

## 4. Specification

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# Specification

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## 1 SCOPE OF TENDER

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Port Phillip City Council (The Council) is inviting tenders to facilitate and provide the software support, maintenance and licensing for their existing Library Management System installation according to the specification supplied.

## 2 BACKGROUND - Current Library Management System version and modules

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### 2.1 Version

The Port Phillip City Council is currently operating Spydus server version 8.4.6.5 on a Windows 2003 server running MSSQL2005. As at the date of the creation of this document they are running client version 8.4.8F.

### MODULES

The Port Phillip City Council is currently licensed to run the following Spydus modules:

- Cataloguing
- Acquisitions
- Serial
- Circulation
- OPAC
- Enriched OPAC – Syndetics
- SIP2 standard

In the near future we wish to explore expanding the following Spydus functionality:

- Enhanced social networking tools
- Further enrichment of OPAC
- Image/object database (see "particular requirements to be attained" for detail on this)
- Enhanced SIP2 support for RFID and other external systems (such as PC bookings and Talking Technologies telephony service)
- PC and room bookings

## **RESPONSIBILITIES OF PARTIES**

Each of the parties to the Contract will have distinct operational responsibilities to ensure the success of the contract, including but not limited to the following:

### **2.1.1 The Contractor will be responsible for:**

- a) Modifications to supplied software to meet council requirements.
- b) Providing recommendations for hardware platform so that system performs at optimal levels
- c) Providing and testing software.
- d) Communicating availability of client upgrades
- e) Timely maintenance and support of software according to Agreed Service Level
- f) Employing suitably qualified support and maintenance staff,
- g) Tracking and communicating responses to requests for system enhancements/modifications
- h) Providing full system documentation including configuration options, commissioning checklists, best practice maintenance workflows and module manuals.
- i) Related matters as they arise.

### **2.1.2 The Council will be responsible for:**

- a) Strategic planning and policy development for Council's Library service;
- b) Provision of required power and data services.
- c) Providing access for supplier to library sites.
- d) 1st level of technical support for library staff.
- e) Monitoring and fault reporting of system to supplier.
- f) Responding as required to service user feedback and complaints.
- g) Undertaking annual and periodic service user satisfaction surveys;
- h) Monitoring the performance of the Contractor;

### **3 SCOPE OF SOFTWARE SUPPORT, MAINTENANCE AND LICENSING**

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#### **General Requirements**

*The scope of support and maintenance for the Spydus Library management system covers the main areas as follows:*

#### **Spydus Support**

Successful tenderer will provide telephone based support between the hours of 9am and 6pm Monday to Friday and the option of emergency contact on weekends for Severe system failure.

Weekend support should be quoted separately if not included in standard pricing schedule

Callout fees outside of this range should be listed separately with hourly rates.

Indicate service level for fault response / resolution.

#### **Spydus Patches**

The tenderer will make patches available on a regular basis to fix known problems in the current version of the system. Problems that are deemed moderate to severe must have a suitable solution provided at no extra cost to council. Solution may be a work around that does not introduce extra workload to PPLS staff.

#### **Spydus Upgrades**

The Library wishes to keep its Spydus installation current and stable. The tenderer is to quote on providing an annual upgrade to the core Spydus system. The library is currently planning to upgrade the core Spydus application at its discretion once every 18-24 months depending on new functionality and fixes to be had through the upgrade.

#### **Spydus Licensing**

Vendors are asked to list annual licensing for all Modules

## 4 PARTICULAR REQUIREMENTS TO BE ATTAINED

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### The Port Phillip City Collection

#### Online image database

The Port Phillip City Collection (PPCC) consists of artworks (in one DBTextWorks dataset) and heritage items (in a separate DBTextWorks dataset). Many of these records have images attached, and this will increase as digitization of the collection progresses.

The cataloguing software of choice for our Curatorial unit is the DBtextworks software package. A major drawback to this is that it doesn't have an online component.

We require a process through which this database of records (including images) can be regularly exported from dbtext, uploaded, indexed and displayed via the Spydus OPAC web-server.

Below is a list of fields that would need to be mapped to existing MARC fields. Where the best fit MARC field label differs greatly from the dbtext field, (e.g. Maker vs Author), the field will need to be "relabelled" on the fly for correct display in OPAC.

| <b>DBTextWorks field name</b>   | <b>Field name to be displayed on Spydus</b> |
|---|---|
| Registration number   | Registration number                         |
| Title<br>Other Title  | Title                                       |
| Artist Name (art)<br>Collaborating artist (art)<br>Maker details (heritage) | Artist/maker                                |
| Object Type   | Object type                                 |
| Image description   | Image description                           |
| Inscription   | Inscription                                 |
| Physical description  | Physical Description                        |
| Materials (heritage)<br>Medium (art)  | Medium/materials                            |

|             |               |
|-------------|---------------|
| Size        | Size          |
| Search date | Date          |
| Subject     | Subject       |
| Image path  | Image path    |
|             | Database Name |

### Search options

#### Requirements as follows:

- Three PPCC database search options:
  1. Users must be able to search art records only or
  2. The heritage records only, or
  3. The art and heritage records together.
- The option of also searching other library holdings would be desirable.
- We would like two types of searches to be made available: key word search (i.e. search by key word across fields), and advanced search (i.e. search one or more specific fields).

### Record display

#### Requirements as follows:

- Search results are to appear in list format, each showing the title, object type, artist/maker and date fields plus a thumbnail image to the left of the record.
- An option to click on thumbnail to view larger image.
- Larger image views to include title, registration number and date.
- An option to click on title to view full record.
- The ability to click through all search results using the full record screen (backwards and forwards) or using the larger image screen (backwards and forwards)
- Ability to click back to record list from full record screen and from larger image screen
- Each result screen is to include the statement "*For more information, or to arrange a viewing of an item from the Collection, please contact the [Curatorial Services Unit](#) on (03) 9209 6214. Download the [image](#)*"

[reproduction application form](#)". Link to application form should be provided.

### **DMZ (secure access to OPAC and external vendor access)**

Access for both public users and external vendors is provided through a copy of the web-folders and application in a DMZ environment. Any upgrades performed need to include this in the scope of works for implementation and testing.

Tenderer needs to provide comprehensive documentation on security options including all network traffic requirements to enable full functionality of product

### **Bookings Module**

**The online bookings component should provide the following functionality:**

- Control PC login session – after session completes PC should be forced to reboot after the user has been given several advisory warnings at specified intervals
- Each session should require user to agree to Terms of Use before allowing log in.
- Online bookings system should be easy to use, with availability displayed in a grid according to booking policy for the particular resource
- Customisable alerts
- Ability to manage bookings of non networked items – rooms, stand alone PCs etc.

### **Policies**

**The online bookings component should be able to support enforcing the following booking entitlement policies:**

- Internet-enabled PCs: members may have up to 2 sessions a day, up to a maximum total time of 1 hour a day, and may have one advance booking at a time.
- Word processor and local history PCs: Members may have up to 2 sessions a day, up to a maximum total time of 1 hour a day, and may have one advance booking at a time
- Games consoles and games PC: Members may have 1 console session a day, up to a maximum time of 1 hour, and may have one advance booking at a time.

- AV Rooms: Members may have 1 session a day, up to a maximum total time of 3 hours a day, and may have one advance booking at a time.
- Study Room: Members may have 2 sessions a day, up to a maximum time of 3 hours a day, and may have one advance booking at a time
- Access PC: This PC may only be booked by patrons who need its special access features. They may have up to 2 sessions a day, up to a maximum total time of 2 hours a day, and may have one advance booking at a time.
- Bookings are held for 10 minutes only; this time counts towards the total quota of sessions and minutes for the day, regardless of whether and when the user logs in.

## 5 PERFORMANCE TO BE ACHIEVED

### General

To enable the Council to assess the Contractor's performance with respect to payments and on a longer-term basis with respect to services, performance-monitoring methods will be applied to all work components.

The general methods to be employed by Council will include the following:

- Six monthly meetings between the Contract Manager and Contractor in order to provide mutual feedback on Contract performance relative to standards;
- Active participation from both council and tenderer in any system user groups

### Key Performance Indicators.

These indicators will measure the success of the performance in delivery of the Contract itself.

The Contractor must agree with the Contract Manager on a range of measures for all components of the Key Performance Indicators (KPIs). These will generate and provide data and information and will demonstrate satisfactory performance and achievement against all approved KPIs, through agreed periodic reporting.

KPIs will continue to be enhanced by both parties as a measure of the success of the Contract.

The Contractor's performance outcomes for this contract shall be measured against the criteria shown in *Table 2*:

| Performance Area | Indicator  | Methodology   | Target   |
|------------------|--|---|--|
| Software         | Software interface continues to improve efficiencies in workflows and improve functionality.   | Use current processing times as baseline.<br>Staff/public feedback                          | Less than current time taken to process returns/issues, purchase and catalogue new items |
| Communication    | Positive relationship with COPP<br>Positive relationship between LMS vendor and other vendors that LMS integrates with   | Amount of intervention required by libraries to keep communications flowing between vendors | Minimum intervention   |
| Helpdesk/support | <ul style="list-style-type: none"> <li>• Timely and appropriate response to service and maintenance requests</li> <li>• Response time for developing patches to fix</li> </ul> | Number of requests/faults recorded and resolution time recorded                             | Depending on degree of severity. If severe (halting library)                             |

|                       |  |  |  |
|-----------------------|--|--|--|
|                       | identified software faults   | Time between a fault reported and a patch being developed  | circulation) solution should be available within 1 working day.  |
| Staff training        | Staff trainers confident and familiar with new and current features of Spydus<br>Staff trainers able to confidently communicate training and assist other staff and library users.                 | Staff feedback/evaluation  | 8 staff members trained during upgrades - "train the trainers"   |
| Pro-active innovation | Number of enhancements introduced that improve functionality and workflow efficiency<br>Number of suggested enhancements to product from COPP staff that are incorporated into product development | Service Request System and Enhancements Forum.<br><br>Records of innovative practices undertaken | Positive feedback from COPP Enhancements marked as "future release" that get incorporated into the product |

Table 2

\* Minimum performance targets shall be based on the qualitative and evidenced assessment of the Supervisor.

During the Contract Term, the Council shall reserve the right to develop and implement alternative or additional performance measures for the Service. Accordingly, the Contractor shall, as requested, collect, interpret and convey to the Council any such information and data required for the purposes of measuring the performance of the hardware, software and help-desk and maintenance services.

## **6 SEQUENCE OF OPERATIONS RELATIVE TO OTHER WORKS**

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Introduction of RFID technologies

COPP is currently in the process of acquiring and implementing RFID technologies.

Stage One – Collection Conversion involves tagging the entire library collection.

Stage One is to commence in the current financial year.

Stage Two – Introduction of Self-Service and RFID security at St.Kilda is due to commence in the following financial year 10/11 according to budget approval.

The successful tenderer will need to work closely with COPP to ensure the best performance of the RFID equipment in relation to the SIP2 integration, security and circulation parameters on Spydus. The tenderer will not be

responsible for the RFID equipment itself unless such equipment is later purchased directly from the tenderer.

## **7 TIMING REQUIREMENTS**

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COPP wishes to finalise all contract arrangements by February 2010. Moving forward with available upgrades is at the discretion of the library IT Team leader and Library Co-ordinator based on available budget and benefits to be attained through the upgrade.

## **8 STANDARDS OF QUALITY OF WORK**

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### **General**

All goods and services shall comply with federal, state and local statutory requirements and are to be approved by the Council.

The tenderer must be committed to the provision of quality goods and maintenance services to the Council.

The tenderer must be able to demonstrate when required all procedures and systems that guarantee or assure the provision of quality goods and services to the Council.

In consultation with Council, the tenderer is encouraged to take advantage of any improvements that will further enhance the quality of goods and services to PPLS during the life of the contract with PPLS.