



UKSG Invitation to Tender

Assessing the Impact of Library Discovery Technology on Content Usage

1. UKSG, with the support of Jisc, invite tenders for a research study assessing the impact of library discovery technology on electronic content usage in the scholarly information community.
2. The aims/purpose of the study are:
 - to evaluate the impact that library discovery technologies (such as link resolvers and web-scale resource discovery services) have on the usage of academic resources
 - to provide evidence to determine if there is a case for (a) investment in discovery technologies by libraries and (b) engagement with library discovery technologies by publishers and others in the academic information supply chain (unless no positive impact is found, in which case to provide evidence to this effect)
 - to provide recommendations for actions that libraries, publishers and others in the academic information supply chain should take to engage with such technologies to best support the discovery of resources for teaching, learning and research
 - to identify additional research, data, discussion, initiatives or other activities required that will support the implementation of the findings of this study.
3. The deadline for tenders is 12 noon UK time on **Monday 3 June 2013**. Bidders may be required to support their tender with an in-person presentation and if so then these will be held on a date to be determined. The final work under this contract should be completed by **Sunday 6 October 2013**.

Background to Jisc

4. Jisc is a registered charity working on behalf of UK higher education, further education and skills to champion the use of digital technologies. Historically, JISC stood for Joint Information Systems Committee but over the last decade we have evolved and as a company we are now known as Jisc. Further information about Jisc is available at <http://www.jisc.ac.uk/aboutus.aspx>.
5. This work is undertaken in collaboration with the [Publisher and Librarians Solutions](#) group (PALS). As a Jisc working group, PALS realises the value that publishers and librarians working together can achieve for higher education, libraries, publishers and beyond. The group provides a forum for the development and dissemination of best practice, innovation and will fulfil the role of expert group for Jisc's work in this area.

6. The PALS group will support the UKSG Research Subcommittee in the approval and oversight of the work and its dissemination to the wider library and publisher communities.

Background to UKSG

7. UKSG is a registered charity and a company limited by guarantee. The UKSG **vision** is to use our breadth of knowledge and influence to facilitate an efficient information chain, a better information experience for scholars, and a world where all members of the scholarly and professional information supply chain understand each other.
8. The UKSG **mission** is to **connect the information community** and **encourage the exchange of ideas on scholarly communication**. We are the only organisation spanning the wide range of interests and activities across the scholarly information community of librarians, publishers, intermediaries and technology vendors.
9. This work will be approved by the UKSG Trustees and overseen by the UKSG Research Subcommittee and UKSG staff. For more information about UKSG's structure and volunteer representatives, visit www.uksg.org.

Background and Context

10. Link resolvers and the OpenURL standard upon which they operate have transformed electronic library provision and have replaced more traditional services such as the library OPAC as the source for discovering and linking to online content. UKSG has previously sponsored studies such as [Link Resolvers and the Serials Supply Chain](#), and initiatives such as the [KBART working group](#), to explore and improve the efficiency of OpenURL linking.
11. Jisc is also very active in this area too. In 2009-10, as part of the [Library Management Systems programme](#), a number of projects explored the impact of new discovery layers and services. In particular the programme explored the impact of electronic resource management systems on the management and discovery of library content. For a number of years, Jisc and SCONUL have collaborated on work to design and develop a shared service to support institutions in the management of electronic resources. This work led to the development of [knowledgebase+](#) (KB+); a shared community knowledgebase of electronic resource metadata and licences.
12. The broader discovery landscape is also something that Jisc, in collaboration with RLUK and others, is exploring through the [Discovery](#) initiative. The work aims to establish a metadata ecology for UK education and research by nurturing a rich discovery environment through the opening up of bibliographic data across cultural heritage and educational domains. The work is enabling new discovery aggregations and services to be built on these rich foundations, and is an important aspect of this wider discovery landscape.
13. More recently, resource discovery services (RDS) have had significant global uptake, benefiting libraries by combining the discovery of and access to licenced content. Studies such as [How Readers Discover Content in Scholarly Journals](#) are evidence of the widespread interest in and importance of analysis in this area.
14. Libraries have anecdotally reported (and in some cases provided evidence for) significant increases in usage of content which is made available via library discovery technologies. However, despite widespread adoption of such services, there remains

little publicly available information evidencing the impact of such technology to the community across a range of link resolver and discovery products.

15. Publishers and other content providers have expressed interest in evaluating the impact that library discovery technologies have on the discovery (and therefore usage) of content on their platforms.
16. Although link resolvers have developed maturity over the last decade, RDS have only now begun to be sufficiently widely adopted to support analysis of their efficacy.
17. Meanwhile, widely used extramural services such as Google Scholar have also begun to influence discovery and usage of library / publisher content.
18. The objective of this study is to capture and analyse (a) quantitative data from libraries and publishers (including, but not limited to usage statistics, website analytics and activity logs from library discovery technologies), and (b) qualitative commentary / feedback from relevant parties in the information supply chain, to establish whether any usage fluctuation is attributable to the implementation of library discovery technologies.

Services Required

19. Tenderers are invited to submit methodology and costs in support of the above aims and objectives. This may involve either (a) one phase of work incorporating the entire remit of link resolver and RDS impact from both the relevant stakeholder perspectives, or (b) a phased approach, identifying separate work packages that together address the full aims and objectives.

Specification and Methodology

20. Tenderers are invited to propose the methods that they think would be most appropriate to achieve the aims and objectives set out above.
21. To help support this, Jisc and UKSG indicate that such methods could include the following:
 - a. Desk research into the library discovery technologies landscape involving assessment of main products / providers and indication of adoption and main functions.
 - b. Focus group, teleinterviews or survey of libraries who have taken up library discovery technology, to obtain qualitative feedback and perception of impact.
 - c. Case studies and / or survey of libraries with at least 2 years' pre- and post-implementation usage statistics / analytics available, to provide supporting evidence. Such case studies must cover a range of library discovery products.
 - d. Case studies and/or survey of publishers who have engaged with library discovery technologies and can provide at least 2 years' pre- and post-engagement usage statistics / analytics and feedback. This can be anonymised if necessary.

- e. Analysis of aggregated pre- and post-implementation usage statistics across a range of libraries and / or publishers. This can be anonymised if necessary.

Deliverables and Timetable

22. The work under this contract should commence in June 2013 and should be completed by October 2013.

23. The main deliverables are summarised below:

- i. Full research study with executive summary, introduction, methodology, results, discussion, conclusions, recommendations, next steps, acknowledgements, reference list, appendices (Word document and PDF)
- ii. Summary of key findings, implications and recommendations (Word document, PDF and PowerPoint)
- iii. Raw data (eg survey responses, focus group / teleinterview transcripts, usage / analytics data).

Tender Requirements

24. Tender responses should provide the information set out in the following paragraphs:

- a) Name of lead organisation in whose name the tender will be submitted and the contract signed; contact details, including the name of the lead contact, their position in the organisation, telephone number, email address, fax number and website (if any). This information should be included in the tender 'cover sheet' at Appendix A.
- b) The nature of your organisation: whether a sole trader, Limited Liability Partnership (LLP), limited company, institution. If the tender is submitted on behalf of a consortium, list the members of the consortium and identify the lead member and a point of contact.
- c) The number of employees in your organisation. Where the tenderer is a consortium, this information is required for each member.
- d) Details of your experience in/knowledge of undertaking such a study in the information supply chain.
- e) The methodology you propose to use to undertake the activity and timescale for delivery.
- f) Details of the staff who will undertake the activity – highlighting your capabilities to undertake the project management roles.
- g) An assessment of the risks associated with the work and how these will be managed.
- h) Information regarding the pricing structure – tenders should indicate:
 - The total fee sought for the work including all taxes and expenses. Bidders should ensure they charge VAT for the proposed activity if required.

- A breakdown of the costs provided. All costs should be clear and transparent.
- An explanation of how the total figure was arrived at – including the daily charge out rates for this work. Please indicate the name(s) of the member(s) of staff to be used and charge out rate(s).

i) Any other information about your organisation you feel may be relevant.

UKSG/Jisc Management of the Project

25. This project will be overseen by the UKSG Research Subcommittee with reference to the UKSG Trustees where appropriate with support from UKSG staff and Jisc, through the PALS group.
26. The successful tenderer will be expected to follow the normal Jisc project management guidelines http://www.jisc.ac.uk/fundingopportunities/proj_manguide.aspx including adhering to good project management practices, regular reporting and participation in meetings as appropriate. Bidders are advised to view these prior to submitting a proposal.

Procedure for Tender Selection

27. Tenders should be sent to Alison Whitehorn (alison@uksg.org) by 12 noon UK time on **Monday, 3 June 2013**. **Tenders received after the deadline will not be accepted**. It is the responsibility of the tenderer to ensure that the tender has arrived by the deadline stipulated. **There will be no appeals process for late bids**.
28. Tenders **MUST** include a cover sheet (the template at Appendix A must be used).
29. **Tenders should be no longer than 10 single sides of A4 pages** (including **ALL the information requested by this ITT**, ie the cover sheet and any confidential annexes etc) and should be typeset in Arial or similar font at a minimum of 11-point size. **Any tenders that exceed the 10 page limit will be rejected prior to the evaluation stage. NO additional appendices or documents should be attached to the tender unless specifically requested in the ITT.**
30. An electronic copy of the tender should be sent in PDF format by the deadline. This is an electronic-only submission process, therefore all documentation (including the cover sheet and any confidential annexes) must be submitted in PDF format, as a single file and in a zipped folder if the size of the file exceeds 10 Mb (note: any files exceeding 10 Mb are likely to be returned by the mail server).

Selection Criteria

31. The criteria used to evaluate the bids are detailed below:

Criteria
Value for money (including daily rate(s))
Understanding/knowledge of the scholarly information industry, library technology, analysing usage statistics and undertaking surveys and collecting use cases
Appropriateness and feasibility of methodology, including risk assessment and timescales
Appropriateness of level of staffing and expertise allocated to

undertake the project
Consultancy experience and proven track record in effective planning, management and delivery of agreed outputs.

32. The contract will be awarded to the most economically advantageous tender, taking account of the criteria listed above.
33. Jisc and UKSG shall be under no obligation to accept the lowest, or any tender, and tenderers shall submit offers on the basis of so doing at no cost to Jisc or UKSG.

Payment

34. Jisc and UKSG wish to agree a fixed price for the work. Jisc and UKSG will pay on invoice or by instalments as agreed with the Contractor and associated with the deliverables or the achievement of clearly defined milestones.

Further Information

35. Further background information can be found at:

<http://www.uksg.org/jiscresearchstudy>

36. Should you have any queries about the detail of the tender please contact Alison Whitehorn (alison@uksg.org).

Appendix A

Cover sheet for bids (all sections must be completed)

UKSG/JISC ITT: **Impact of Library Discovery Technologies**

Name of institution/organisation:
Project partners (if applicable):
Full contact details for primary contact: Name: Position: Email: Address: Tel: Fax:
Length of Project:
Project Start & End Dates:
Total Funding Requested from Jisc: Funding Broken Down Over Academic Years (August – July) 2011/12 AY(1 August 2011 – 31 July 2012):
Outline Project Description
Tick this box to indicate that this proposal has been approved by an appropriate member of the institution/organisation <input type="checkbox"/>

Appendix B

UKSG/Jisc Invitation to Tender

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Certificate of Non-Collusion

We certify that:

- a) The prices in the Tender have been arrived at independently, without consultation, communication, agreement or understanding for the purpose of restricting competition, as to any matter relating to such prices, with any other Tenderer or with any competitor.
- b) Unless otherwise required by law, the prices which have been quoted in the Tender have not knowingly been disclosed by the Tenderer, directly or indirectly, to any other Tenderer or competition, nor will they be so disclosed.
- c) No attempt has been made or will be made by the Tenderer to induce any other person or firm to submit or not to submit a Tender for the purpose of restricting competition.
- d) No attempt has been made directly or indirectly to canvass any JISC employee concerning the award of the contract which is the subject of this invitation to tender.

Signed:

Name:

Date:

Position:

On behalf of: