



EUROPEAN COMMISSION

DIRECTORATE-GENERAL EDUCATION AND CULTURE

Directorate D - Culture and Creativity
Unit D.3 - Library and e-Resources Centre

CALL FOR TENDERS

N° EAC/22/2016

Library Management System (LMS)

AWARD CRITERIA

INSTRUCTIONS

- Read carefully the whole Tender Specifications document, before filling this form.
- All questions should be answered in full and typed directly onto the tables following, in the “Answer” section.
- Provide as many details as possible, including examples and screenshots.
- Any functionality or feature described is automatically intended as part of the proposal. If any functionality or feature is included for other purposes, it should be clearly indicated that it will not be part of the proposal.
- For items under current or future development, provide estimated testing and production dates.
- Embedded or attached documents will not be evaluated.
- Do not provide links to external documents.
- For each section, add information about other features not covered in the list of requirements that might be of interest and that are covered by the proposal.

Name of tenderer / applicant:	
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1. ACQUISITIONS

Definition	Describe functionality to manage the complete acquisition process (purchase, rental, subscriptions, gifts...) of both print and electronic materials and collection development.
Weight	1250
Minimum Score	50%

ACQ1 - CRITERION: PURCHASING AND RENEWAL WORKFLOWS	
Questions	
ACQ1.1	Can the system deal with a complex ordering structure like: <ul style="list-style-type: none"> • Coexistence of several independent libraries, managing their own funds, with • one main library ordering for its own collections as well as for sub-libraries. Explain.
Answer	
ACQ1.2	Provide details related to the data importing facilities.
Answer	
ACQ1.3	Describe the workflows for user-driven acquisition of electronic books, including: <ul style="list-style-type: none"> • Loading and deleting candidate records for user discovery. • Loading (MARC) records to create purchase orders for purchased items. • Loading invoices for purchased items. • Creating local inventory for purchased items.
Answer	
ACQ1.4	Please state if the system supports streamlined purchase requests for and from end users, including: <ul style="list-style-type: none"> • Privilege restrictions on what users may place requests. • Potential for mediation in the approval/rejection of purchase requests. • Notification and delivery to user once a requested item has been received.
Answer	
ACQ1.5	It should be possible to display 'on order' records to library clients and to selectively allow/disallow reservations to be placed. Describe this functionality.
Answer	
ACQ1.6	Does the system support setting up RSS feeds, or other flexibility to generate new acquisition listings by each library? Describe this functionality.
Answer	
ACQ1.7	Please state if the system allows for optional overriding, overlaying, merging or rejection of imported records, which match records already on the system, according to per-institution library defined criteria.

Answer	
ACQ1.8	<p>How can the system support an annual renewal workflow for subscriptions and standing orders? Process includes :</p> <ul style="list-style-type: none"> • Production of lists for consultation of recipient entities. • Receipt, analysis of Answers. • Cancellation, placement of new subscription or standing orders. • Preparation of lists and renewal letters to suppliers. • Confirmation to recipients. <p>Describe this functionality.</p>
Answer	
ACQ1.9	Describe any additional features or functionality.
Answer	
ACQ2 - CRITERION: RECEIVING	
Questions	
ACQ2.1	Does the system allow for the automated import of electronic invoices from suppliers of all acquisitions (including serials), thus offering simultaneous receipting and payment of items? Please describe this functionality.
Answer	
ACQ2.2	Does the system identify where to route received items based on the completeness of their metadata and item information (i.e. to cataloguing, physical processing, direct transfer to sub-library/entity or shelves)? Please describe this functionality.
Answer	
ACQ2.3	Describe any additional features or functionality.
Answer	
ACQ3 - CRITERION: ACTIVATION	
Questions	
ACQ3.1	Does the system allow for the activation of approved purchases for electronic packages and titles? Describe this functionality.
Answer	
ACQ3.2	Does the system notify staff when an electronic package or title is activated? Describe this functionality.
Answer	
ACQ3.3	When an electronic package or title gets activated, are descriptive records to describe the title(s) automatically added to the catalogue? Describe this functionality.
Answer	

ACQ3.4	Does system indicate if there is a need to import/export data in order to support the e-resources lifecycle? Describe this functionality.
Answer	
ACQ3.5	Can metadata of records be bulk imported automatically if an electronic package is activated, whether on trial or full subscription? Describe this functionality.
Answer	
ACQ3.6	Describe any additional features or functionality.
Answer	
ACQ4 - CRITERION: SELECTION AND ORDERING	
Questions	
ACQ4.1	Explain if the system may optionally export vendor notifications under consideration to the discovery environment to support user-driven collection development processes.
Answer	
ACQ4.2	Can approved selection items generate orders in acquisitions that have the potential to be automatically ordered if they pass library-defined criteria (e.g. selector role, price and completeness of order line)? Describe this functionality.
Answer	
ACQ4.3	Can the system distinguish between several identified vendors on the basis of library defined criteria? Describe this functionality.
Answer	
ACQ4.4	Does the system allow importing bibliographic records with embedded order information? Please describe which order data can be imported, with which vendors the system currently works and how the EU Libraries can control the behaviour of the import of this data.
Answer	
ACQ4.5	Does the system include, within the order record, information about the requestor (an end user who requests that an item be purchased) and the selector (a member of staff who assesses the request) of the order? Is this information linked to the circulation module and discovery interface, so that end users can keep track of their purchase order requests and get materials reserved when received by the EU Library? Describe this functionality.
Answer	
ACQ4.6	Does the system alert staff to outstanding reservations when a report is received? Describe this functionality.
Answer	

ACQ4.7	Does the system notify and deliver requested items to users once received? Describe this functionality.
Answer	
ACQ4.8	Does the system support the setting up of trials of new e-resources before purchasing, including participant feedback and groups of participants?
Answer	
ACQ4.9	Does the system support the setting up of RSS feeds for newly acquired items? Describe this functionality.
Answer	
ACQ4.10	Does the system allow session defaults to be set when creating orders, e.g. default supplier, fund, currency? Describe this functionality.
Answer	
ACQ4.11	Does the system allow selected order data to be carried forward for a succession of records? Describe this functionality.
Answer	
ACQ4.12	Does the system allow existing order records to be copied to form new orders e.g. for ordering additional copies? Describe this functionality.
Answer	
ACQ4.13	Does the system process multi-part or standing orders where multiple parts for a single order need to be receipted, invoiced and catalogued separately? Describe this functionality.
Answer	
ACQ4.14	Does the system allow for multiple copies of all types of items including subscriptions to be ordered for different locations and from different funds? Describe this functionality.
Answer	
ACQ4.15	Does the system flag subscription orders either to renew automatically or to alert staff before manual renewal is due? Describe this functionality.
Answer	
ACQ4.16	Describe any additional features or functionality.
Answer	
ACQ5 - CRITERION: VENDORS	
Questions	
ACQ5.1	Does the system provide different methods to communicate with vendors? Describe this functionality.

Answer	
ACQ5.2	Please describe if the system provides any special acquisition features for any specific vendor.
Answer	
ACQ5.3	Does the system provide performance information about vendors and funds, in a format suitable for comparing the performance of a vendor or fund against another vendor or fund, or the performance of a vendor or fund over several fiscal cycles? Describe this functionality.
Answer	
ACQ5.4	Describe any additional features or functionality.
Answer	
ACQ6 - CRITERION: INVOICES AND PAYMENTS	
Questions	
ACQ6.1	Does the system process the following: credit notes, pro-forma invoices, subscription invoices, discounts on approval, payments, fund transfers, handling charges? Describe this functionality.
Answer	
ACQ6.2	Does the system provide an alert before accepting invoice data for the following: items which have been cancelled, items which have claims outstanding, items which are charged to over-committed and overspent funds, items for which no parts have been received? Describe this functionality.
Answer	
ACQ6.3	Does the system allow online display of invoice data for a library-defined period? Describe this functionality.
Answer	
ACQ6.4	Does invoice processing reconcile invoice totals and individual amounts charged on invoices with line items? Describe this functionality.
Answer	
ACQ6.5	Does the system support different currencies for the processing of purchase orders, invoices and payments? Provide details on how exchange rates in the system are customisable by the Library or, alternatively, automatically set to comply with the provisions stated in the InforEuro website ¹ .
Answer	
ACQ6.6	Does the system provide specific functionality for importing and managing invoices for subscriptions to print and electronic journals, especially regarding subscription periods? Describe this functionality.

¹ http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm

Answer	
ACQ6.7	Explain how credit/purchasing card reconciliation is supported.
Answer	
ACQ6.8	Describe any additional features or functionality.
Answer	
ACQ7 - CRITERION: FUNDS MANAGEMENT	
Questions	
ACQ7.1	Does the system support a hierarchical fund structure that provides the ability to group and report on funds? Describe this functionality.
Answer	
ACQ7.2	Does the system indicate if there is a limit to the archived data from previous years? Describe this functionality.
Answer	
ACQ7.3	Does the system maintain a currency exchange table which can be updated automatically? Are changes to the currency exchange table automatically updating commitments? Describe this functionality.
Answer	
ACQ7.4	Provide details about taxes, discounts and multi-funding in the acquisitions process, describing how they are reflected in order, fund, vendor and invoice records and how the EU Libraries can manage them.
Answer	
ACQ7.5	For serial subscription renewals, does the system carry forward commitment based on the actual total cost of that subscription for the previous financial year? Describe this functionality.
Answer	
ACQ7.6	Describe any additional features or functionality.
Answer	
ACQ8 - CRITERION: CLAIMING AND CANCELLATIONS	
Questions	
ACQ8.1	Does the system allow a library-defined default claim period for each supplier? Describe this functionality.
Answer	
ACQ8.2	Does the system allow for the default claim period to be amended on individual orders? Does the amendment of the delivery date automatically reset the claims cycle? Provide

	details on how about these functionalities.
Answer	
ACQ8.3	Does the system allow staff to force or suppress claims for individual items and subscriptions? Describe this functionality.
Answer	
ACQ8.4	Explain how the system allows staff to either review items flagged for claiming before claims are generated, or generate claims without prior review.
Answer	
ACQ8.5	Does the system allow authorised staff to cancel an order? Describe this functionality.
Answer	
ACQ8.6	Does the system permit authorised staff to transfer an order to another supplier? Describe this functionality.
Answer	
ACQ8.7	Does the system allow commitment details to be adjusted immediately upon cancellation of an order?
Answer	
ACQ8.8	Does the system notify users who have requested/recommended an item if the order is cancelled? Describe this functionality.
Answer	
ACQ8.9	Does the system notify users who have requested/recommended an item if a vendor or library report indicates that the reception of the order will be much delayed? Describe this functionality.
Answer	
ACQ.8.10	Describe any additional features or functionality.
Answer	

2. CATALOGUING & METADATA MANAGEMENT

Definition	The Libraries are looking for an LMS to support multiple legacy and future standards for resources description and to provide reliable and flexible import and export of records in internationally recognised formats, cataloguing in non-Roman scripts and access to both shared and local metadata. The LMS should support the activities of cataloguing and indexing for creation, importation and publication of metadata, to optimize research and access to information
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	<p>resources.</p> <p>The system should be designed to accommodate developing metadata frameworks and schema, reporting functionality that facilitates the extraction and manipulation of data by the Libraries, and the capacity for extensive interoperability with external systems.</p> <p>The Libraries currently use MARC21 standards and AACR2 rules. The LMS should be extensible to developing rules, specifications and standards such as RDA, BIBFRAME, Dublin Core, FRBR, FRAD and RDF.</p>
Weight	1250
Minimum Score	50%

CAT1 - CRITERION: FORMAT SUPPORT	
Questions	
CAT1.1	Please state if the system supports multiple metadata formats and is extensible to additional formats. At a minimum, are MARC21 and Unicode available out-of-the-box for the libraries? Does the metadata management environment support functions appropriate to these formats? Describe this functionality.
Answer	
CAT1.2	Does the system support import and export (with no loss of data) in all supported formats? Describe this functionality and give some examples.
Answer	
CAT1.3	Does the system support new fields and subfields added to MARC to support RDA (and any successors to RDA)? Please provide details about how the system supports RDA.
Answer	
CAT1.4	Does the system allow local bibliographic fields to be defined?
Answer	
CAT1.5	Does the system support validation of appropriate use of elements, fields, subfields, and values, including validation of controlled vocabularies for fields (e.g. RDA content, carrier, and media terms)? Please provide details about this functionality.
Answer	
CAT1.6	Are non-Roman characters supportable, at least Cyrillic and Greek, with an easy approach to non-Roman scripts transliteration (e.g. a dedicated keyboard or an exhaustive table of these characters)? If so, are they indexable (and therefore searchable)? Please specify whether your solution can meet this requirement.
Answer	
CAT1.7	Does the system allow for the input of URLs, and other URIs in records for electronic location and access information? Describe this functionality.

Answer	
CAT1.8	Describe any additional features or functionality.
Answer	
CAT2 - CRITERION: EDITING	
Questions	
CAT2.1	Does the system support the ability to edit all records through an online editor, including any element, field, subfield, or fixed field value as appropriate for the format? Describe this functionality.
Answer	
CAT2.2	Does the system have the same editing capabilities for all metadata types (physical, electronic and digital)? Describe this functionality.
Answer	
CAT2.3	Does the system notify the cataloguer when a record being edited or saved matches an existing record in the catalogue? Describe this functionality.
Answer	
CAT2.4	Does the system support the display of cataloguing policies (based on international cataloguing standards and local) in the editor? Describe this functionality.
Answer	
CAT2.5	Does the system manage and maintain links between records, for example between an analytical record and the record of the host title, between related linguistic versions or editions, preceding and succeeding entries (based on MARC21 76x-78x fields)? Describe this functionality.
Answer	
CAT2.6	Does the system provide a functionality to allow the libraries to determine how fields in bibliographic, authority and holding records are indexed and searched? Describe the scope of custom indexing.
Answer	
CAT2.7	Does the system provide adequate support for classification and shelf-mark notations in alphanumeric systems, for the purpose of keyword searching and result sorting, browse searching (in the appropriate order), record list sorting, and reporting? Describe this functionality.
Answer	
CAT2.8	Are cataloguers able to save drafts of records without committing them to the catalogue? Please specify whether your solution can meet this requirement.
Answer	

CAT2.9	Is it possible to suppress records from public view in the catalogue? Please specify whether your solution can meet this requirement.
Answer	
CAT2.10	Does the system support the creation and storing of record templates for use in creating and editing records, including specifying default elements, fields, subfields, and values stored in these templates? Describe this functionality.
Answer	
CAT2.11	Does the system allow existing records to be copied and used as the basis for a new record? Describe this functionality.
Answer	
CAT2.12	Does the system provide 'hotkeys' (macro/shortcuts) to regularly used functionality? Describe this functionality.
Answer	
CAT2.13	Does the system support the ability to perform changes in bulk against a set of records, including the ability to alter any element, field, subfield, or fixed field value? Describe this functionality.
Answer	
CAT2.14	Does the system provide a set of metadata management services that allows the libraries to easily and quickly define a set of records and perform actions against these records? Describe this functionality.
Answer	
CAT2.15	Does the system support record versioning, including the ability to view and roll back to past versions of that record? Describe this functionality.
Answer	
CAT2.16	Please state the availability of checking/correction of apparent spelling mistakes - with option to disable this feature- and describe it.
Answer	
CAT2.17	Does the system allow for searching of records from within the system? Describe this functionality.
Answer	
CAT2.18	Does the system allow customisable text/values to be assigned to hotkeys? Describe this functionality.
Answer	
CAT2.19	Is there a preview mode in staff view for record for public display? Describe this functionality.

Answer	
CAT2.20	Does the system allow the presence of duplicate or apparently duplicate bibliographical records within the catalogue? Describe this functionality.
Answer	
CAT2.21	Describe any additional features or functionality.
Answer	
CAT3 - CRITERION: AUTHORITY CONTROL	
Questions	
CAT3.1	Does the system support multilingual authority control (authorities existing in multiple language versions)? Does it include linking using codes, and persistent IDs/URIs such as digital identifiers for objects (DOI)? Describe these functionalities.
Answer	
CAT3.2	Does the system provide access to global, shared authority files to synchronise with the authorising agency, for example, Library of Congress or the Virtual International Authority File (VIAF), together with the EU Library local authority file? Describe how the system provides access to authority files to synchronise with the authorising agency.
Answer	
CAT3.3	Please state if the authority data in bibliographical records in the system can link to an external fully multilingual subject thesaurus such as Eurovoc - the European Union's multilingual thesaurus, and name authority lists (e.g. from the European Union Metadata Registry: http://publications.europa.eu/mdr/index.html).
Answer	
CAT3.4	Does the system sort the classification index for the Dewey scheme (current edition), in accordance with general principles for the scheme? Describe this functionality.
Answer	
CAT3.5	Does the system allow libraries to create or load local authority files and records for subjects (including genre terms) and names? Please specify whether your solution can meet this requirement.
Answer	
CAT3.6	Does the system support authorisation of bibliographic headings against local or global headings in authority records? Describe this functionality.
Answer	
CAT3.7	When a heading changes in a local or global authority record, does the system automatically make the change in bibliographic records that are authorised against that heading without staff intervention? Describe this functionality.

Answer	
CAT3.8	Does the system flag changes that request staff decisions, such as heading splits and newly qualified names? Describe this functionality.
Answer	
CAT3.9	Does the system give an indication for all authority controlled fields, whether an entered heading matches a local and/or global heading and needs to flag if it doesn't or if the match is for a tracing field (4xx, 5xx)? Describe this functionality.
Answer	
CAT3.10	Does the matching of headings to local and/or global headings disregard variable subfields such as e, v.? Please specify whether your solution can meet this requirement.
Answer	
CAT3.11	Are variable subfields unaffected by any changes made to the local and/or global authority record they are linked to? Describe this functionality.
Answer	
CAT3.12	Does the system allow searching the authority data and linking back to bibliographic records in the local catalogue from headings in the authority file? Describe this functionality.
Answer	
CAT3.13	Describe any additional features or functionality.
Answer	
CAT4 - CRITERION: HOLDINGS MANAGEMENT	
Questions	
CAT4.1	Does the system allow for the creation of holdings and item records for physical resources? Describe this functionality.
Answer	
CAT4.2	Does the system allow unique item identifiers (e.g. barcodes) to be assigned to item records in the system? Describe this functionality.
Answer	
CAT4.3	Is it possible to specify library-defined defaults for item data? Describe this functionality.
Answer	
CAT4.4	Does the system support the ability to perform changes in bulk against a set of holdings or items? Describe this functionality.

Answer	
CAT4.5	Does the system allow for the loading records singly or in bulk?
Answer	
CAT4.6	Does the system support multiple holdings, locations, and sub-locations collections for a single title? Describe this functionality.
Answer	
CAT4.7	Is there no intrusive limit on the number of item/holding records that can be attached to a bibliographic record? Describe this functionality.
Answer	
CAT4.8	Is there a facility to sort, reorder and preserve sort order of item records in real time? Please specify whether your solution can meet this requirement.
Answer	
CAT4.9	Does the system support linking of records for individually catalogued items bound together, such as research paper series, analytical, e.g. chapters of a larger work, or those such as analytical cataloguing records for serials destined to be bound at a future date? Describe this functionality.
Answer	
CAT4.10	Describe any additional features or functionality.
Answer	
CAT5 - CRITERION: IMPORTING RECORDS	
Questions	
CAT5.1	Does the system allow for searching external databases through the online interface via z39.50 and importing resulting records to the catalogue? Describe this functionality.
Answer	
CAT5.2	Does the system allow original cataloguing and derived cataloguing via Z39.50? Describe both processes and in the case of derived cataloguing, indicate at least which types of metadata sources can be used, how they need to be set up, whether more than one source can be searched concurrently and whether OAI-compliant repositories can be set up as cataloguing sources.
Answer	
CAT5.3	When loading a record or set of records, please state if staff have the following options for handling records detected as duplicate: <ul style="list-style-type: none"> • Add new records, ignoring duplicates. • Overlay one record with the other. • Merge the two records.

	<ul style="list-style-type: none"> Do not load new records when a duplicate is detected.
Answer	
CAT5.4	Does the system allow for validation of incoming records according to library-defined validation rules? Describe this functionality.
Answer	
CAT5.5	Does the system allow for the enhancement of incoming records according to library-defined bulk record change rules – including deleting, adding, changing of subfields? Describe this functionality.
Answer	
CAT5.6	Does the system provide a facility for gathering sub sets of records for subsequent global update following imports? Describe this functionality.
Answer	
CAT5.7	Are system operators able to perform mass updates to library specific defined parameters in an efficient, controlled way for all resources types (electronic/digital and print) including API or web services for importing records? Describe this functionality.
Answer	
CAT5.8	Does it have a knowledge base interface for importing external MARC records (e.g. an API or Web Service for e-Prints)? Please specify whether your solution can meet this requirement.
Answer	
CAT5.9	Is the source of the record recorded (e.g. OCLC)? Please specify whether your solution can meet this requirement.
Answer	
CAT5.10	Describe any additional features or functionality.
Answer	
CAT6 - CRITERION: EXPORTING RECORDS	
Questions	
CAT6.1	Does the system allow for the export of individual, groups of records, or an entire catalogue to a predefined target with no additional fees? The records to be exported may be based on a selected set (either via search or a manual retrieval), or records that have changed since the last export to that target. Please specify whether your solution can meet this requirement.
Answer	
CAT6.2	Does the system have automation and scheduling functionality or an API, which is required to enable exporting records on a regular basis? Please specify whether your solution can meet this requirement.

Answer	
CAT6.3	Does the system allow for the enhancement of exported records according to library-defined bulk record change rules, including the ability to enhance bibliographic records with holdings information? Please specify whether your solution can meet this requirement.
Answer	
CAT6.4	Does the system allow for exports in a range of formats including MARC, XML, etc.? Describe this functionality.
Answer	
CAT6.5	Describe any additional features or functionality.
Answer	

3. CIRCULATION AND FULFILMENT

Definition	<p>The Libraries seek a system that can meet a wide variety of circulation and resource sharing needs and enables timely, efficient, transparent circulation and resource sharing as if each of them were a member of a single, large multi-branch system. The LMS shall be suited to a complex environment characterised by the wide range of subjects addressed and by the diversity of requested documents.</p> <p>In addition, the Libraries require an LMS that provides tools for information and notification to library staff and end-users in both electronic and printed form.</p> <p>The Libraries expect the system to have the capacity to efficiently manage all types and media of library material, to "deliver" the most appropriate copy to an end-user, and to support both sharing and variations in library policies from site to site, based on customer demand.</p>
Weight	1300
Minimum Score	50%

CIR1 - CRITERION: GENERAL	
Questions	
CIR1.1	Is the system able to support variations in loan policy from site to site? Describe this functionality
Answer	
CIR1.2	Is the system able to support lending policies based on customer demand, for example, reassignment of loan periods? Describe this functionality

Answer	
CIR1.3	Are both common and different circulation parameters able to be set to work across multiple libraries? Please specify whether your solution can meet this requirement.
Answer	
CIR1.4	Does the system provide integration with third-party ILL systems using standard protocols, including ISO 10160/10161? Please specify whether your solution can meet this requirement.
Answer	
CIR1.5	Does the system provide flexible policies to control access to digital material? Describe this functionality.
Answer	
CIR1.6	Does the system provide a calendar, maintained by the EU Library, to specify the days of the week or the specific dates of the year in which the EU Library is closed? Please specify whether your solution can meet this requirement.
Answer	
CIR1.7	Describe any additional features or functionality.
Answer	
CIR2 - CRITERION: FULFILMENT POLICY	
Questions	
CIR2.1	Are EU Libraries able to define the policies by which their physical inventory is circulated to library users for example – due date policy, maximum renewals policy, etc.? Describe this functionality.
Answer	
CIR2.2	Does the system provide extensive ability to set parameters including for loans, limits and calendar, globally or at the branch level? Describe this functionality.
Answer	
CIR2.3	Does the system allow flexibility to override policies case by case? Describe this functionality.
Answer	
CIR2.4	Does the system allow for automatic extensions of loans for certain borrow/patron types? Describe this functionality.
Answer	
CIR2.5	Describe any additional features or functionality.

Answer	
CIR3 - CRITERION: USER MANAGEMENT	
Questions	
CIR3.1	Does the system provide a patron database that can be populated with manually created records or with records imported from external databases, using the appropriate system-provided tools to build up the system's patron database? This needs to be done at least as a batch scheduled process, preferably as a record-by-record real-time process, or ideally as both. Please specify whether your solution can meet this requirement.
Answer	
CIR3.2	Does the system allow putting patron blocks on records? Describe this functionality.
Answer	
CIR3.3	Does the system provide the ability to create different user types and set circulation and database type parameters for each type of user? Please specify whether your solution can meet this requirement.
Answer	
CIR3.4	Does the system allow authorised staff to create, modify, and delete user records? Describe this functionality.
Answer	
CIR3.5	Does the system support different authentication mechanisms? Describe this functionality.
Answer	
CIR3.6	Does the system support mobile interface (web/app) allowing users to manage their accounts? Describe this functionality.
Answer	
CIR3.7	Describe any additional features or functionality.
Answer	
CIR4 - CRITERION: REQUEST MANAGEMENT AND BOOKINGS	
Questions	
CIR4.1	Does the system automatically generate a notice to users when requested items are available, and if so, is it generated in real time? This notice may be in the form of an email or an SMS or phone alert. Describe this functionality.
Answer	
CIR4.2	Do requests for items trigger alerts as appropriate? Describe this functionality.

Answer	
CIR4.3	Does the system support the administration of library-specific access rights for digital materials, based on user group and collection? Describe this functionality.
Answer	
CIR4.4	Reservations need to accurately reflect the order that a user request is made, ensuring that the person who first puts a hold on an item receives it first. Does the system have the flexibility to override when needed? Describe this functionality.
Answer	
CIR4.5	Is it possible for staff to manually adjust hold pickup dates – even when there is a waiting list for the item? Describe this functionality.
Answer	
CIR4.6	Does the system allow short loan periods? Describe this functionality.
Answer	
CIR4.7	Does the system alert staff if a ‘lost’ item is issued or returned? Describe this functionality.
Answer	
CIR4.8	Does the system maintain a loan history for both items and borrowers, retrievable for a library-defined period? Describe this functionality.
Answer	
CIR4.9	State if the system provides automatic blocks/alerts on borrowers, including: <ul style="list-style-type: none"> • Expired ticket. • Overdue/recalled items (library-defined threshold). • Borrowing over entitlement.
Answer	
CIR4.10	Does the system show the status of items (e.g. reserved, awaiting collection) at all times to both staff and end users? Describe this functionality.
Answer	
CIR4.11	Does the system allow the bulk renewal of all or selected items on loan (subject to borrower and item checks)? Describe this functionality.
Answer	
CIR4.12	Does the system prevent the renewal of overdue (library-defined threshold), reserved or recalled items and items over the renewal limit? Describe this functionality.
Answer	
CIR4.13	Does the system print receipts for items issued, returned or renewed? Describe this functionality.

Answer	
CIR4.14	Does the system provide direct access to the borrower record for personal, loans, reservations details, from issue, return or renewal functions? Describe this functionality.
Answer	
CIR4.15	Does the system provide direct access to the full item record, including reservation information, from the borrower's loan record? Describe this functionality.
Answer	
CIR4.16	Describe any additional features or functionality.
Answer	
CIR5 - CRITERION: SMART FULFILMENT	
Questions	
CIR5.1	Does the system provide smart fulfilment, using a combination of user and item attributes to determine the best fulfilment method? Describe this functionality.
Answer	
CIR5.2	For all request types, are user permissions based on transaction policies defined by the Libraries? Describe this functionality.
Answer	
CIR5.3	Does the system support fulfilment of requests via link resolution to appropriate electronic resources? Describe this functionality.
Answer	
CIR5.4	Does the system support the administration of access rights for digital materials? Describe this functionality.
Answer	
CIR5.5	Does the system support the administration of access rights for online services? Describe this functionality.
Answer	
CIR5.6	Does the system allow for maximum flexibility in determining loan policies? Are suppliers requested to give full details of options available? Describe this functionality.
Answer	
CIR5.7	Does the system allow status monitoring of requested items? Describe this functionality.
Answer	
CIR5.8	Does the system allow item category and copy specific reservations by staff only?

	Describe this functionality.
Answer	
CIR5.9	Does the system allow grouping of locations to satisfy reservations? Describe this functionality.
Answer	
CIR5.10	Does the system allow/disallow reservations on items on order? Describe this functionality.
Answer	
CIR5.11	Does the system allow/disallow available items (i.e. on shelf) to be reserved if the reservation is placed in the library? Describe this functionality.
Answer	
CIR5.12	Does the system allow for remote reservation requests to be routed between sites if copy is currently available at more than one site? Describe this functionality.
Answer	
CIR5.13	Does the system allow for a default collection point to be specified which can be changed if required by staff/end users? Describe this functionality.
Answer	
CIR5.14	Does the system allow the automatic or manual reduction of loan periods when there are outstanding reservations on items? Describe this functionality.
Answer	
CIR5.15	Does the system allow for the generation of recall notices and reduction of the loan period for reserved items (recall item due back soonest)? Describe this functionality.
Answer	
CIR5.16	Does the system alert staff when a reserved item is returned from loan and notify the requester that the item is awaiting collection? Describe this functionality.
Answer	
CIR5.17	Does the system alert staff/end users if a reservation is awaiting collection, whenever the borrower record is accessed? Describe this functionality.
Answer	
CIR5.18	Does the system allow for reservations to be cancelled automatically on expiration? Describe this functionality.
Answer	
CIR5.19	Does the system allow for reservations to be cancelled manually by staff? Describe this functionality.
Answer	

CIR5.20	Can authorised staff change the order of the reservation queue? Describe this functionality.
Answer	
CIR5.21	Describe any additional features or functionality.
Answer	
CIR6 - CRITERION: NOTICES	
Questions	
CIR6.1	Does the system support the automatic generation of notices, including: overdue letters, replacement costs, recalls, notification of item awaiting collection? Describe this functionality.
Answer	
CIR6.2	Does the system support the transmission of notices via a range of formats including, but not limited to print, email, and telephone? Describe this functionality.
Answer	
CIR6.3	Are both the text and format of notices library-defined? Describe this functionality.
Answer	
CIR6.4	Describe any additional features or functionality.
Answer	

4. SERIALS

Definition	The system shall manage all possible serial publication models, from very regular to extremely irregular ones, allowing for any possible exceptions. Staff will use it to track licences for e-resources, display terms of licences, etc.
Weight	1200
Minimum Score	50%

SER1 - CRITERION: CHECK-IN	
Questions	
SER1.1	Does the system offer the option to show more than one expected/outstanding issue? Describe this functionality.
Answer	
SER1.2	Does the system allow the creation of free-text notes at title, order and issue level?

	Describe this functionality.
Answer	
SER1.3	Does the system display these notes at point of check-in? Describe this functionality.
Answer	
SER1.4	Please explain if the system allows for check-in of non-standard issues, including: supplements, special issues, parts received out of sequence, combined and double-numbered issues, duplicates, and indexes.
Answer	
SER1.5	Does the system allow staff to 'un-receive' an issue received in error? Describe this functionality.
Answer	
SER1.6	Does the system alert staff to gaps in receipted issues at point of check-in? Describe this functionality.
Answer	
SER1.7	Does the system allow library staff to change the "check-in date" rather than just use the current date? Describe this functionality.
Answer	
SER1.8	Describe any additional features or functionality.
Answer	
SER2 - CRITERION: PREDICTION	
Questions	
SER2.1	Does the system provide the facility to predict a wide range of publication patterns in terms of number of issues per week, per month, per year or over several years (biennial, triennial, etc.)? Describe this functionality.
Answer	
SER2.2	Does the system allow patterns to support irregular but predictable publications such as combined issues, supplements and indexes? Describe this functionality.
Answer	
SER2.3	Does the system handle irregular and unpredictable publications? Describe this functionality.
Answer	
SER2.4	Does the system allow for changing the prediction pattern within a subscription year? Describe this functionality.
Answer	

SER2.5	Does the system allow for stopping or suspending prediction for an individual title? Describe this functionality.
Answer	
SER2.6	Does the system accommodate delays of any duration between nominal and actual date of publication? Describe this functionality.
Answer	
SER2.7	Does the system support at least four levels of enumeration? Describe this functionality.
Answer	
SER2.8	Does the system allow any combination of numeric, alphanumeric or date descriptors? Describe this functionality.
Answer	
SER2.9	Does the system allow volumes commencing at any time during the year? Describe this functionality.
Answer	
SER2.10	Does the system allow volumes that cover more than one year? Describe this functionality.
Answer	
SER2.11	Does the system allow for multiple volumes within a year? Describe this functionality.
Answer	
SER2.12	Does the system allow for both continuous and restart issue numbering within volumes? Describe this functionality.
Answer	
SER2.13	Does the system generate automatically serial prediction patterns for the coming year according to the publication pattern and life cycle established for the serial? Describe how the system manages this procedure.
Answer	
SER2.14	Describe any additional features or functionality.
Answer	
SER3 - CRITERION: CLAIMING	
Questions	
SER3.1	Does the system generate claims based on predicted expected issue date together with library-defined claim period (by title or supplier? Describe this functionality.
Answer	
SER3.2	Does the system allow prior review of claims by staff? Describe this functionality.

Answer	
SER3.3	Does the system generate claims for skipped issues automatically on receipt of subsequent issues? Describe this functionality.
Answer	
SER3.4	Does the system permit claims by e-mail or in EDI format? Describe this functionality.
Answer	
SER3.5	Are claim formats and claim messages library-defined? Describe this functionality.
Answer	
SER3.6	Describe any additional features or functionality.
Answer	
SER4 - CRITERION: ROUTING	
Questions	
SER4.1	Does the system allow the creation and maintenance of routing lists for specific copies of individual titles using the borrower file? Describe this functionality.
Answer	
SER4.2	Does the system allow lists of titles/recipients to be edited on an individual or global basis? Describe this functionality.
Answer	
SER4.3	Does the system alert staff to a routing list at check-in? Describe this functionality.
Answer	
SER4.4	Does the system allow the printing of routing lists at check-in, either on an individual basis or at the end of a check-in session? Describe this functionality.
Answer	
SER4.5	Does the system alert staff to routed issues not returned? Describe this functionality.
Answer	
SER4.6	Is the format of routing slips library-defined? Describe this functionality.
Answer	
SER4.7	Please state if the system provides for ongoing control of serial issues with regard to routing.
Answer	
SER4.8	Describe any additional features or functionality.

Answer	
SER5 - CRITERION: BINDING CONTROL	
Questions	
SER5.1	Does the system flag and identify items ready for binding according to library-defined requirements? Describe this functionality.
Answer	
SER5.2	Does the system hold binder details and instructions? Describe this functionality.
Answer	
SER5.3	Does the system record items at binding (issue, return, overdue)? Describe this functionality.
Answer	
SER5.4	Please state if it is possible to access directly the following detail information attached to a serial title: <ul style="list-style-type: none"> • Routing • Binding
Answer	
SER5.5	Describe any additional features or functionality.
Answer	

5. ELECTRONIC RESOURCE MANAGEMENT

Definition	This criterion is important as EU libraries needs to be able to manage a large and complex digital collection.
Weight	600
Minimum Score	50%

ERM1 - CRITERION: GENERAL	
Questions	
ERM1.1	Does the system provide a Knowledge Base (see Criteria 6: Central Knowledge Base)? Describe the Knowledge Base provided with the system.
Answer	
ERM1.2	Please give details of Knowledge Base functionality and integration with external sources (see Criteria 6: Central Knowledge Base).

Answer	
ERM1.3	Does the system allow import additional data into the Knowledge Base (see Criteria 6: Central Knowledge Base)? Describe this functionality.
Answer	
ERM1.4	Does the system provide A-Z listing service for e-resources? Please, give details.
Answer	
ERM1.5	Describe any additional features or functionality.
Answer	
ERM2 - CRITERION: LICENCES	
Questions	
ERM2.1	State how licenses are managed by the system: <ul style="list-style-type: none"> • License details records. • Storage of agreements. • Display license terms for internal and external users. • Ability to record explanation of user eligibility under the licence for onsite use, offsite use and any limitations on commercial / walk-in user use.
Answer	
ERM2.2	Describe any additional features or functionality.
Answer	
ERM3 - CRITERION: STATISTICS	
Questions	
ERM3.1	Does the system obtain, gather, and organize usage statistics including (but not limited to) usage by resource title and usage by user? Describe this functionality.
Answer	
ERM3.2	Does the system auto-upload statistics using SUSHI standard? Describe this functionality.
Answer	
ERM3.3	Does the system provide historical statistics and reporting? Describe this functionality.
Answer	
ERM3.4	Does the system have the capacity to store a minimum of 5 years of statistical data, ideally to the life of the system? Describe this functionality.

Answer	
ERM3.5	Describe any additional features or functionality.
Answer	
ERM4 - CRITERION: MANAGEMENT	
Questions	
ERM4.1	Does the system manage administrative information, such as usernames and passwords for different suppliers? Describe this functionality.
Answer	
ERM4.2.	Has the system the ability to restrict access by IP address? Describe this functionality.
Answer	
ERM4.3	State if the system provides acquisitions functionality for: <ul style="list-style-type: none"> • Funds management • Financial reporting • Repository of cost data • Invoicing
ERM4.4	Does the system provide information to evaluate existing electronic resource subscriptions, based on: usage, cost, changes in license, and changes in title lists to a package? Describe this functionality.
Answer	
ERM4.5	Does the system provide electronic 'claiming' for journals that are not available? Describe this functionality.
Answer	
ERM4.6	Does the system have the ability to import license information from other systems (such as via CSV files, databases etc.)? Describe this functionality.
Answer	
ERM4.7	Does the system support the use of multiple links including both direct links and proxy links and variant link texts to indicate eligible user access? Describe this functionality.
Answer	
ERM4.8	Does the system allow the libraries to specify proxy server requirements that will allow the server to be shared by several libraries? Describe this functionality.

Answer	
ERM4.9	Does the system allow the libraries to include shared proxy server IPs in individual library supplier accounts? (This may require Proxy server IPs for each library.) Describe this functionality.
Answer	
ERM4.10	Describe any additional features or functionality.
Answer	

6. CENTRAL KNOWLEDGE BASE

Definition	The new system will support and be supplied with a Central Knowledge Base of electronic resources. This criterion will assess the number of publishers and other sources covered and the degree of integration/metadata available for publishers and sources effectively used by the Libraries.
Weight	600
Minimum Score	50%

CKB1- CRITERION: GENERAL	
Questions	
CKB1.1	How many resources are managed in your Knowledge Base (per type)? Please provide the list of resources managed in your Knowledge Base.
Answer	
CKB1.2	Give details about how frequently the Knowledge Base is updated.
Answer	
CKB1.3	Give details about how the following types of electronic resources are described in the Knowledge Base: <ul style="list-style-type: none"> • Electronic journals (Individual electronic journals, newspapers and other serials) • Journal packages • Selective packages • eBooks • Databases
Answer	
CKB1.4	Describe if the system allows for the addition of titles not currently in the Knowledge Base.
Answer	

CKB1.5	Describe any additional features or functionality.
Answer	

7. RESOURCE DISCOVERY AND INTERFACES

Definition	<p>The tender calls for the provision of a hosted resource discovery and access service (RDS) that will enable the Libraries to bring together and integrate metadata for resources in any media, including both licensed and purchased electronic content and open access resources, which are scattered across disparate silos. The results should be able to be streamlined, presented and delivered appropriately to the researcher. The discovery functionality highlights the richness of the libraries collections in a user-friendly way in terms of usability, meaningful results display and validity of results (i.e. intelligent approach for presenting the most relevant items in the search context).</p> <p>The RDS could be a component of the contractor's own library management system (LMS back office management system) or from an independent RDS supplier. However, it must communicate effectively and efficiently with the Libraries' chosen LMS.</p> <p>A fresh and innovative approach is required to allow all types of users to access the information they require.</p>
Weight	1200
Minimum Score	50%

RDI1 - CRITERION: DISCOVERY FUNCTIONALITY	
Questions	
RDI1.1	Do end-users see all their account information (loans, stored searches, etc.) seamlessly in the Discovery solution as it would have been the case in a traditional OPAC interface? Describe this functionality.
Answer	
RDI1.2	Is it possible to provide deep links to individual journals / law reports from catalogue? Describe this functionality.
Answer	
RDI1.3	Do the discovery functions specifically support non-Roman scripts, at least Cyrillic and Greek, or can they interact with a product that does so? Describe this functionality.
Answer	
RDI1.4	Describe any additional features or functionality.
Answer	

RDI2 - CRITERION: DISCOVERY SEARCHING**Questions**

RDI2.1	Does the system include both basic and advanced searching? Describe this functionality.
Answer	
RDI2.2	Please state if the search methods are intuitive and easy to use, on a spectrum of: <ul style="list-style-type: none">• Google-style• Faceted narrowing of results by library specific and defined parameters• Advanced Boolean
Answer	
RDI2.3	Please explain if intelligent searching and retrieval includes (with options to enable or disable, as required) any of the following: <ul style="list-style-type: none">• Relevance ranking.• ‘Did you mean...?’ suggestions.• Checking/correction of apparent spelling mistakes.• ‘If you like that, you might like this’.• ‘If you looked at that, other people have looked at this’.• ‘Users who borrowed that also borrowed this’.• Opening up routes of interest and serendipity.• Autocomplete.• Lemmatization or stemming.• Library keywords to trigger links or advice on related library searches.• Ability to switch off intelligent searching functions (such as “did you mean”).
Answer	
RDI2.4	Depending on the search type and role of the user, does the optional (on/off) functionality allow users to edit a record, create an order, view holdings, items etc.? Describe this functionality.
Answer	
RDI2.5	Could an advanced user (e.g. library staff) change role to see Discovery functions and results as if they were a standard user (e.g. staff)? Describe this functionality.
Answer	
RDI2.6	Are the library staff able to define their own search conditions based on standard indexed options? Describe this functionality.
Answer	

RDI2.7	<p>Please explain if the system is delivered with an out of the box set of standard indexed fields, including, but not limited to:</p> <ul style="list-style-type: none"> • Author • Title • Subject • Series • Call number • ISBN/ISSN • Publisher • Notes • Edition
Answer	
RDI2.8	<p>Describe if it is also possible to set a pre-search filter by individual library sharing the system – for example by:</p> <ul style="list-style-type: none"> • Bibliographic information • Physical items • Digital items • Electronic items <p>Describe this functionality.</p>
Answer	
RDI2.9	Describe if based on staff and/or user queries it is possible to save and manage sets.
Answer	
RDI2.10	Is it possible to search for electronic resources by – but not limited to - title (e.g. journal title), package and by provider? Provide details.
Answer	
RDI2.11	Describe how the system interface has a persistent search box for users to search the database regardless of where they are in the system.
Answer	
RDI2.12	Does the system support multiple selections and recombination of facets? Describe this functionality.
Answer	
RDI2.13	Does the system offer virtual shelf browsing functionality for search results? Provide details.
Answer	
RDI2.14	Are search results sortable by date (both oldest and newest first)? Provide details.

Answer	
RDI2.15	Is it possible to restrict a search to a particular date range, preferably in advance, and possibly from the search results screen? Describe this functionality.
Answer	
RDI2.16	Are search results saveable as lists for reference? Describe this functionality.
Answer	
RDI2.17	Are saved lists shareable as public lists? Provide details.
Answer	
RDI2.18	Is there a browse functionality by multiple and library-specific class mark systems, making browsing within a class mark possible without reference to results of a common index? Describe this functionality.
Answer	
RDI2.19	Is there a browsable taxonomic structure available regarding title, series title, periodical title, subject searching and class mark functions (i.e., no 'null' returns if beginning of title is 'wrong')? Describe this functionality.
Answer	
RDI2.20	Is the system open to link resolution for querying to other catalogues? Describe this functionality.
Answer	
RDI2.21	Provide details on how the system has options for users to export results sets to bibliographic referencing applications (Endnote, Refworks, Zotero, etc.).
Answer	
RDI2.22	Describe any additional features or functionality.
Answer	
RDI3 - CRITERION: DISCOVERY INTERFACES (USER AND SYSTEM)	
Questions	
RDI3.1	Provide details on how users can personalise their information environment, e.g. customise display; choose default searches; set up favourite links and search groups, set up alerts, add widgets, etc.
Answer	

RDI3.2	Describe how the discovery interfaces are customisable to each institution's own library-related services and systems, including look and feel to match institutional branding.
Answer	
RDI3.3	Describe the functionality of seamless user driven workflows initiated from discovery handled by the system such as: <ul style="list-style-type: none"> • Digitization on demand • User-driven acquisition (traditionally PDA or patron driven acquisition) • ILL requests
Answer	
RDI3.4	Provide details on how all public views with the discovery interface either have responsive interfaces or have automatic enabled customisations or plug-ins available to view across mobile phones or tablets.
Answer	
RDI3.5	Describe any additional features or functionality.
Answer	
RDI4 - CRITERION: DISCOVERY INTERFACES (USER EXPERIENCE)	
Questions	
RDI4.1	Provide details on how the discovery solution for the end user is delivered via a cross-browser compatible web interface.
Answer	
RDI4.2	Provide details on the supported browser including (but not limited to): <ul style="list-style-type: none"> • Chrome • Safari • Firefox • Internet Explorer
Answer	
RDI4.3	Does the system require additional plugins on the web interface? Provide details.
Answer	
RDI4.4	Describe any additional features or functionality.
Answer	

8. LINK RESOLUTION

Definition	Link resolver functionality should facilitate integration of an alphabetical list of resources (A-Z list) providing users with easy, fast access to the Libraries' electronic resources.
Weight	200
Minimum Score	50%

LKR1 - CRITERION: GENERAL	
Questions	
LKR1.1	Describe the features of the link resolver, and indicate how the Library can customise the rules for generating links and for creating the corresponding menus in the public access catalogue and in other databases or catalogues.
Answer	
LKR1.2	Is the system able to augment the OpenURL metadata content where necessary? Describe this functionality.
Answer	
LKR1.3	Is the system able to support cases where the OpenURL resolves to multiple records? Provide details.
Answer	
LKR1.4	Describe the functionality of authentication/location recognition (e.g. on or off site).
Answer	
LKR1.5	Is the link resolution software compatible with different linking initiatives? Provide details.
Answer	
LKR1.6	Is there a Link check alert and report facility on bib/item records containing URLs? Describe this functionality.
Answer	
LKR1.7	Describe any additional features or functionality.
Answer	

9. DOCUMENT DELIVERY AND INTER-LIBRARY LOAN (ILL)

Definition	Because not all materials can be obtained within the Libraries and in order to satisfy the needs of other libraries, the system should allow borrowing and lending workflows with external libraries. The system should be able to interact with other third party fulfilment platforms, including traditional inter-library loan
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	systems for the delivery of electronic and tangible materials of items not owned by the Libraries, using standard protocols.
Weight	200
Minimum Score	50%

ILL1 - CRITERION: GENERAL	
Questions	
ILL1.1	Provide details on how the document delivery and inter-library loans are integrated with the rest of the system, including: the resource discovery layer, borrower records (to control ILL privileges) and circulation control (for ongoing control of inter-library loans).
Answer	
ILL1.2	Does the system provide a facility for loaning to other libraries? Provide details.
Answer	
ILL1.3	Provide details on how the control of loans (issue, renewal, recall, return and overdue) uses library-defined parameters.
Answer	
ILL1.4	Can a file of supplying libraries be maintained, accessible by code and library name? Provide details.
Answer	
ILL1.5	Describe process to archive completed document delivery/ILL requests and make them available for access by staff for a library-defined period.
Answer	
ILL1.6	Does the system provide templates for entering the request (for monographs, monograph parts, serial articles, conferences etc.)? Provide details.
Answer	
ILL1.7	Does the system allow staff to access the request record in a number of ways, including: bibliographic details from the user record? Provide details.
Answer	
ILL1.8	Provide details on how the user record displays the following: <ul style="list-style-type: none"> • ILL items on loan • Outstanding requests • Progress reports
Answer	
ILL1.9	Is it possible to amend the supplying library for outstanding requests? Is it possible to amend the supplying library upon receipt? Provide details.

Answer	
ILL1.10	Does the system allow record of the receipt (with date) of requested items? Provide details.
Answer	
ILL1.11	Does the system notify the requester on receipt of an item, with details of collection point, due date, renewal conditions, and whether item is for use in the library only? Describe these functionalities.
Answer	
ILL1.12	Are notifications possible via e-mail, print, SMS, social media and PUI? Provide details.
Answer	
ILL1.13	Does the system manage renewal of loans from external libraries? Describe this functionality.
Answer	
ILL1.14	Is it possible to handle charges imposed by document delivery providers? Provide details.
Answer	
ILL1.15	Describe any additional features or functionality to run document delivery service and/or inter-library loans.
Answer	

10. MANAGEMENT INFORMATION: REPORTING AND ANALYTICS

Definition	The Libraries are looking for tools that will provide not only operational and usage reports but also analytics and business intelligence capabilities to provide the Libraries with statistical data and metrics.
Weight	400
Minimum Score	50%

MIR1 - CRITERION: GENERAL	
Questions	
MIR1.1	Provide details on how the system provides management information from the main functional areas: circulation activity, acquisitions, serials control, Inter-Library Loans.
Answer	

MIR1.2	Does the solution provide not only operational and usage report but analytics and preferably Business Intelligence (BI) capabilities? Describe these functionalities.
Answer	
MIR1.3	Does the system have the ability to access transaction data over a lengthy period to facilitate longitudinal analysis of data? Describe this functionality.
Answer	
MIR1.4	Does the system have the ability to schedule dataset retrieval? Describe this functionality.
Answer	
MIR1.5	Does the reporting & BI tool support a variety of output options including, but not limited to, viewable online, send to printer, email and export to a spreadsheet? Describe these functionalities.
Answer	
MIR1.6	Is the report interface intuitive, offering select and click functionality converting to graphs, charts and tables automatically? Provide details.
Answer	
MIR1.7	Does the system offer the ability to allow easy retrieval of data for statutory returns and routine monitoring, including options for user-friendly flexible customisation of ad hoc reports in a wide range of export formats? Describe these functionalities.
Answer	
MIR1.8	Is the reporting and BI system able to provide business intelligence capabilities and the analysis of different data gathered by the system to serve as a support for decision making process? Provide details.
Answer	
MIR1.9	Is the reporting solution able to provide usage statistics reports and comply with industry usage reporting standards such as SUSHI, COUNTER? Describe this functionality.
Answer	
MIR1.10	Does the system provide personal data protection, including anonymisation of statistics that could identify individuals? Provide details.
Answer	
MIR1.11	Describe any additional features or functionality.
Answer	

11. GENERAL AND ADMINISTRATION

Definition	The Libraries require a system that will provide flexibility for the customization of the different aspects related to staff roles and locally defined parameters, acquisition workflows, branding and search functionalities.
Weight	700
Minimum Score	50%

GAD1 - CRITERION: GENERAL	
Questions	
GAD1.1	Does the system provide a function for editing records in batch? Provide details.
Answer	
GAD1.2	Are all functions properly documented? Provide details. Indicate which manuals, help files, guides, etc. are available with the system.
Answer	
GAD1.3	Does the system provide the EU Libraries with functionality to configure and administer the parameters and policies that govern the functioning of all its components?
Answer	
GAD1.4	Are modules, functions, configurations and data fully integrated, so that data created in one module or with one function can be used with another module or function? Provide details.
Answer	
GAD1.5	Does the system allow for automating as many tasks as possible, by means of macros, templates, etc.? Describe this functionality.
Answer	
GAD1.6	Are fixed-length fields, such as dates, predefined value fields or fields for codes available for all record types and definable by the libraries? Describe this functionality.
Answer	
GAD1.7	Are variable-length fields, such as notes or messages, available for all record types and definable by the Libraries? Provide details.
Answer	
GAD1.8	Does the system keep track of the history of events? Describe this functionality.
Answer	
GAD1.9	Does the system keep track of changes made on records and manage different versions of it? Describe this functionality.
Answer	
GAD1.10	Does the system have no limits in the number of records, configuration values, saved lists, saved reports, templates, etc., that can be stored? Provide details.

Answer	
GAD1.11	Is a dashboard configurable per login available, containing tasks lists, reminders, announcements, and other widgets? Provide details.
Answer	
GAD1.12	Does the system provide optimised workflows, supported by tasks lists, task and record assignments or alerts? Provide details.
Answer	
GAD1.13	Is it possible to upload and attach files of any format to any type of record of the system? Provide details. Specify which records allow files attached, which of these files can be visible to the public and what the limitations for attaching files are.
Answer	
GAD1.14	Describe the following functionalities of the system: <ul style="list-style-type: none"> • Prevent access once a pre-set number of login attempts are exceeded. • Allow different levels of access to functions/sub-functions according to level of user. • Suppress disallowed options. • Restrict groups of users/workstations to specific functions. • Permit maintenance of access levels by library staff.
Answer	
GAD1.15	Does the system offer the capability to define the time period for retention of transaction history and other records of end-user-specific behaviour? Provide details.
Answer	
GAD1.16	Describe any additional features or functionality.
Answer	
GAD2 - CRITERION: SUPPORT AND MAINTENANCE	
Questions	
GAD2.1	Are all services offered based in the European Union? Describe your structure as a company, indicate which services (support, training, data, sales, etc.) are available in each of your offices and specify which services would be offered and from which office or offices.
Answer	
GAD2.2	Provide details on support for cloud environment details, including security approach and specialist staff.
Answer	
GAD2.3	How do customers receive prior notification of scheduled downtime for maintenance or upgrades? Provide details.

Answer	
GAD2.4	<p>Customer resources – how do customers access. Provide details on how the system offers the following:</p> <ul style="list-style-type: none"> • A knowledge base that includes extensive information to assist customers in troubleshooting issues and FAQs. • Product information such as release notes, user group presentations, etc. • Software documentation. • Information regarding upgrades and patches.
Answer	
GAD2.5	<p>Enhancements</p> <ul style="list-style-type: none"> • How are requests for enhancements handled? • How are feature enhancements released to your product? • How will the users be notified of upcoming or released product features? • How are priorities set for enhancements? • What role, in any, does a user group have in this process?
Answer	
GAD2.6	Are backup processes supported by modern network and cloud backup functionality as standard - but also tape if required? Provide details.
Answer	
GAD2.7	Describe which participatory platforms (wikis, forums, user groups, email lists) are available for customers to share experiences, solutions and custom developments.
Answer	
GAD2.8	Describe any additional features or functionality.
Answer	
GAD3 - CRITERION: CUSTOMIZATION	
Questions	
GAD3.1	Does the system come with a set of “Out of the Box” definitions and configurations so that the library need only make minimal changes to the standard settings? Describe this functionality.
Answer	
GAD3.2	Does the system allow customization of the acquisition workflows in order to accommodate specific library needs as well as control over when orders and invoices need mediated handling? Provide details.
Answer	
GAD3.3	Does the system support multiple libraries (sites) – each with their own, potentially complex, branding, ranking, scoping, interface customisations (CSS, html, JavaScript, templates, etc.) and other configuration requirements?

Answer	
GAD3.4	Does the system allow the library to configure when fulfilment processes such as hold request/call slips can be automated or need to be mediated?
Answer	
GAD3.5	Does the system come with the ability to add notes and file attachments to various resources managed in the system?
Answer	
GAD3.6	Describe any additional features or functionality.
Answer	
GAD4 - CRITERION: USER MANAGEMENT	
Questions	
GAD4.1	Does the system support a robust and flexible yet straight-forward system for assigning roles and permissions to staff functions?
Answer	
GAD4.2	Does the system support automatic assignment of roles to staff users?
Answer	
GAD4.3	Does the system support authorization/authentication which is role/attribute based (i.e. a single user can have multiple roles without needing multiple IDs)?
Answer	
GAD4.4	Does the system provide granular access control rights for staff accounts? Is it able to facilitate multiple profiles accessing different combinations of functional modules?
Answer	
GAD4.5	Are roles and permissions integrated to allow a staff member to have a single set of permissions for working across libraries and across roles e.g. staff working across the different sub-libraries?
Answer	
GAD4.6	Describe any additional features or functionality.
Answer	

12. IMPLEMENTATION PROJECT

Definition	The Libraries need to understand details related to the overall implementation plan of the contractor. In addition, the Libraries require a flexible training
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	programme that will ensure that staff quickly becomes familiar with their areas of expertise as well as gaining a broad understanding of the system as a whole. The Libraries expect to have continuous comprehensive access to training and documentation throughout the duration of the contract.
Weight	500
Minimum Score	50%

IMP1 - CRITERION: GENERAL	
Questions	
IMP1.1	Give a detailed description of your approach and proposed plan for the data migration process.
Answer	
IMP1.2	Describe your approach with regard to configuration and customization by each of the libraries using the system. What tools will be available for library staff to configure and customize various parameters?
Answer	
IMP1.3	Outline the estimated timeline for implementation and major steps and the respective vendor/Libraries responsibilities.
Answer	
IMP1.4	Supply details related to vendor resources that have been included in your implementation costs and will be available for the library during implementation. Provide primary points of contact for the library and describe the escalation path you support.
Answer	
IMP1.5	Describe any additional features or functionality.
Answer	

13. TRAINING AND DOCUMENTATION

Definition	The Libraries require a flexible training programme that will ensure that staff quickly becomes familiar with their areas of expertise as well as gaining a broad understanding of the system as a whole. The Libraries expect to have continuous comprehensive access to training and documentation throughout the duration of the contract.
Weight	100
Minimum Score	50%

TRA1 - CRITERION: TRAINING	
Questions	
TRA1.1	Does the vendor provide details of a standard training program, the method of training and materials?
Answer	
TRA1.2	Provide details and examples of on line and context sensitive help.
Answer	
TRA1.3	Describe how bespoke training may be delivered. Please state methods and likely cost implications of each session.
Answer	
TRA1.4	Describe any additional features or functionality.
Answer	
TRA2 - CRITERION: DOCUMENTATION	
Questions	
TRA2.1	Provide details of the extent, level and format of the documentation which comes with the proposed solution.
Answer	
TRA1.2	Describe how documentation is updated and how the libraries will be notified regarding new and/or updated documentation.
Answer	
TRA1.3	Will the Libraries be able to tailor documentation and help files to cater to local needs?
Answer	
TRA1.4	Describe any additional features or functionality.
Answer	

14. DATA MIGRATION

Definition	This criterion will assess the way how the tenderer proposes to migrate from the existing systems of the Libraries (see Annex 8) to its SaaS system. The migration plan must include detailed and realistic work plans and schedules and a list of difficulties likely to be encountered that may impact the work plans and schedules. It should also include the requirements of the tenderer on the works to be done by the Libraries.
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Weight	500
Minimum Score	50%

DMI1 - CRITERION: GENERAL	
Questions	
DMI1.1	Can you assure the integrity of the data after upload? Do you provide a test plan formulated for this purpose?
Answer	
DMI1.2	The process to prepare data for migration may entail data cleansing, restructuring and presenting it in a suitable format for migration prior to its upload to the new system. Please provide details of any limitations to these requirements.
Answer	
DMI1.3	Cataloguing data in MARC records should be converted/made compatible with the RDA cataloguing standard. Describe your RDA conversion service.
Answer	
DMI1.4	Do you provide details of your suggested and preferred data migration approach?
Answer	
DMI1.5	How would you provide details to your role in the data migration?
Answer	
DMI1.6	As a supplier, explain how you specify the EU Libraries Services' role in the data migration.
Answer	
DMI1.7	Does the data to be migrated include all borrower, title, item, loan transaction, account transaction, system parameters, reservation data, etc.? As a supplier, do you provide details of any limitations to these requirements?
Answer	
DMI1.8	Explain your approach to local catalogue migration as the project will require the integration of catalogue data for many of the same titles from a number of sources.
Answer	
DMI1.9	As a supplier, provide details on how you would take alternative approaches to catalogue title development and enrichment to maximise library customer experience of the catalogue and benefits of the chosen LMS. Do you include cost structures for such an approach?
Answer	
DMI1.10	Record identification numbers from the current system should be migrated to the new system. Explain for which records this is possible, whether these identification numbers

	could be indexed in the new system and where in the new system these identification numbers would be stored (note field, specific-purpose field, etc.).
Answer	
DMI1.11	Describe how the service provider will assist in the alignment and the migration of ECLAS Thesaurus subject authority records to EUROVOC subject authorities. The alignment is available on the EU Open Data Portal - https://open-data.europa.eu . This work will require updating of authority headings in all existing bibliographical records.
Answer	
DMI1.12	Does the implementation project plan include a meeting to discuss the process of data conversion and migration from the current system to the new system?
Answer	
DMI1.13	Describe the process followed for the live data load, including aspects such as expected downtime for the EU Library system (time in which neither the current system, nor the new one will be fully available) based on the types and amounts of records to be loaded, tasks assigned to the Library staff during the process or suggested practices during that period of time.
Answer	
DMI1.14	Describe any specific considerations or difficulties in migrating bibliographic, acquisitions, serials, check-in, electronic resource, content license, patron, and circulation records and data from the current EU Library system (see Annex 8) into your solution.
Answer	
DMI1.15	Provide details about previous experience with migrating from the current EU Library system (see Annex 8), indicating which types of data have been successfully migrated from those systems to the system proposed.
Answer	
DMI1.16	Does the data to be migrated include notes (logs) linked to orders, invoices, and generally speaking all notes linked to functionalities of the present system? As a supplier, do you provide details of any limitations to these requirements?
Answer	
DMI1.17	Does the data to be migrated include purchase orders with any kind of statute (open, closed, cancelled, pending...)? As a supplier, do you provide details of any limitations to these requirements?
Answer	
DMI1.18	Describe any additional features or functionality.
Answer	