

20th September 2023

**Preliminary market consultation**

**online reading list system and digital content solution**

**ref ITS099LTU**

Dear Potential suppliers,

We are seeking preliminary market information from solution providers regarding online reading list systems and digital content solutions, with a view to assessing, on the basis of this, whether or not there is a business case for entering into a formal tender process.

For background information, Leeds Trinity University (LTU) is a small but growing University, with 9500 FTE students, of whom 4,100 are studying at Leeds Trinity University itself, and 5,400 on LTU franchised programmes at partner institutions, and 207 FTE academic staff.

We would like to hear back from you with an indication of the following costs:

1. annual costs (stated with and without VAT) for an online reading list system. The costs should reflect provision for all LTU students and staff, including those studying at partner institutions. Please provide these for the following calendar years:
* 2024
* 2025
* 2026
* 2027
* 2028

It would be helpful if it could be stated whether 5 year and single year agreements are available, and if so, what the differences in pricing between 5 year and single year agreements would be.

b) If applicable, any initial implementation costs, including project management, data migration from existing system (currently Talis Aspire), staff training etc.

To assist with pricing estimation, the following states our proposed high level technical and implementation requirements. To enhance our understanding of possible solutions, we would be grateful to learn *if and how your system differs from or does not meet any of the requirements*.

# Functional requirements

## Creation of lists

### The system should enable the inclusion on reading lists of a wide variety of resource types and material formats.

### The system should include the capability to add, prioritise, edit, annotate and delete reading list items.

### The system should enable Library staff to upload course, class and module information in a hierarchical structure, allow staff to link lists to module codes, to edit the course information manually or in bulk.

### The system should enable both Library and Academic staff to create, maintain, copy, archive and delete lists.

### The system should also support the rollover of lists. List rollover should be customisable depending on institutional requirements.

### The system should allow users to easily create reading list items by gathering information about resources from their browser.

## Management of lists by Library and academic staff

### The system should have the ability to display reading list items in a structured format, with sections, sub-sections and headings.

### The system should display all relevant bibliographic information about reading list items, in the University’s approved reference style, APA.

### Library and academic staff should be able to add and edit sections within the list and to cut/copy/paste sections and reading list items and move them within the list.

### The system should include capability to ensure that draft versions of lists are made available to library and academic staff for review before being made public.

### The System should enable academic staff to add notes for Library staff about reading list items, including requesting digitisation of specific resources.

### The system should allow access to reading lists to be restricted to specific groups of students if required.

## Student user interface

### The system should enable students to check the location and real-time availability of physical resources displayed on their reading lists.

### Students should be able to click directly through to resources without the need to use another system interface.

### Students should be able to export citations from lists in a standard format.

### Users should be able to search/filter/sort lists.

### The System should include an option for users to print or export lists as PDFs and text documents.

## Management information and usage analytics

### The System should be able to provide a range of management reports on the status of lists and list items

### The System should be able to provide relevant reporting on the usage of lists and list items, including: number of reading lists; levels of student engagement; both current and historical usage information;

### Library staff should be able to adapt standard reports and design their own reports without the requirement for specialist technical assistance.

## Integrations with other systems

### The system should provide two way integration with the institutional library management system, currently Ex Libris Alma, and other commonly used LMSs.

### The system should provide one way integration with the institutional discovery layer, currently Ex Libris Primo VE.

### The System shall provide integration with the Copyright License Agency (CLA) digital content store (DCS) and other relevant digital content solutions. The System should be able to display existing extracts and request new extracts.

### The system should integrate with the Moodle learning management system and other common solutions.

### The system should integrate with the JISC Learning Analytics service and other common learning analytics solutions.

## Migration of data from existing solution

### The System should allow for the migration of existing reading lists into the System.

## Storage of digitised content

### The system should be able to fully and seamlessly integrate with the CLA Digital Content Store (DCS) or equivalent services, as well as the CLA Permissions database and the CLA shared repository of scanned documents.

### The system should provide CLA Compliance reports for statutory compliance monitoring

### The system should produce front sheets for scans.

# Technical / non-functional requirements

## Usability & Accessibility

### All of the System’s functions should be available through a browser interface. The interface should be responsive to the device screen size.

### The System should support all mainstream browsers, including but not limited to, Google Chrome, Firefox, Safari, and Edge. The System should support both new releases and browser versions at least up two major versions back. The System shall display a message telling which browsers are supported should a non-supported browser be used to access the System.

### The Contractor shall ensure that conformance to Level A has been achieved and progress has been made towards Level AA within the W3C Web Content Accessibility Guidelines (WCAG) 2.0.

### The System functionality should be fully available to both staff and students using Assistive Technology. e.g. Text to speech tools.

### The System should allow customisation of the System appearance to allow the Institution’s branding to be applied where appropriate.

### All screens should have a consistent and intuitive layout. The navigation, operation and help facilities shall use a standard method throughout.

### The System should accept standard wildcarding in any available search facilities provided.

### The System shall be able to output to industry standard file formats to facilitate local printing which may be compatible with any Office application suite which includes PDF, Xlsx, Docx, CSV.

## Service Management

### The Contractor shall have a dedicated team for provision of technical support which the Institution will have access to through a support call mechanism. The support service shall be available at least during a minimum of UK business hours, 9am – 5pm.

### The Contractor shall have documented response times and fix times for each level of incident and define the process to agree priority.

### The Contractor shall be able to provide detailed documentation on the Service Level Targets (focussing on service reliability and responsiveness).

### The Contractor shall provide comprehensive end user training documentation which will be required on an ongoing basis, and in an appropriate copyright free format that can be tailored by the Institution.

### The Contractor shall provide comprehensive initial training for key role-holders within the System.

### The Contractor should be capable of providing a roadmap for the proposed System's future development.

### The Contractor shall be able to provide their policy on upgrades including the anticipated frequency of both minor/major upgrades and their process for deciding which features/functions/processes should be included in an upgrade e.g. User Group consultation.

### The Contractor of the System shall provide timely software updates as appropriate to meet statutory requirements and notify the Institution of key updates with clear schedules of delivery published well in advance.

### The Contractor shall provide notification of identified bugs found within the System and provide bug fixes and data recovery in line with agreed response time and Service Level Agreements.

## Technical Stability & Interoperability

### The Contractor shall guarantee that all data centres that are used to hold Institution data shall be located within the European Economic Area, or other country recognised under GDPR.

### The Contractor shall guarantee that data centres that are used to provide the service comply with ISO/IEC 27002:2022.

### The Contractor should guarantee that all data centres used to provide the service should be TIER 4 compliant or that the service is fault tolerant between data centres that are each a minimum of TIER3.

### The Contractor shall be able to provide, upon periodic request from the Institution, SSAE 16 SOC2 or ISAE 3402 Type 2 report.

### The Contractor shall ensure that any storage media used within servers supplying the service, including as part of the backup strategy is securely disposed of after its use, using a secure method complying with BS EN 15713:2009, the European Code of Practice.

### The Contractor shall provide detailed description and functionality of all Application Programming Interface (API), interfaces to third party software and other supported functionality available to the Institution in interacting or interfacing with the System. This information shall be maintained and up to date with ongoing access via a published interface. Any additions shall be highlighted to the Institution in a timely manner.

### The Contractor shall have clear documentation on the System uptime performance commitments, including KPIs. The Institution requires a minimum service level System uptime commitment of 99.5% of the Measured Time Period, 24\*7\*365, excluding prior notified scheduled maintenance. The System should be available, and fully functional, for use by staff and students for at least 99.9% of the time, the established benchmark for corporate systems supplied to the education sector.

### The Contractor should be able to evidence that the Hosting environment includes efficient sustainable power usage.

## Security

### Within the data centres, the Contractor shall guarantee full data isolation from other customers.

### The System should support a variety of authentication methods including Shibboleth; the system should also support multi-factor authentication.

### The System shall support single sign-on authentication within a session.

### The System shall be configurable to support user names and passwords obtained through integration with AzureAD or equivalent standard solution to provide Single Sign On.

### The System shall use role-based access, and provide a facility to synchronise assignment of roles with the Institution’s role management System. The System shall also allow library staff to assign roles and permissions.

### The System shall ensure that all data changes and views of data are recorded as an audit trail. The audit trail shall include, date and time of change, user identification and details of the change.

### The Contractor shall ensure that all data (at rest or being transmitted) is encrypted to a level compliant with ISO 18033.

### The Contractor shall provide transparency on System security design. They shall provide details of the operational security of the System in terms of how the service is managed securely in order to impede, detect or prevent intrusions/attacks. They shall also provide access to a list of actual security attacks (successful and failed).

### The Contractor shall be able to provide on demand detailed documentation of their standard SLA for System security response. The minimum target for Institution is that all security breaches will be responded to and/or recovered within 24 hours of detection.

### The Contractor shall guarantee to address known vulnerabilities within the System and supporting third party software in a timely manner ensuring that the Institution is notified at the time of the vulnerability being identified and consulted up to the point of resolution.

## Information governance

### The System shall enable the Institution, as data controller, to comply with its obligations relating to data protection and privacy, including the General Data Protection Regulation and Data Protection Act 2018.

### The System shall contain the functionality to support data protection principles and for the System to support the removal of relevant data.

### The System Administrator shall be able to bulk update various record types, including but not limited to, lists, bibliographic items, and user records. It shall also be possible to identify record subsets to which bulk changes will be applied.

### The Contractor shall guarantee that upon contract end or after transfer to another Contractor, the Institution's data shall be deleted using a secure method complying with BS EN 15713:2009, the European Code of Practice. This deletion shall extend to all backups and all data centres used to supply the service.

# Project management and implementation

The contractor shall provide a clear methodology for project management of the implementation, including key milestones and timescales for an implementation to be completed by April 2024, when our current agreement ends. Critically, this should include data migration from the existing solution.

Please could any response be sent to Mark Hayter via email M.Hayter@leedstrinity.ac.uk no later than 1700h on **Friday** **6th October 2023.**

**The Public Contracts Regulations 2015**

In respect of the above Leeds Trinity University seeks advice from independent experts/authorities/market participants with a view to developing the scope and specifications needed to plan and conduct its procurement procedures. For the avoidance of doubt, no call for competition has been made, and no contract award opportunity identified. All relevant information exchanged or resulting from this preliminary market consultation will be documented and may communicated to other candidates and tenderers participating in the procurement procedure.

I hope to hear from you soon

With kind regards

Mark Hayter, Head of Procurement, Leeds Trinity University