe any tools that you will use to manage an implementation project such as this.	Required
490	Similar Implementations	Describe the size of and implementation details of the largest, successfully installed instance of your proposed solution. This should be the same version/solution you are including in your proposal.	Required
491	**Training**	*****	Display
492	Patron Training Details	Provide details of the type of training that is available for patrons, including the format it is available in (online tutorial, videos, etc.) and the general content of the training.	Required
493	Staff Training Details	Provide details of the type of training that is available during implementation for library staff, including the format it is available in (online, in-person, et.) and the general content of the training.	Required
494	Ongoing Training	Provide details of the type of available on-going training. Include the format and the general content of the training.	Required
495	Documentation	What types of documentation do you provide, and how is it made available	Required
496	Updated Documentation	How soon after version upgrades and major updates occur, is documentation updated and made available to clients?	Required
497	**ACCESSIBILITY/USABILITY REQUIREMENTS**	*****	Display
498	Web accessibility standards	Describe how the system meets or exceeds Conformance Level A of the W3C Web Content Accessibility Guidelines Version 2.0 (http://www.w3.org/WAI/intro/wcag).	Required
499	Ease of Use Features	Describe your solution's ease of use features.	Required
500	User Experience Professional	Do you have a user-experience professional on your team? Valid Responses:	Required
501	End-User Feedback	Do you solicit feedback from end users? How do you incorporate end-user feedback into your product roadmap?	Required
502	Accessibility	Specifically describe the extent to which your product is accessible to people with various disabilities including people who:	Required

503	Not Accessible	Where your product is not accessible, describe the options for improving the accessibility of your product through modifications, peripherals or other add-ons as appropriate.	Optional
504	Determining Accessibility	How did you determine accessibility? Check each one below that applies.	Display
505	Third Party User Assessment	Third-Party User Assessment	Optional
506	In-house User Assessment	In-house User Assessment	Optional
507	Automated Assessment	Automated Assessment	Optional
508	Other	Other: Please explain	Optional
509	Intuitive design	Describe how the patron interface is designed to be intuitive and easy to use and understand (e.g., use of common language, page layout, etc.).	Required
510	Usability testing	Describe current usability testing support and procedures (e.g., use of formal usability testing lab, support personnel, selection and experience of people participating in testing, etc.). Include testing that is performed on the patron interface, the library staff interface, and any mobile interfaces of the system.	Required
511	Recent usability test details	Specify the date of the last usability testing and describe how results were integrated into design changes. If no testing has been done, describe how the designers receive feedback.	Required
512	**SOFTWARE/SOLUTION LIFECYCLE**	*****	Display
513	Next Scheduled Major Release	When is your next scheduled major release/upgrade? Highlight key features to be included.	Required
514	Roadmap	What is the expected roadmap for this product over the next five years? How much of your budget will go into enhancing and updating this product?	Required
515	Major/minor releases	How often do you issue major releases? Minor releases?	Required
516	Upgrade Impacts	Briefly describe how software upgrades may impact MnLINK.	Required
517	**Pricing**	Enter high level pricing in the Line Items section. You must also download the Pricing Worksheet Attachment and enter detailed pricing there. You may insert lines as needed. Save the document as VendorName_Pricing and upload your completed worksheet to Response Attachments.	Display
518	Pricing uploaded	Pricing worksheet has been completed and uploaded to Response Attachments. Valid Responses: Please Select, Yes, No	Required

Invited Vendors

Vendor Name	Contact Name	City, State	Invitation Email	Invite Type
NPKtools, Inc.		Brainerd, MN	ashlee.douglas@tmevolution.com	Auto
702 Communications		Moorhead, MN	jkadrmass@702communications.com	Auto
AABACA @ MusicBarn.com		Minnetonka, MN	aabaca@aabaca.com	Auto
Abacus Plus Services, Inc.		Mendota Heights, MN	amy@abacusplus.com	Auto
Absolute Software		Austin, TX	parduini@absolute.com	Auto
Accenture		Arlington, VA	michelle.gladmon@accenture.com	Auto

Accuvant, Inc.	Minneapolis, MN	kroalson@accuvant.com	Auto
Acquia Inc.	Burlington, MA	brendon.chill@acquia.com; deborah.gray@acquia.com; chris.hartigan@acquia.com; jeff.robinson	Auto
Active Network inc	San Diego, CA	John.hamilton@activenetwork.com	Auto
Actuate Corporation	San Mateo, CA	ljohnson@actuate.com	Auto
Acumen Consulting	Brentwood, MO	rwagnon@acumen-corp.com	Auto
Ad Astra Information Systems, LLC	Overland Park, KS	scollins@aais.com	Auto
Administrative Software Applications, Inc.	Sunnyvale, CA	jmeyer@asacentral.com	Auto
Adorama	new york, NY	carrenk@adorama.com	Auto
ADP advancedMD	South Jordan, UT	scann@advancedmd.com	Auto
ADS	Fairfax, MN	akapur@advanceddigitalsys.com	Auto
ADS Group	Plymouth, MN	peter.stone@theadsgroup.com	Auto
ADSI - Advanced Distribution Solutions Inc	Schaumburg, IL	dstevens@adsionline.com	Auto
Advanced Systems Group	Thornton, CO	marketing@virtual.com; asayre@virtual.com	Auto
Advanced Technologies Integration, Inc.	Edina, MN	lhuie@aticonsulting.com	Auto
Advanced Technology Corp	Ramsey, NJ	Elaine@vetstar.com	Auto
Agile Access Control, Inc.	Chantilly, VA	mwade@agilefleet.com	Auto
Agni Consulting	Milpitas, CA	mohan.raj@agniconsulting.com	Auto
Agosto Inc.	Minneapolis, MN	cat.bear@agosto.com	Auto
Ajasa Technologies, Inc.	Golden Valley, MN	tony@ajasa.com	Auto
Alidade MER	Satellite Beach, FL	tjmpe@alidade-mer.com	Auto
Allegiance, Inc	South Jordan, UT		Auto
Alliance Technologies, Inc.	Des Moines, IA	taralsonj@alliancetechnologies.net	Auto
Amatra Technologies, Inc	Austin, TX	ksiram@amatra.com	Auto
Amazing Charts	North Kingstown, RI	kathleen@amazingcharts.com	Auto
Ambient Consulting	Minneapolis, MN	bob.andersen@ambientconsulting.com; bob.keller@ambientconsulting.com	Auto
Ambient Consulting LLC	Minneapolis, MN	bob.andersen@ambientconsulting.com	Auto
American Digital Corporation	Arlington Heights, IL	christinem@americandigital.com	Auto
Americaneagle.com	Des Plaines, IL	missy.hildebrand@americaneagle.com	Auto
AMI Imaging Systems, Inc.	Bloomington, MN	aolson@ami-imaging.com	Auto
Analytics and Optimization Solutions LLC	Rochester, MN	serban.dronca@analyticsao.com	Auto
Animal Intelligence Software	Port Orchard, WA	aisdrd@gmail.com	Auto
Apex IT	Edina, MN	ryan.hinz@apexit.com	Auto
Apex Online Development	Lake Elmo, MN	duff@apexod.com	Auto
AppSense Inc	New York, NY	natasha.hall@appsense.com	Auto
Aprisa Technology LLC	Roslyn, NY	sales@eaprisa.com	Auto
ARBA	Sunnyvale, CA	moneil@ariba.com	Auto
ARC Acquisition	Austin, TX	anne.fielding@arc-is.com	Auto
Archonix Systems, LLC	Marlton, NJ	ssinghvi@archonixsystems.com	Auto
Ariba	Minneapolis, MN	thallett@ariba.com; jkelly@ariba.com	Auto
Arrow S3	Irving, TX	jdearmond@arrow.com	Auto
Ashday Interactive, LLC	Tempe, AZ	matt@ashday.com	Auto
AskcSupply	Minneapolis, MN	aasim@askcsupply.com	Auto
AssetWorks Inc.	San Antonio, TX	nancy.deline@assetworks.com	Auto
Astute Solutions	Columbus, OH	micmcc@astutesolutions.com	Auto
Atomic Data, LLC	Minneapolis, MN	jon@atomicdata.com	Auto
Atomic Learning, Inc.	Little Falls, MN	lbarnett@atomiclearning.com	Auto
AudienceView Ticketing Corporation	Toronto, ON	lindsey.mertz@audienceview.com	Auto
AudioVisual Preservation Solutions	New York, NY	chris@avpreserve.com	Auto
Augusoft, Inc.	Minneapolis, MN	sarah.hoemberg@augusoft.net; rfp@augusoft.net; erik.sherman@augusoft.net	Auto
Aujas Information Risk Services	Jersey City, NJ	mohit.vaish@aujas.com	Auto
Avaap USA Inc	Iselin, NJ	sandra.deutsch@avaap.com; info@avaap.com; jake.wyant@avaap.com	Auto
Avante Solutions, Inc.	Chicago, MN	mhawker@avantesolutions.com	Auto
Avaya	Minneapolis, MN	jfaasheim@avaya.com	Auto
Avtex	Bloomington, MN	dschultz@avtex.com	Auto

Avtex Solutions	Bloomington, MN	ddenman@avtex.com	Auto
Avtex Solutions LLC	Bloomington, MN	sjansen@avtex.com; smcginn@avtex.com; jneudecker@avtex.com; colson@avtex.com; bsneary@avtex.com	Auto
Avtex Solutions, LLC	Bloomington, MN	dschultz@Avtex.com	Auto
AWS	Wayne, PA	elliotts@amazon.com	Auto
Axway Communications	Phoenix, AZ	bfischel@us.axway.com; chjones@axway.com; klyons@axway.com	Auto
Azeus Systems Limited	Hong Kong,	jerry_chua@azeus.com	Auto
Azule Staffing	Eagan, MN	todd.schuler@azulestaffing.com; mike.wolbrink@azulestaffing.com	Auto
B&H Photo-Video-Pro Audio	New York, NY	nanthanh@bhphotovideo.com	Auto
Baker Tilly Virchow Krause	Milwaukee, WI	john.runte@bakertilly.com	Auto
Ban-Koe Systems	Minneapolis, MN	bill.bangtson@bankoe.com	Auto
Barcoding Inc	Baltimore, MD	tony.stepuszek@barcoding.com	Auto
BarScan Inc.	Westlake Village, CA	schiffer@barscan.com	Auto
BCED	Minneapolis, MN	nschicke@umn.edu	Auto
Beacon Application Services	Framingham, MA	egsales@beaconservices.com	Auto
Bell Techlogix	Indianapolis, IN	jyounce@belltechlogix.com	Auto
Benesyst, Inc.	Minneapolis, MN	aevans@benesyst.net	Auto
Berean Group International, Inc.	Pembroke Pines, FL	d.kelty@bereangroup.com; fafo.sardina@bereangroup.com	Auto
BEW Global, Inc.	Greenwood Village, CO	chris.modlin@bewglobal.com	Auto
BioPharm Systems, nc.	San Mateo, CA	rroderick@biopharm.com	Auto
Bizmatic Inc.	San Jose, CA	abates@bizmaticinc.com	Auto
Blue Earth Interactive	St. Paul, MN	ken@blueearth.net	Auto
Blue Ox Solutions LLC	Mounds View, MN	chris.oxenreider@blueoxsolutions.com	Auto
Blue River Information Technology	Herndon, VA	matt@blueriverit.com	Auto
BlueCat Networks	Toronto, ON	mminger@bluecatnetworks.com	Auto
BlueLeap	Atlanta, GA	rburgess@blueleap.com	Auto
BoardDocs	Marietta, GA	btery@boarddocs.com	Auto
BoardEffect, Inc.	Philadelphia, PA	dschindlinger@boardeffect.com	Auto
Boundless Advantage, Inc	Minneapolis, MN	andy@boundlessadvantages.com	Auto
BravePoint, Inc	Norcross, GA	dbest@bravepoint.com	Auto
BravoSolution	Chicago, IL	d.warn@bravosolution.com	Auto
Brett Bosshart	Ashland, OR	bbossdfsdfshart@plexisweb.com	Auto
Broadband America Corp	Victoria, MN	bills@ba-corp.com	Auto
BroadBlast Managed Communication	Delmar, NY	amy@broadblastonline.com	Auto
BroadBlast, Inc.	Delmar, NY	amy@broadblastonline.com	Auto
bswing	Minneapolis, MN	jen.alstad@bswing.com; kflannery@bswing.com	Auto
BT Americas	Irving, TX	scott.medrano@bt.com	Auto
BT Americas, Inc	Irving, TX	TONY.BOYER@BT.COM; john.r.hill@bt.com	Auto
BTM Global Consulting LLC	Minneapolis, MN	lesli.hines@btmgcs.com; tom.schoen@btmgcs.com	Auto
Building Works Inc.	Chesterfield, MO	ann.schwetye@buildingworksinc.com	Auto
Business Products Group	Dallas, TX	jboncimino@brg.com	Auto
C. J. Hood Company, Inc.	Dallas, TX	cj.hood@sbcglobal.net	Auto
CA, Inc.	Islandia, NY	daniel.laurance@ca.com	Auto
CaDan Computers	Eagan, MN	dan.rogers@cadan.com	Auto
Campus Automation	Deerfield, IL	Stephen.pagh@gmail.com	Auto
Campus Labs	Buffalo, NY	mweisman@campuslabs.com	Auto
Campus Management Corp	Boca Raton, FL	joblak@campusmgmt.com	Auto
CampusEAI	Cleveland, OH	dee_kaur@campuseai.org	Auto
Capstone Consulting	Omaha, NE	jim.richards@capstonec.com	Auto
Capstone Consulting, Inc	Omaha, NE	Jim.Richards@capstoneC.com	Auto
Carahsoft Technology Corporation	Reston, VA	tchang@carahsoft.com	Auto
Carl Software USA	Schenectady, NY	patrick.warren@carlsoftwareusa.com	Auto
Carousel Industries of North America, Inc	Exeter, RI	jsharkey@carouselindustries.com	Auto
Cavalier Technical Services / CTS	New York, NY	keir@ctscts.com	Auto

Cayuse, Inc.		Portland, OR	mace@cayuse.com	Auto
CDW Government		Vernon Hills., MN	pso@cdw.com	Auto
CDW Government LLC		Vernon Hills, IL	pso@cdwg.com	Auto
CedarCrestone		Alpharetta, GA	tim.biel@cedarcrestone.com; dan.klein@cedarcrestone.com; paul.simmons@cedarcrestone.com	Auto
Centrify Corporation		Sunnyvale, CA	becky.schmal@centrify.com	Auto
CentryLink		Minneapolis, MN		Auto
CenturyLink Incorporated	Mike Machus	Minneapolis, MN	Miann.Brand@centurylink.com; Philip.Geier@savvis.com; kgordon@centurylink.com; mike.machus@centurylink.com; frank.mahoney@centurylink.com; wayne.sather@centurylink.com; Larry.Schmidt@centurylink.com; Alex.Szczepaniak@centurylink.com; Colleen.Wells@pgi.com	Auto
CGI		Fairfax, VA	john.roggemann@cgi.com	Auto
Chapter Three		San Francisco, CA	john@chapterthree.com	Auto
Checkbox Survey Solutions		Watertown, MA	asmith@checkbox.com	Auto
CherryRoad Technologies Inc.		Morris Plains, NJ	info@cherryroad.com	Auto
Ciber		Greenwood Village, CO	loneill@ciber.com	Auto
CIBER INC		Greenwood Village, CO	mrmos@ciber.com	Auto
Cisco Systems		Bloomington, MN, MN	roconrad@cisco.com	Auto
Citon Computer Corp		Duluth, MN	wayne.aune@citon.com	Auto
Citrix SaaS Division		Santa Barbara, CA	matthew.murdock@citrix.com	Auto
Citrix Systems Inc.		Ft. Lauderdale, FL	mark.schiefelbein@citrix.com	Auto
CJIS GROUP		Crawfordville, FL	gina@cjisgroup.com	Auto
CJIS GROUP, LLC		Crawfordville, FL	kristina@cjisgroup.com	Auto
Claritran Consulting, Inc.		Lakeville, MN	arobinson@claritranconsulting.com	Auto
ClarusTec, Inc.		Edison, NJ	info@clarustec.com	Auto
Class Measures		Woburn, MA	bid.notifications@tribalgrou.com	Auto
ClassApps.com		Overland park, KS	sales@classapps.com	Auto
CLC bio, LLC		Cambridge, MA	jsalvatore@clcbio.com	Auto
Clearwater Compliance LLC		Brentwood, TN		Auto
Click Commerce. Inc.		Beaverton, OR	kathy.ebbert@clearwatercompliance.com	Auto
ClickDimensions, LLC		Atlanta, GA	jengelson@huronconsultinggroup.com; srussell@huronconsultinggroup.com	Auto
Cloudnexa Inc.	Bill Testa	Wilmington, DE	meghan.burner@clickdimensions.com jdavne@cloudnexa.com;	Auto
CODY Systems		Pottstown, PA	mjdirberardino@cloudnexa.com	Auto
Cognizant Technology Solutions		Teaneck, NJ	mspirito@codysystems.com	Auto
CollegeNET		Portland, OR	Kaustuv.Mukherjee@Cognizant.com; anthony.prakash@cognizant.com	Auto
CollegeNET, Inc.		Portland, OR	rfp@collegenet.com	Auto
Comcast Business		Philadelphia, PA	rfp@collegenet.com	Auto
Comparatio USA		St Louis Park, MN	steven_urquhart@cable.comcast.com	Auto
CompQSoft, Inc		Houston, TX	bob.belbeck@comparatio.com	Auto
Compulink Technologies, Inc.		New York, NY	pradeep@compqsoft.com	Auto
Compunet International		Minneapolis, MN	aimee@compu-link.com	Auto
Computer Aid, Inc.		Chicago, IL	aarora@compunetinc.com;	Auto
Computer Concepts & Services, Inc.		Waite Park, MN	tjcarter@compunetinc.com	Auto
Computer Masters		San Diego, CA	kelsey_lee@compaid.com	Auto
Computer Parts & Peripherals, Inc.		Eden Prairie, MN	administrator@ccsi400.com;	Auto
Computerized Facility Integration		Southfield, MI	pdelano@ccsi400.com	Auto
Computex Technology Solutions		Minnetonka, MN	rich@computermastersinc.com	Auto
Compuware Corporation		Detroit, MI	jayg@cponline.net	Auto
Concord USA		Atlanta, GA	rmostachetti@gocfi.com	Auto
Concord USA Inc.		Atlanta, GA	sprchal@computex-inc.com	Auto
Conexus Technologies		Grapevine, TX	roger.hanson@compuware.com	Auto
			ehanley@concord-usa.com	Auto
			ehanley@concord-usa.com	Auto
			vbell@conexustechnologies.com	Auto

ConnectEDU		Hoboken, NJ	jnash@connectedu.com	Auto
ConnectEDU, Inc.		Boston, MA	bids@connectedu.com	Auto
Construction Products Marketing Group, LLC		Shorewood, MN	bmorgan@cpmgroup.net	Auto
Context		Jenkintown, PA		Auto
Conventus Corporation		Chicago, IL	sisaacs@conventus-sei.com	Auto
Coral Sea Inc		Ham Lake, MN	jerry.anderson@coralseainc.com	Auto
Core BTS	Lance Cunningham	Madison, WI	lance.cunningham@corebts.com	Auto
Coupa Software, Inc.		San Mateo, CA	craig.bittner@coupa.com; lance.olson@coupa.com	Auto
CourseMosaic.com		Leesburg, VA	jvanpelt@coursemaven.com	Auto
CoursEval		Boston, MA	pgold@connectedu.com	Auto
Creative Breakthroughs, Inc.		Troy, MI	rpaavola@cbihome.com	Auto
Creative Business Solutions		Minnetonka, MN	afishel@cbsol.com	Auto
Credentials Solutions		Northfield, IL	laetz@credentialssolutions.com	Auto
Creed Interactive, Inc.		Saint Paul, MN	jonathan@creedinteractive.com	Auto
Crosspeer, Inc.		Las Vegas, NV	phaftman@crosspeer.com	Auto
CSI, LLC		Sioux City, IA	palbert@csinov.com	Auto
CSO Research		Austin, TX	karla@csoresearch.com	Auto
CurePet		NEW YORK, NY	taimoor.ahmed@Curemd.com	Auto
Cycle Computing, LLC		Greenwich, CT	jess.kensek@cyclecomputing.com	Auto
Cynosure Technologies LLC		Houston, TX		Auto
Data180		Morehead, KY	rvadlamani@cynosuretechnologies.com lk@data180.com	Auto
Datalink Corporation		Eden Prairie, MN	thicks@datalink.com	Auto
DataPeer Solutions		Saint Paul, MN	greg.kenfield@datapeer.net	Auto
DatStat, Inc		Seattle, WA	tnugent@datstat.com	Auto
Davenport Group		St. Paul, MN	kmarxhausen@davenportgroup.com	Auto
Davenport Group, Inc.		St. Paul, MN	dmcmillen@davenportgroup.com	Auto
Dean Evans & Associates		Centennial, CO	sharyl.davis@dea.com;	Auto
Deerwood Technologies Inc		Deerwood, MN	bryan@dea.com info@deertech.com	Auto
Dell Inc.		Round Rock Texas, TX	russell_carpenter@dell.com	Auto
Dell, Inc.		Round Rock, TX	Charles_Ellis@Dell.com; Rich_Hansen@Dell.com; Beth_Jordon@Dell.com; pam_lindahl@dell.com; pat_meyers@dell.com; Michael_W_Powell@Dell.com; Michael_W_Powell@Dell.com; Pam_Lindahl@dell.com	Auto
Deloitte Consulting LLP		Minneapolis, MN	stdahl@deloitte.com;	Auto
Deltaware Inc		San Antonio, TX	jmccallister@deloitte.com bobk@deltawareinc.com	Auto
DemandEngine, Inc		Atlanta, GA	j.copeland@demandengine.com	Auto
Dentrix Enterprise		American Fork, UT	vance.taylor@henryschein.com	Auto
Destiny Solutions, Inc.		Toronto, ON	sales@destinysolutions.com	Auto
Development Seed		Washington, DC	bonnie@developmentseed.org	Auto
Digital Dimension		Bernardsville, NJ	mdjeu@digitaldim.com	Auto
Digital Measures		Milwaukee, WI	kkleinhaus@digitalmeasures.com	Auto
DIL		New York, NY		Auto
Dimension Systems, Inc.		Walled Lake, MI	CCullen@dsisys.com; dpaul@dsisys.com	Auto
DiscoveryGarden Inc		Charlottetown, PE	kathleen@discoverygarden.ca	Auto
DISYS LLC		McLean, VA	UofMin@disys.com; jessica.young@disys.com	Auto
DLT SOLUTIONS		HERNDON, VA	daryl.savage@dlt.com	Auto
Document Technology Solutions		Bloomington, MN	grunning@dtimaging.com	Auto
Doman Networking Services Inc.		Bloomington, MN	mike@dns-mn.com	Auto
DynTek Services Inc		Newport Beach, MN	tim.paikoff@dyntek.com	Auto
e-comm systems,inc		st paul, MN		Auto
e-Courier, Inc.		Millersville, MD	ruben.benegas@e-commsystems.com	Auto
e-MDs		Austin, TX	ppeoples@e-mds.com	Auto
e.Republic		Folsom, CA	msamy@erepublic.com	Auto
Eagle Creek Software Services, Inc		Eden Prairie, MN	bnolan@eaglecrk.com	Auto
eBid Systems		Bainbridge Island, WA	kajones@ebidsystems.com	Auto

EBSCO Information Services	Ipswich, MA	wmhiggins@ebSCO.com; EBSCONorthAmerica@EBSCO.COM; RFPSupportRequest@ebSCO.com	Auto
eClinicalWorks, LLC	Westborough, MA	patty@eclinicalworks.com	Auto
eData Platform, Corp	Fort Lauderdale, FL	nathanr@nhrrinc.net	Auto
EDC Systems	Lafayette, CA	jill@edcsystem.com	Auto
EGB Systems & Solutions Inc	Stamford, CT	support_gov@egbsystems.com	Auto
Electronic Tenant Solutions	Washington, DC	ian@ElectronicTenant.com	Auto
Electrosonic, Inc	Minnetonka, MN	chris.johnson@electrosonic.com	Auto
Element Consulting Group	Minneapolis, MN	ccarden@element-consulting.com; elarson@element-consulting.com; jmarshall@element-consulting.com; mmignogna@element-consulting.com; snoun@element-consulting.com	Auto
Elert and Associates	Stillwater, MN	tom.fuxa@elert.com	Auto
Eleven Twenty Consulting	WOODBURY, MN	billpawlyshyn@eleventwenty.com	Auto
EMC	Hopkinton, MA	kevin.dolan@rsa.com; ryan.rachu@emc.com; ross.selden@emc.com	Auto
EmconIT	Brick, NJ	wesley.oliver@emconit.com	Auto
Emptoris	burlington, MA	cmullins@emptoris.com	Auto
EMS Consulting	Tampa, FL	amay@consultems.com	Auto
Emtec, Inc.	Springfield, NJ	usarfp@emtecinc.com	Auto
En Pointe Technologies Sales, Inc	Gardena, CA	bgrossman@enpointe.com	Auto
Enabling Technologies	Glen Arm, MD	jleary@enablingtechcorp.com	Auto
Enclipse, Corp.	Minneapolis, MN	walter.woodson@enclipse.com	Auto
Enrollment Rx	Schiller Park, MN	levy@enrollmentrx.com	Auto
Enrollment Rx, LLC	Schiller Park, IL	levy@enrollmentrx.com	Auto
EnSoftek, Inc.	Beaverton, OR	guyb@ensoftek.com	Auto
Enterasys Networks Inc.	Andover, MA	rschmott@enterasys.com	Auto
Enterprise Resource Planner, Inc.	Wilmington, DE	bids@erplanners.com	Auto
Entigence Corporation	Great Falls, VA	prudder@entigence.com	Auto
Enventis	Mankato, MN	chris.johnson@enventis.com; matthew.shultz@enventis.com; alla.young@enventis.com	Auto
EPI-USE America, Inc.	Atlanta, GA	janda.ward@us.epiuse.com	Auto
eRepublic	Folsom, CA	bidwatch@centerdigitalgov.com	Auto
eShare	Newbury, Horsham, PA	edward.rees@eshare.co.uk rfp@esmsolutions.com	Auto
ESM Solutions Corporation	Dallas, TX	ksmith@etherios.com	Auto
Etherios, Inc.	Morrisville, NC	dennis.scanlon@etix.com	Auto
Etix	Glendale, CA	bids@everbridge.com	Auto
Everbridge, Inc	Glendale, CA	jack.karadzhyan@everbridge.com	Auto
Everbridge, Inc.	Washington, DC	dan@everfi.com	Auto
EverFi, Inc.	Edina, MN	acollins@evolution1.com	Auto
Evolution1, Inc	Hamel, MN	bob.b@evolvingsol.com	Auto
Evolving Solutions, Inc.	Des Plaines, IL	kathryn.heavey@exlibrisgroup.com	Auto
Ex Libris (USA), Inc.	Indianapolis, IN	colson@exacttarget.com	Auto
ExactTarget, Inc.	Boston, MA	hrhodes@experience.com	Auto
Experience, Inc.	Edina, MN	isaac.hagen@experis.com	Auto
Experis US, Inc.	Montreal, MN	ssaab@explorance.com	Auto
Explorance	Fremont, CA	MikeS@ExxactCorp.com	Auto
EXXACT	Andover, MA	jdrolet@ezuze.com	Auto
eZuce	Seattle, WA	b.marden@f5.com; s.schwarz@f5.com	Auto
F5			
Fairview Connect	Mpls, MN	rgensin1@fairview.org	Auto
Fieldglass, Inc.	Chicago, IL	bboyd@fieldglass	Auto
Flexion Inc.	Sun Prairie, WI	sruggless@flexion.us	Auto
Forsythe	Bloomington, MN	edeawwyler@forsythe.com	Auto
Forsythe Solutions Group, Inc.	Bloomington, MN	edeawwyler@forsythe.com; edeawwyler@forsythe.com	Auto
Forte Research Systems Inc	Madison, WI	carrie.nemke@forteresearch.com	Auto
Fujitsu America, Inc.	Sunnyvale, CA	Tom.Durda@us.fujitsu.com; richard.smith@us.fujitsu.com; duane.wichman@us.fujitsu.com	Auto
GAP TECHNOLOGIES INC.	Cheektowaga, NY	rfp@smartevals.com	Auto
Gatewit, Inc	San Jose, CA	luis.matos@gatewit.com; international.department@gatewit.com	Auto

GAVS Technologies N.A., Inc.		Broomfield, CO	ashish.r@gavsinc.com	Auto
GBS Corp		North Canton, OH		Auto
GCA Technology Services		Tampa, FL	cjines@gca.net	Auto
Genedata USA, Inc		Lexington, MA	jens.hoefkens@genedata.com	Auto
General Electric Company		South Burlington, VT	Matthew.Kieffer@ge.com; kelly.l.krause@ge.com	Auto
General Nanosystems, Inc.		Minneapolis, MN	email@nanosys1.com	Auto
Genesis Technology Solutions		Ridgefiend, AB	jpitman@genesissolutions.com	Auto
GenoLogics Life Sciences Software		Victoria, BC	laurie.phillips@genologics.com	Auto
GetConnect		Dallas, TX	greganderson@getconnect.com	Auto
GIC		Madison, WI	narinder@genome.com	Auto
Glanz Design		Evanston, IL	keith@glantz.net; anne@glantz.net	Auto
Global Gov Ed Solutions, Inc.		Fletcher, OH	contracts@help.globalgoved.com	Auto
GlobalNet Services Inc.		Rockville, MD	mhardy@gnsi.com; ckramer@gnsi.com	Auto
GlobalSCAPE, Inc		San Antonio, TX	atull@globalscape.com	Auto
Globus Technology Inc.		EDINA, MN	vel_angamuthu@yahoo.com	Auto
GODDARD TECHNOLOGY CORPORATION		GREER, SC	JLINDER@GODDARD-TECH.COM	Auto
GoKart Labs		Minneapolis, MN	aj@gokartlabs.com	Auto
GovConnection Inc,		Merrimack, NH	rpica@govconnection.com	Auto
GovDelivery INC		St. Paul, MN	mike.pearson@govdelivery.com	Auto
Graybar Electric Co		Brooklyn Park, MN	jacob.stark@graybar.com	Auto
Greenway Medical Technologies, Inc.		Carrollton, GA	karendenslow@greenwaymedical.com	Auto
GreyHeller. .LLC		Morro Bay, CA	hendrix.bodden@greyheller.com	Auto
Guarantee Business Systems		Eagan, MN	john@gbsncr.com	Auto
Guarantee Business Systems Inc.		Eagan, MN	p.keeler@gbsncr.com	Auto
GuideSpark		Menlo Park, CA	shep@guidespark.com	Auto
GuideSpark, Inc.		Palo Alto, CA	kmacdonald@guidespark.com	Auto
HealthFusion, Inc.		Solana Beach, CA		Auto
Hewlett Packard		Pontiac, MI	lori.senac@hp.com	Auto
Hewlett-Packard		Palo Alto, CA	alex.feyder@hp.com	Auto
Hewlett-Packard - Enterprise Security Products		Palo Alto, CA	june.l.eskridge@hp.com; emily.mcmahon@hp.com	Auto
Hewlett-Packard Company		Palo Alto, CA	david.polick@hp.com	Auto
High Point Networks, LLC		West Fargo, ND	tom@highpointnetworks.com; chris@highpointnetworks.com; kelly@highpointnetworks.com	Auto
Higher One, Inc.		New Haven, CT	janderson@campuslabs.com	Auto
Higher Technology Solutions, Inc	Matthew Alex	Addison, IL	hts@htsglobal.com	Auto
HighPoint Consulting		Coral Gables, FL	gamalor@mhighpoint.com	Auto
HighPoint Technology Solutions, Inc		Tempe, AZ	GAmaral@mHighPoint.com; JHenderson@mHighPoint.com	Auto
Highstreet IT Solutions, LLC	Buddy Ramos	Greenwood Village, CO	shane.hackney@highstreetit.com; kris.niese@Highstreetit.com; buddy.ramos@highstreetit.com; Russ.Wheeler@Highstreetit.com	Auto
HiSoftware Inc.		Nashua, NH	e.cooper@hisoftware.com	Auto
Hitachi Data Systems		Bloomington, MN	robert.martinson@hds.com	Auto
HITEQ COMPUTER SYSTEMS		PLANO, TX	rcavert@hiteqpc.com	Auto
Hobsons Inc		Cincinnati, OH	keith.renneker@hobsons.com	Auto
Hobsons, Inc.		Cincinnati, OH	ksumpter@hobsons.com; karen.sumpter@hobsons.com	Auto
Horizontal Integration		Minnetonka, MN	jball@horizontalintegration.com; jseebinger@horizontalintegration.com	Auto
Horizontal Integration, Inc.		Minnetonka, MN	jacqueline@horizontalintegration.com	Auto
Howard Technology Solutions		Ellisville, MS	bids@howardcomputers.com	Auto
HP		Palo Alto, CA	dan.fennell@hp.com; cher.moore@hp.com; steve.wendler@hp.com	Auto
HP Cloud Services		Palo Alto, CA	alan.croft@hp.com; angela.mic.cutter@hp.com; dan.galardini@hp.com; rjm@hp.com; prashanth.rao@hp.com	Auto

HPQ:US		Palo Alto, CA	michael.d.buck@hp.com	Auto
HTC Global Services		Troy, MI	kevin.kraft@htcinc.com	Auto
Hub City Media, Inc.		Edison, NJ	fhealy@hubcitymedia.com	Auto
hvantage technologies Inc		New York, NY	info@hvantagetechologies.com	Auto
Hype Incorporated		Westminster, CO	steven@hypeinc.com	Auto
lasta		Carmel, IN		Auto
IBM		Minneapolis, MN	ilano@us.ibm.com	Auto
IBM Corporation		Minneapolis, MN	tdasby@us.ibm.com; mjbailey@us.ibm.com; trheiman@us.ibm.com	Auto
IBM Direct		Tempe, AZ	mandrasc@salesibm.com	Auto
IBM Security Services		Armonk, NY	jjordan@us.ibm.com	Auto
Iceberg Technology Group		Shakopee, MN	kelly.burich@iceberggroup.org; dan.norling@iceberggroup.org	Auto
ID America		Bloomington, MN	bill.bangtson@idbadges.com	Auto
ID Wholesaler.com		Chanhassen, MN	DerekG@IDWholesaler.com	Auto
Ideal System Solutions, Inc.		Minnetonka, MN	sales@idealssi.com	Auto
ILM Professional Services, Inc.		Edina, MN	dustin.martin@ilmservice.com	Auto
Impact GRC		Long Lake, MN	mikel@dtawave.com	Auto
ImpactGRC		Long Lake, MN	mike@impactgrc.com	Auto
Incisive Analytics, LLC		Cleveland Heights, OH		Auto
Indusa Global		Greenville, SC	jram@indusaglobal.com	Auto
Infinite Conferencing		Springfield, NJ	ogohring@infiniteconferencing.com	Auto
Infinitt North America		Phillipsburg, NJ	akim@inifinitna.com	Auto
Information Builders, Inc.		New York, NY	holly_walker@ibi.com	Auto
Infosilem Inc.		Blainville, QC	pierre.guay@infosilem.com	Auto
Inobbar		Tampa, FL	bgjillin@novusolutions.com	Auto
Inovus Technology Solutions, LLC	Yosef Morgan	St. Louis Park, MN	yosef.morgan@inovustech.com; sales@inovustech.com	Auto
Insala LLC		Eules, TX		Auto
Insight Public Sector		Saint Paul, MN	sspiess@insight.com	Auto
Insight Public Sector, Inc.	Mike Mueller	Bloomington, IL	shawn.wood@insight.com	Auto
INSUVI, Inc.		Minneapolis, MN	lcaudle-insuvi@infosurv.net	Auto
Integrated Asset Management, Inc.		Millersville, MD	marla@weininventoryassets.com	Auto
Integrated Software Specialists, Inc		Schaumburg, IL	mlocascio@issintl.com	Auto
Integration Architects, Inc.		Minneapolis, MN	master.program@integrationarchitects.com	Auto
Integrity Global Solutions		Plymouth, MN	joe.battaglia@igsmn.com	Auto
InterCall, Inc.		Chicago, IL	jsather@intercall.com	Auto
Interlinx Associates, LLC		Bloomington, MN	rbennett@interlinxassociates.com	Auto
International Business Machines		Chicago, IL		Auto
International Business Machines INC		Boulder, CO	niemann@us.ibm.com	Auto
International Computer Concepts, Inc.		Northbrook, IL	greg@r-hpc.com; steveo@icc-usa.com; ronald.roger@verizon.net; michael@r-hpc.com	Auto
International Projects Consultancy Services, Inc. (IPCS)		Minneapolis, MN	kuldeep@ipcs.net	Auto
Internet Exposure, Inc.		Minneapolis, MN		Auto
Interval Data Systems, Inc.		Boston, MA	jzahka@intdatsys.com	Auto
IntraSee		Westlake, OH	andrew.bediz@intrasee.com	Auto
Intuitive Technology Group, LLC		Bloomington, MN	rob.wille@intuitivetech.com	Auto
Involta, LLC		Duluth, MN	pschmitt@involta.com	Auto
io Consulting, Inc.		Saugus, CA	steve.kish@io-consulting.com; ben.santelman@io-consulting.com	Auto
Ion Wave Technologies, Inc.		Springfield, MO	sales@ionwave.net	Auto
IOTA Solutions, LLC		Richmond, VA	cwatson@iotasolutions.com	Auto
IPCS		Minneapolis, MN	kuldeep@ipcs.net	Auto
iPi Soft		Moscow, VA	sales@ipisoft.com	Auto
IPT by BidNet		Albany, NY	kkoch@iptbybidnet.com	Auto
Isalus healthcare		Indianapolis, IN	Kimpoland@isalushealthcare.com	Auto
IT Express Inc.		Minneapolis, MN	doug.fredin@itexpressmn.com	Auto
IT Outlet Inc		Sioux Falls, SD	paul@itoutletinc.com	Auto
Ivalua Inc.		Redwood City, CA	pvo@ivalua.com	Auto
James River Technical		Glen Allen, VA	sales@jrta.com	Auto
JC Technology Inc		Arlington Heights, IL	BSpeigel@acecomputers.com	Auto
Jenzabar, Inc.		Boston, MA	josh.siegel@jenzabar.com	Auto

JIGITS		MINNEAPOLIS, MN	info@jigits.com	Auto
Johnson Controls		Milwaukee, WI	zach.haeg@jci.com	Auto
JPerzel & Associates		Minneapolis, MN	jperzel@jperzel.com	Auto
Juniper Networks		Sunnyvale, CA	tmichels@juniper.net	Auto
K12Buy.com		Las Vegas, NV	fvegliante@worldprocurement.com	Auto
KCS		Maplewood, MN	jrichburg@keystonecs.com	Auto
Kenexa Technology Inc.		Wayne, PA	cneuhaus@us.ibm.edu	Auto
Ketera Technologies (wholly owned company of Rearden Commerce)		Foster City, CA	jason.hardiman@reardencommerce.com;	Auto
			jono.williamson@reardencommerce.com;	
			amy.winston@reardencommerce.com	
Key Solutions Inc.	Ratan Banik	Fremont, CA	ratan@keyusa.com	Auto
KIDDER SYSTEMS		Eagan, MN	bill@kiddersystems.com	Auto
Kindful		Nashville, TN	jeremy@kindful.com	Auto
Knowlton Management Consultants, LLC		Mount Pleasant, SC	chip.knowlton.KMC@gmail.com	Auto
KPMG-Sacramento		Sacramento, CA	mbenton@kpmg.com;	Auto
			mrsonntag@kpmg.com	
Kryterion Incorporated		Phoenix, AZ	lturnquist@kryteriononline.com	Auto
LabLynx, Inc.		Smyrna, GA	jhjones@lablynx.com	Auto
LABVANTAGE Solutions Inc		Somerset, NJ	mcook@labvantage.com	Auto
LABVANTAGE Solutions, Inc.		Somerset, NJ	mcook@labvantage.com	Auto
LC Communications		Eden Prairie, MN	karibork@comcast.net	Auto
LCI		Osseo, MN	steve.holter@lci-online.com;	Auto
			larry.lawinger@lci-online.com	
LCS Technologies Inc		Gold River, CA	michele@lcs-technologies-inc.com;	Auto
			chris@lcs-technologies-inc.com	
Leaon & Assoc., Inc		Burnsville, MN	bleaon@comcast.net	Auto
Level(3) Communications LLC		Broomfield, CO	tom.kenna@level3.com	Auto
Levin Assets LLC		New York, NY	florencia.balsys@levinglobal.com	Auto
LGX Corporation		Charlotte, NC	mcognac@lgxcorp.com	Auto
LightEdge Solutions, Inc.		Minneapolis, MN	sriedel@lightedge.com	Auto
LiveText Inc.		La Grange, IL	ida.asner@livetext.com	Auto
Lode Data Systems		Orland Park, IL	rmattson@tamretail.com	Auto
Loffler Companies Inc		Bloomington, MN	jcloffler@loffler.com	Auto
Lofton Label, Inc.		Inver Grove Heights, MN	joeb@loftonlabel.com	Auto
LSS Data Systems		Eden Prairie, MN	bpnelson@lssdata.com	Auto
Lynch		Roseville, MN	dr.ben.lynch@gmail.com	Auto
Lyris, Inc.		Emeryville, CA	mkleinbaum@lyris.com	Auto
M Tech Computer Store		Minneapolis, MN	kylej001@umn.edu	Auto
MA Laboratories, Inc		San Jose, CA	joyce.yuan@malabs.com	Auto
MACTEC Engineering and Consulting, Inc.		Alpharetta, GA	jabos@mactec.com	Auto
MainStreet Exchange Inc.		Edmond, OK	joe.keever@mainstreetexchange.com	Auto
Marco Inc		St. Cloud, MN	paul.sorensen@marconet.com	Auto
Marco Inc.		St. Cloud, MN	tedg@marconet.com	Auto
Marco, Inc.		St. Cloud, MN	rolene.owens@marconet.com	Auto
Marco, Incorporated		St. Cloud, MN	rolene.owens@marconet.com	Auto
MartinFederal Consulting, LLC		Auburn, AL	c.martin@martinfed.com	Auto
Matrix Communications, Inc		Plymouth, MN	srferry@matrixcomm.com;	Auto
			jkatzung@matrixcomm.com	
Matrix Integration		Jasper, IN	cwilliams@matrixintegration.com	Auto
Maximizer Software		Vancouver, BC	jroberts@maximizer.com	Auto
McAfee Inc		Plano, TX	joel_brown@mcafee.com	Auto
MCD Solutions, Inc.		Hibbing, MN	pandreas@mcdsolutions.biz;	Auto
			denniseblomberg@gmail.com;	
			jlee@mcdsolutions.biz	
McGladdrey & Pullen, LLP		Minneapolis, MN	michael.nafziger@mcgladrey.com	Auto
McGraw-Hill Education		New York, NY	candy.hall@mheducation.com	Auto
Medcomsoft		Ebensburg, PA	shawnlong@medcomsoft.com	Auto
Mediacurrent		Alpharetta, GA	erin.bush@mediacurrent.com	Auto
Medicat, LLC		Sandy Springs, GA	rkottman@medicat.com	Auto
Medidata Solutions Worldwide		New York, NY	citri@mdsol.com	Auto
MedNet Solutions		Minnetonka, MN	bsweeney@mednetstudy.com	Auto
MEI, Distribution Solutions		Apple Valley, MN	wade@meidistribution.com	Auto
Men and Mice		REYKJAVIK,	markb@menandmice.com	Auto

Mercer (US) Inc.		New York City, NY	bill.buttimer@mercerc.com	Auto
Meritide	Don Henk	Minneapolis, MN	dhenk@rbaconsulting.com	Auto
Meritide, Inc.		St. Paul, MN	patrick.irestone@meritide.com	Auto
Microsoft		wesley chapel, FL	mfrye@microsoft.com; robvme@microsoft.com; aaronwar@microsoft.com; bobwill@microsoft.com	Auto
Mid-America		Minneapolis, MN	aslayton@mid-america.com	Auto
Mid-America Business Systems		Minneapolis, MN	kheath@mid-america.com; jrroscoe@mid-america.com	Auto
Minnesota Telephone Inc.		Bunrsville, MN	mikem@mntelephone.com	Auto
MIPRO Consulting		Milford, MI	jeff.micallef@miproconsulting.com	Auto
Miracle Software Systems, Inc.		Novi, MI	pjacobs@miraclesoft.com	Auto
MissionMode Solutions Inc		Winston-Salem, NC	steve.daukas@missionmode.com	Auto
MNCL INC		Tulsa, OK	sreddy@mnci.net	Auto
Moberg Consulting		St. Paul, MN	tom@mobergconsulting.com	Auto
Modis		Minneapolis, MN	christine.schallhorn@modis.com	Auto
Movius Interactive Corporation		johns creek, GA	christopher.coar@moviuscorp.com; vince.logrande@moviuscorp.com	Auto
MZI HealthCare, LLC		Longwood, FL	jflaherty@ez-cap.com	Auto
N'compass Inc		Minneapolis, MN	fthomson@ncompass-inc.com	Auto
NASDAQ OMX Corporate Solutions LLC		New York, NY		Auto
Nasi		Bloomington, MN	deborah.das-grinchenko@nasdaqomx.com jbettenburg@nasi.com	Auto
NaviSite Inc.		Andover, MA	mshishman@navisite.com	Auto
NaviSite, Inc.		Andover, MA	nstromberg@navisite.com	Auto
Ncell Systems, Inc.		Wayzata, MN	kip.lindberg@ncell.com; brian.nash@ncell.com; terry.sullivan@ncell.com; sheila.tungesvick@ncell.com	Auto
NDM Technologies		Spokane, WA	rblomgren@ndm.net	Auto
NEC Display Solutions of America Inc.		Itasca, IL	pbonta@necdisplay.com	Auto
NetApp		Sunnyvale, CA	HaroldRusty.Brown@netapp.com; orths@netapp.com; Richard.Pollnow@netapp.com; Scott.Smith3@netapp.com; Brian.Wisniewski@netapp.com	Auto
Network Computing Architects		Bellevue, WA	craig@ncanet.com	Auto
New Tech Solutions, Inc.		Fremont, CA	bids@ntsca.com	Auto
NextBus, Inc.		Alameda, CA	tnoyes@nextbus.com	Auto
NextComp		North Bend, WA	matt@nextcomp.net	Auto
NextGen Healthcare Information Systems, LLC		Horsham, PA	jarculin@nextgen.com	Auto
None		Oakland, CA		Auto
Northland Systems, Inc.		Plymouth, MN	dhall@northlandusa.com; scott@northlandsystems.com	Auto
Nous Infosystems Pvt. Ltd.		Edison, NJ	jeeveshs@nousinfo.com; vineethas@nousinfo.com	Auto
Novacoast		Santa Barbara, CA	jnewlon@novacoast.com	Auto
Novacoast, Inc.		Santa Barbara, CA	rpf@novacoast.com	Auto
Novusolutions		Tampa, FL	jkercher@novusolutions.com	Auto
Now Micro Inc		Saint Paul, MN	patf@nowmicro.com	Auto
Now Micro, Inc.		St Paul, MN	martyI@nowmicro.com	Auto
NPKtools, Inc.		Brainerd, MN	ashlee.douglas@tmevolution.com	Auto
Nuventive,LLC		Pittsburgh, PA	draney@nuventive.com	Auto
Object Technology Solutions, Inc.		Overland Park, KS	docallaghan@otsi-usa.com	Auto
OCLC		Dublin, OH	croccob@oclc.org; proposals@oclc.org	Auto
Office Depot		Plymouth, MN		Auto
Office Depot/MAX		Boca Raton, FL	jon.stodola@officedepot.com	Auto
OM office Supply Inc		Mechanicsburg, PA	neena@omos.com	Auto
On Call Technical		Minneapolis, MN	rjwolf@cocoserv.com	Auto
On Site Systems, Inc		St. Louis, MO	onsite@hpassist.com	Auto
One Source Networks		Austin, TX		Auto
OnX USA, LLC		Mayfield Hts, OH	richard.ritchie@onesourcenetworks.com jt.eberly@onx.com	Auto
Open Systems Technologies		Minneapolis, MN	efierst@ostusa.com	Auto

OpSource Inc.	Santa Clara, CA	molive@opsource.net	Auto
OpSource Inc. a Dimension Data Company	Santa Clara, CA	jberman@opsource.net	Auto
OpSource, Inc.	Santa Clara, CA	jwoolridge@opsource.net	Auto
Oracle	Redwood Shores,, CA	bruce.kyro@oracle.com	Auto
Oracle America Corporation	Redwood Shores, CA	scott.j.wilson@oracle.com	Auto
Oracle America Inc	chicago, IL	jon.luciano@oracle.com	Auto
Oracle America, Inc.	Redwood Shores, CA	joe.johnson@oracle.com	Auto
Oracle Americas, Inc.	Redwood Shores, CA	nikki.anderson@oracle.com; mick.johannes@oracle.com; matt.lemos@oracle.com; josh.j.olson@gmail.com; josh.olson@oracle.com; dan.tennant@oracle.com	Auto
Oracle Corporation	Redwood Shores, CA	nikki.anderson@oracle.com; nathan.bannick@oracle.com; alan.glaeser@oracle.com; ryan.greenhill@oracle.com	Auto
Oracle Eloqua	Vienna, VA	chris.emmanoil@oracle.com	Auto
Oracle, Inc	Redwood Shores, CA	dave.x.garcia@oracle.com	Auto
Orchard Software Corporation	Carmel, IN	chenderson@orchardsoft.com	Auto
OrgSync, Inc.	Dallas, TX	don@orgsync.com	Auto
Origin Eight	Minneapolis, MN	o8delegate@origineight.net; seth@origineight.net	Auto
Orinoco Systems LLC	Wheaton, IL	dferrer@orinoco-systems.com	Auto
Paciolan, Inc.	Irvine, CA	merving@paciolan.com	Auto
PageUp People	New York, NY	heathere@pageuppeople.com	Auto
Palantir.net, Inc.	Chicago, IL	farriss@palantir.net	Auto
Panorama Government Solutions	Denver, CO	daniel.deaguilar@panorama-consulting.com	Auto
Paragon Development Systems (PDS)	Eagan, MN	mgromacki@pds.com	Auto
Paragon Solutions Group Inc.	Maple Grove, MN	tom.fuxa@paragon.net	Auto
Partek Incorporated	Chesterfield, MO	jzhang@partek.com	Auto
Passageways	West Lafayette, IN	adunkley@passageways.com	Auto
PC Mall Gov, Inc.	Chantilly, VA	SLEDBIDS@pcmallgov.com	Auto
PC-INTEGRAL	Crystal, MN	j_umezurike@yahoo.com	Auto
Penguin Computing, Inc.	Fremont, CA	bhammond@penguincomputing.com	Auto
Perficient, Inc.	St. Louis, MO	chris.pyne@perficient.com	Auto
Periscope Holdings, Inc.	Austin, TX	kmcfarland@periscopeholdings.com	Auto
Pervasive Software Inc.	Oakland, CA	stuartw@pervasive.com	Auto
Pexip	New York, NY	john.babcock@avispl.com	Auto
Phase2 Technology	Alexandria, VA	ahood@phase2technology.com	Auto
Pivot Point Consulting	Chicago, IL	alundy@pivotpointconsulting.com	Auto
Planet Technologies	Germantown, MD	swinter@go-planet.com	Auto
Point and Click Solutions, Inc	Burlington, MA	ldoherty@pointnclick.com; jgleis@pointnclick.com; ehirsh@pointnclick.com; kkwak@pointnclick.com; mnaps@pointnclick.com; sales@pointnclick.com	Auto
PowerObjects	Minneapolis, MN	jim.sheehan@powerobjects.com	Auto
Precision Data Products Inc	Kentwood, MI	jim.eidenberger@precision.com	Auto
Precision Task Group	Houston, MN	jgarza@ptg.com	Auto
PRECOGNX	Bloomington, MN	josh.olson@precognx.com	Auto
Preferred Systems Maintenance	Roseville, MN	sstefano@preferredsystems.com	Auto
Premiere Global Services, Inc.	Atlanta, GA	christine.pavalon@pgi.com	Auto
PricewaterhouseCoopers LLP	McLean, VA	kent.allison@us.pwc.com; molly.deibert@us.pwc.com; susan.l.devos@us.pwc.com; alicia.k.harkness@us.pwc.com; harris.karen@us.pwc.com	Auto
Prime Deployment Technology Solutions	Victoria, MN	ajpasha@primedeploy.com	Auto
Proactis Inc	Andover, MA	cathy.blimberg@proactis.com	Auto
Proactis Inc.	Andover, MA	craig.clark@proactis.com	Auto
PROACTIS, Inc	Andover, MA	phil.robinson@proactis.com	Auto
ProActive Solutions Inc	Mission, KS	thiededj@proactivesolutions.com	Auto
Proofpoint	Sunnyvale, CA	srislov@proofpoint.com	Auto
Provade, Inc.	San Mateo, CA	tim_nau@provade.com	Auto

QSR International Americas Inc		Cambridge, MA	t.dattilo@qsrinternational.com; dave.s@qsrinternational.com	Auto
QSR International Americas Inc.		Burlington, MA	k.phinney@qsrinternational.com	Auto
Quality Business Solutions (QBS)		Minnetonka, MN	mbeukhof@qbs.com	Auto
Quality Systems Incorporated		Irvine, CA	nchamberlain@qsii.com	Auto
Qualtrics		Provo, UT	ar@qualtrics.com	Auto
Quantitative Software Management, Inc.		Minnetrista, MN	jd.ottenbreit@qsm.com	Auto
R S InfoCon, Inc.		Bloomington, MN	jolson@rsinfocon.com; jwrazen@rsinfocon.com	Auto
Rave Mobile Safety		Framingham, MA	couellette@ravemobilesafety.com	Auto
Resource Data, Inc. (RDI)		Anchorage, AK	ehaugen@resdat.com; rsilverstein@resdat.com	Auto
Revolution Technologies		Melbourne, FL	slabat@revolutiontechnologies.com	Auto
Riciti		Bloomington, MN	Allan.Neoh@riciti.com	Auto
RightNow Technologies		Bozeman, MT	alex.haslitt@rightnow.com	Auto
Rimini Street		Las Vegas, NV	tpiechowski@riministreet.com	Auto
RK Consultancy Services, Inc.		Eagan, MN	venkat@rkcs.com	Auto
Rokay Services Group, LLC		Mesa, AZ	info@rokaygroup.com	Auto
Ross Group Inc		Douglasville, GA	wendell.riley@rossgroupinc.com	Auto
RouteMatch Software Inc.		Atlanta, GA	dustin.koch@routematch.com	Auto
Saforian, Inc.		McLean, VA	jmay@saforian.com	Auto
SAI COMPUTERS		GREENVILLE, NC	SAJMERA@SDF-SAI.COM	Auto
Saksoft Inc.		Jersey City, NJ	kiran.r@saksoft.com	Auto
Salud Systems, LLC		Minneapolis, MN	parke065@umn.edu	Auto
Sanity Solutions		Denver, CO	dmilles@sanitysolutions.com	Auto
SAP Public Services, Inc.		Washington, DC	christopher.pfendner@sap.com	Auto
Savvis, Inc.	Brett Johnson	Stillwater, MN	brett.johnson@savvis.com	Auto
Sawtooth Software Inc.		Orem, UT		Auto
Scalable Informatics		Canton, MI	landman@scalableinformatics.com	Auto
Scanmarket North America		Alpharetta, GA	kc@scanmarket.com	Auto
SciQuest		Cary, NC	lblackwell@sciquest.com; awaligowski@sciquest.com	Auto
SciQuest Inc.		Cary, NC	jfabris@sciquest.com; privera@sciquest.com	Auto
SDK Software Inc		Minneapolis, MN	susan@sdksoft.com; kodali@sdksoft.com; Tim@sdksoft.com	Auto
SeatAdvisor		San Diego, CA	joe@seatadvisor.com	Auto
Securis USA Inc.		Southlake, TX	adosan@securis.com	Auto
Securance Consulting		Tampa, FL	supplydiv@securanceconsulting.com	Auto
SED		Minneapolis, MN	shane@sedexperience.com	Auto
Select Computing Incorporated		Minneapolis, MN	rishaq@selectcomputing.com	Auto
Select Source International	Mandeep Sodhi	Minneapolis, MN	thomasl@selectsourceintl.com; mandeeps@selectsourceintl.com	Auto
Sentinel Technologies		Downers Grove, IL	jramsey@sentinel.com	Auto
Sentinel Technologies, Inc.		Downers Grove, IL	jramsey@sentinel.com	Auto
Serials Solutions		Seattle, WA		Auto
ServiceNow, Inc		Maple Grove, MN	David.Kretsch@ServiceNow.com	Auto
Shape.Net Software		Colts Neck, NJ	vjensen@shapenetsoftware.com	Auto
Sharp Electronics		Mahwah, NJ	haackk@sharpsec.com	Auto
SHI		Somerset, NJ	jenny_francis@shi.com	Auto
SHI INTERNATIONAL		SOMERSET, NJ	TAWNIA_BONSANTE@SHI.COM	Auto
SHI International Corp		Piscataway, NJ		Auto
SHI International Corp.		Somerset, NJ	Alicia_Pickard@shi.com	Auto
SHI International Corporation		Somerset, NJ	Tawnya_Bonsante@shi.com	Auto
Siemens Enterprise Communications		Boca Raton, FL	michael.wilkins@siemens-enterprise.com	Auto
Silicon Graphics Federal, Inc.		Silver Spring, MD	zavoral@sgi.com	Auto
Silverpop Systems Inc		Atlanta, GA	anagle@silverpop.com	Auto
Simeio Solutions LLC		Hoboken, NJ	njpatel@simeiosolutions.com	Auto
Simply Voting Inc.		Montreal, QC	black@simplyvoting.com	Auto
Sirius Computer Solutions		Bloomington, MN	Dean.Gulsvig@siriuscom.com; scott.king@siriuscom.com	Auto
Sirius Computer Solutions, Inc.		San Antonio, TX	phyllis.byrd@siriuscom.com	Auto
Six Dimensions		San Ramon, CO	vendor@sixdimensions.com	Auto
Skire		Menlo Park, CA	jburcio@skire.com	Auto

SmartERP Solutions Inc		Pleasanton, CA	raghu.y@smarterp.com	Auto
Smartronix, Inc.		Hollywood, MD	jmorgenthal@smartronix.com	Auto
Snap Surveys		Portsmouth, NH	agouveia@snapsurveys.com	Auto
SOAIS		Warrenville, IL	kevin.moran@soais.com	Auto
Softchoice Corporation		Chicago, IL	sledus@softchoice.com	Auto
Software for Good		Minneapolis, MN	casey@softwareforgood.com	Auto
Software Secure Inc		Newton, MA	brendanb@softwaresecure.com	Auto
SoftwareONE, US		New Berlin, WI	Tim.Grove@softwareone.com	Auto
Solomons International, LLC		Harleysville, PA	aruna.athota@solomonsint.com	Auto
Solution Network		belmont, CA	sonu.nayar@solutionnetwrk.com	Auto
Solution Tailors		Inver Grove Heights, MN	rabin_bajra@yahoo.com	Auto
SolutionSoft Systems		Santa Clara, CA		Auto
Sony Electronics Inc.		Park Ridge, NJ	tara.ferretti@am.sony.com	Auto
Sophia Purchaser Company. L.P.		Fairfax, VA	sue.stern@sungardhe.com	Auto
SourceHOV Services		Minneapolis, MN	chris.lemay@sourcehov.com	Auto
Southern Computer Warehouse (SCW)		Marietta, GA	scwbids@scw.com	Auto
Spanlink		Golden Valley, MN	susan.galvin@spanlink.com	Auto
Splunk		San Francisco, CA	chipskind@splunk.com	Auto
Splunk, Inc.		San Francisco, MN	tabbey@splunk.com	Auto
SRS Systems, LLC		CUMMING, GA	sarath@srssystems.net	Auto
SSB BART Group, Inc		San Francisco, CA	brenda.roukey@ssbbartgroup.com	Auto
St. Croix Solutions, Inc.		Minnetonka, MN	jkeefe@stcroixsolutions.com	Auto
Starfish Retention Solutions, Inc.		Arlington, VA	jplunkett@starfishsolutions.com	Auto
STARLIMS		Hollywood, FL	joe.tehan@starlims.com	Auto
StringSoft, Inc		Nashua, NH	segan@stringsoft.com	Auto
Sungard Availability Services		Wayne, PA	karla.dralle@sungard.com	Auto
SunPlus Data Group, Inc.		Lawrenceville, GA	services@sunplusdata.com	Auto
SuperBiiz		San Jose, CA	andrew.cooling@superbiiz.com	Auto
SurveyAnalytics LLC		Seattle, WA	james.park@surveyanalytics.com	Auto
Surveybe		High Wycombe,	m.wiseman@surveybe.com	Auto
SurveyGold Survey Software		Colorado Springs, CO	chuck@surveygold.com	Auto
Sustain Technologies, Inc		Los Angeles, CA	rebecca_herring@dailyjournal.com	Auto
SWAT Solutions, Inc.		St Louis Park, MN	tchambers@swatsolutions.com	Auto
Symantec		Mountain View, CA	ulysses_carlas@symantec.com;	Auto
			chris_denzin@symantec.com	
Symplectic Ltd.		Cambridge, MA		Auto
			jeremy.mclaughlin@symplectic.co.uk	
Symplicity		Arlington, VA	afriedler@symplicity.com	Auto
Symplicity Corporation		Arlington, VA	jmaugle@symplicity.com	Auto
Syntax, Inc.		St. Paul, MN	joec@syntaxinc.com;	Auto
			bob@syntaxinc.com	
Systemax Inc.		North Sioux City, SD	gregory.rorris@compusa.com	Auto
TAB Products	Tom Huberty	Edina, MN	thuberty@tab.com	Auto
TAB Products Co.		Mayville, WI	thuberty@tab.com	Auto
TargetX		Conshohocken, PA	niles@targetx.com	Auto
Taskstream		New York, NY	carrey@taskstream.com	Auto
TEC Computers		Blaine, MN	gov.sales@tec4me.com	Auto
Tech Depot		Trumbull, CT	bherrick@techdepot.com	Auto
TechRadium, Inc.		Sugar Land, TX	jhaggerty@tehradium.com	Auto
Tectura corporation		Eagan, MN	gene.studt@tectura.com	Auto
TEKsystems		Bloomington, MN	sbruns@teksystems.com	Auto
TEKsystems Inc		Edina, MN	jbalster@teksystems.com	Auto
Ten 7 Interactive, LLC		Minneapolis, MN	ivan@ten7.com	Auto
Terma Software Labs, Inc.		Boulder, CO	garrett@termalabs.com	Auto
Tessella Inc		Rockville, MD	mike.thuman@tessella.com	Auto
Tessitura Network, Inc		Dallas, TX	dellis@tessituranetwork.com	Auto
The Active Network		Broomfield, CO	angela.tuerck@activenetwork.com	Auto
The Advantage Companies LLC		Cedar Rapids, IA	shar.melsha@advantageims.com	Auto
THE IMAGING PATH		MINNEAPOLIS, MN		Auto
			ANICHOLAS@IMAGINGPATH.COM	
The MACRO GROUP, Inc.		Minneapolis, MN	dkuzma@macrogroup.net	Auto
The Mpower Group, Inc.		Oak Brook, IL	Ricks@thempowergroup.com	Auto
The Nerderly		Bloomington, MN	mkodada@nerdery.com	Auto
The Nerderly dba		Bloomington, MN	kathy.swanson@nerdery.com	Auto
The Nerderly Interactive Labs		Bloomington, MN	slattern@nerdery.com	Auto
The Sartell Group		Minneapolis, MN	pjsartell@sartellgroup.com	Auto
The Sartell Group, Inc.		Minneapolis, MN	mjjacobs@sartellgroup.com	Auto

Thermo Scientific	Waltham, MA	joseph.thompson@thermofisher.com	Auto
Thomson Reuters (Healthcare) Inc.	Ann Arbor, MI	mark.malter@thomsonreuters.com	Auto
Tibco Software Inc.	Palo Alto, CA	dawhite@tibco.com	Auto
TIBCO Software, Inc.	Dublin, OH	wwiant@tibco.com	Auto
Tiger Direct	Miami, FL	martha.bloomquist@tigerdirect.com	Auto
Timmons Group	Richmond, VA	sarah.dennis@timmons.com	Auto
Tintri	Andover, MN	jimw@tintri.com	Auto
Tk20, Inc	Austin, TX	bhupi@tk20.com; Sales@tk20.com	Auto
Today's Business Solutions, Inc.	Willowbrook, IL	sales@singlecard.com	Auto
TouchNet Information Systems, Inc.	Lenexa, KS	john.murphy@touchnet.com;	Auto
		dawn.williams@touchnet.com	
TransLoc	Raleigh, NC	josh.cohen@transloc.com	Auto
Trbhi Inc	Rochester, MN	karthi@trbhi.com	Auto
TriZetto	Denver, CO		Auto
Truman Technologies	Oakland, CA	gail@trumantechnologies.com	Auto
Trustwave	Chicago, IL	jstock@trustwave.com	Auto
Truven Health Analytics	Ann Arbor, MI	karen.fowler@truvenhealth.com	Auto
TSG Server & Storage, Inc	Minneapolis, MN	mdubois@tsg-usa.com;	Auto
		jkaiser@tsg-usa.com;	
		skato@tsg-usa.com;	
		mward@tsg-usa.com	
Tunabear Consulting Services	Dallas, TX	roselyne@tunabear.com	Auto
Tunabear, Inc.	Dallas, TX	mpopovici@tunabear.com	Auto
TVAR Solutions, LLC	McLean, VA	chris.clifton@tvvarsolutions.com	Auto
U.S. Bank Corporate Payment Systems	Minneapolis, MN	ryan.calloway@usbank.com	Auto
U4EA Studios	Minneapolis, MN	trang@u4eadesign.com	Auto
Unicon, Inc.	Gilbert, AZ	sharris@unicon.net;	Auto
		dlipari@unicon.net	
Unicorn Media, Inc.	Tempe, AZ	nstahr@umedia.com	Auto
Unique Software Corporation	Eagan, MN	jwalz@unique-software.com	Auto
University of Minnesota Bookstores	Minneapolis, MN	rcrabb@umn.edu;	Auto
		monni001@umn.edu	
UpNet Technologies	Minneapolis, MN	fredrick.blocton@upnettec.com	Auto
USM Business Systems Inc	Chantilly, VA	Prasadk@usmsystems.com	Auto
USM Business Systems, Inc	Chantilly, VA	umeshk@usmsystems.com	Auto
Velos Inc.	Fremont, CA	jmclwain@velos.com	Auto
VENDINI INC.	SAN FRANCISCO, CA	accounting@vendini.com	Auto
Verisae Inc.	Minneapolis, MN	mmccarthy@verisae.com	Auto
Verisae, Inc.	Minneapolis, MN	eparker@verisae.com	Auto
Verizon Network Services Inc.	Hilliard, OH	william.kiel@verizon.com	Auto
VersaSuite	Austin, TX	jason.neal@versasuite.com	Auto
Vet Rocket, LLC	Santa Clara, CA	andyfu@vetrocket.com	Auto
Vinimaya, Inc	Cincinnati, OH	ssatchell@vinimaya.com	Auto
Vinimaya, Inc.	Cincinnati, OH	bdudley@vinimaya.com	Auto
Vinitech Inc.	Reston, VA	ngrivas@vinitech.com	Auto
ViON Corporation	Washington, DC	Kelly.nelson@vion.com	Auto
Virteva	Minneapolis, MN	marty.kieffer@virteva.com;	Auto
		dave.walstad@virteva.com	
Vision Internet Providers, Inc.	Santa Monica, CA	procurement@visioninternet.com	Auto
Visix, Inc.	Norcross, GA	dleo@visix.com	Auto
Visual Consultants, Inc	New Hope, MN	bala@visual-consultants.com	Auto
VitalSpring Technologies	McLean, VA	mark.celentano@vitalspring.com	Auto
Vitera Healthcare Solutions, LLC	Tampa, FL		Auto
		ashley.koenig@viterahealthcare.com	
VMware	Palo Alto, CA	hhawkins@vmware.com	Auto
Voice & Data Networks, Inc.	Edina, MN	dyoung@voicedata.com	Auto
VoiceHive LLC	Minneapolis, MN	jeff@voicehive.com	Auto
Votenet Solutions INC	Washington, DC	bdevers@votenet.com	Auto
Voxco	Montreal, QC	jeb.bullis@voxco.com	Auto
VPSI	Troy, MI	clark.gross@vpsiinc.com	Auto
WebSolutions Technology, Inc.	Aurora, IL	ggahn@wsol.com	Auto
Westwerk	Minneapolis, MN	dave@westwerkdesign.com	Auto
Wi-Boom Consulting	Pengilly, MN	dennyblomberg@gmail.com	Auto
Windsor Software	Woodbury, MN	tjparro@windsorcorp.com	Auto
Wipro LLC	East Brunswick, NJ	ussnl.opp@wipro.com	Auto
Wireless Network Solutions, Inc.	Excelsior, MN	tome@wirelessns.com	Auto
Witness Actionable Solutions (business line)	Melville, NY	k Kaufman@vovici.com	Auto

Wizard Software Solutions	Chicago, IL	mark.s@wizardsoftware.net	Auto
Wizard Technologies	Spring Lake Park, MN		Auto
Workday	Eden Prairie, MN	dave.lagerquist@workday.com	Auto
Works Computing	Bloomington, MN	noah.zenzen@workscomputing.com	Auto
Works Computing Inc.	Bloomington, MN	noah.zenzen@workscomputing.com	Auto
Writing Bench	Afton, TN	jeff@writingbench.com	Auto
Xenegrade Corp	Bradenton, FL	skrantz@xenegrade.com	Auto
Xerox Healthcare Solutions	Dearborn, MI	chad.hendricks@acs-inc.com	Auto
XIOSS	Wayzata, MN	judy.folstad@xioss.com	Auto
Xybion Technology Solutions	Bensalem, PA	pbanerjee@xybion.com; dchiaromonte@xybion.com; detterbeek@xybion.com; ahoffman@xybion.com; hkrueger@xybion.com; slanda@xybion.com	Auto
Z Systems, inc.	St. Louis Park, MN	steveb@zsyst.com; lisah@zsyst.com	Auto
Zaragoza Consulting	Woodbury, MN	erikaz8128@yahoo.com	Auto
Zirous	West Des Moines, IA	sherie.davis@zirus.com; adam.olson@zirus.com	Auto
Zirous, Inc	West Des Moines, IA	emily.bloomquist@zirus.com	Auto
ZixCorp	Dallas, TX	CGariepy@zixcorp.com	Auto
ZLH Enterprises	Manalapan, NJ	jodi@zlhent.com	Auto
Zone Inc.	Auburn, WA	danielle.gagnon@zones.com	Auto
Zones, Inc.	Auburn, WA	chris.buell@zones.com; teammn.goved@zones.com; jenny.redlin@zones.com	Auto

Line Items

#	Qty	UOM	Description
1	1.0000	EA	Year One Annual Fees
2	1.0000	EA	Year Two Annual Fees
3	1.0000	EA	Year Three Annual Fees
4	1.0000	EA	Implementation Cost
5	1.0000	EA	Training Fees
6	1.0000	EA	Other Costs, if any, include description