Appendix I

Contract N° …..../2023

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BusIness AND TECHNICAL requirements

Integrated e-Library Automation System

For the Library of the Justice Academy of Türkiye

IN THE SCOPE OF

EU/CoE Joint Project on

Strengthening the Criminal Justice System and the Capacity of Justice Professionals on prevention of the European Convention on Human Rights Violations in Turkey

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# INTRODUCTION

## Purpose of the document

This document presents the detailed business and technical requirements for the establishment of an e-Library Automation System for the Justice Academy of Türkiye that will be delivered in the scope of the European Union (EU)/Council of Europe (CoE) joint project on *Strengthening the Criminal Justice System and the Capacity of Justice Professionals on Prevention of the European Convention on Human Rights Violations in Turkey*.

## List of Abbreviations

|  |  |
| --- | --- |
| Term | Definition |
| AACR | ANGLO-AMERICAN CATALOGUING RULES |
| API | Application Programming Interface |
| COE | Council of Europe |
| ECHR | European Convention on Human Rights |
| ECtHR | European Court of Human Rights |
| EDI | Electronic Data Interchange |
| EU | European Union |
| ILS | Integrated Library Automation Systems |
| ISBD | International Standard Bibliographic Description |
| ISBN | International Standard Bibliographic Description |
| ISSN | International Organization for Standardization |
| ISO | International Standard Serial Number |
| JAT | Justice Academy of Turkey |
| LC | Library of Congress |
| MARC | Machine-Readable Cataloguing |
| OAI | Open Archives Initiative |
| OCLC | Ohio College Library Centre |
| OPAC | Online Public Access Catalogue |
| RDA | Resource Description and Access |
| RFID | Radio Frequency Identification |
| RLIN | Research Libraries Information Network |
| RTF | Rich Text Format |
| SICI | Serial Item and Contribution Identifier |
| T0 | Contract Signature/Project Start Date |

# BACKGROUND INFORMATION

The Council of Europe is currently implementing a Project on “*Strengthening the Criminal Justice System and the Capacity of Justice Professionals on prevention of the European Convention on Human Rights Violations in Turkey*” which is co-financed by the European Union and the Council of Europe.

During the period of its implementation since 14 March 2019 the Project aims to contribute to strengthening and making the Turkish judiciary more efficient, effective and visible by ensuring its compliance with the international and European standards in the field of criminal justice. It focuses on the improvement of criminal justice system in Turkey in applying European Convention on Human Rights (ECHR) and it aims at enhancing the capacity of criminal justice institutions and legal professionals in applying ECHR provisions and European Court of Human Rights (ECtHR) case law and strengthening their co-operation and awareness in the field of human rights law.

The beneficiary institutions of the Project are the Directorate General of Criminal Affairs of the Ministry of Justice of the Turkish Republic and the Justice Academy of Türkiye (JAT).

JAT is a public legal entity with scientific, administrative and financial autonomy, has a special budget and is related to the Ministry of Justice. The Academy serves as the training centre for judges and prosecutors as well as trainee judges and prosecutors.

JAT is located in İncek, Ankara and consists of 2 educational buildings, 1 administrative building, social and sports facilities, as well as a boarding facility.

The Institution carries out its activities with a total of 156 personnel and 38 workers working in different units including Library unit which is responsible for JAT’s library. This library was reinstated in 2003 to ensure that documents, legislation, court decisions and publications related to the field of law and justice in Turkey and other states made available to those concerned.

The current library has 30.813 books in national and foreign language on various topics such as public administration, history, literature, philosophy, sociology, psychology, economics, communication, etc. in addition to the law books, which form the majority. Furthermore, the Human Rights Unit, which started its activities under the JAT in 2014, has nearly 5 thousand resources on human rights in national and foreign languages. Under the project it is planned to acquire database memberships and e-books to enrich its resources.

EXISTING LIBRARY AUTOMATION SYSTEM is used in the JAT Library. Library resources are recorded according to the Dewey classification system. There are only printed sources in the library collection. The user profile of the library consists of candidate judges and prosecutors, judges and prosecutors, academics and civil servants working in the field of law and justice.

The current version of the existing Automation System in use is PROCEDURE BT11. 30,813 and bibliographic records are kept on the server in fmp12 format. There is a physical server available in the library. On the other hand, only "cataloguing module" exists in the current automation system, but unfortunately it is not actively used.

# SCOPE OF WORK

Within the scope of the EU-CoE Joint Project, “*Strengthening the Criminal Justice System and the Capacity of Justice Professionals on prevention of the European Convention on Human Rights Violations in Turkey”,* the Contractor shall achieve the following results:

**Result-1:** An integrated e-Library Automation Software is delivered.

Contractor shall deliver a software, conforming the requirements given in Section 5, including the features “to be developed”.

**Result-2:** Software is installed and configured in the course of Beneficiary’s needs.

Contractor shall install the software on the existing hardware of the Beneficiary, and configure it for Beneficiary to utilise with the best performance and secured manner.

**Result-3:** Data is migrated from the existing Automation System to the new software.

Contractor shall perform migration of the existing library data to the format of the new software.

**Result-4:** Sustainability components are supplied.

Contractor shall provide Beneficiary with all necessary licenses, tools, documentation, trainings, support as well as a warranty of 2 (two) years in order to achieve a sustainable system.

The following sections describe the business and technical requirements for the contract.

# LOGISTICS AND TIMING

## Location

The base of operation for this contract is JAT premises in İncek Ankara/Turkey.

## Start Date and Period of Implementation

Project will start as of the contract signature date (T0), and period of implementation will be 3 (three) months from this date. Tenderer shall present a timeline for individual deliveries.

# REQUIREMENTS

## Remarks to Tenderer

The Tenderer shall answer all requirements of the e-Library Automation System, hereinafter referred to as SOFTWARE, given in tabular form in the following sections of this document and enclose the completed tables in their Bid.

In the column “Bidder Response”, the Tenderer must state how the function/requirement will be met, by using the following codes:

|  |  |
| --- | --- |
| **Response** | **Description of how the requirement will be met** |
| A | Available as a function of the proposed software, and implemented with at least one customer. (Can be observed at the customer site.) |
| B | Available as a function of the proposed software, but has not implemented with any customer yet. (Can be presented on the Tenderer’s premises.) |
| C | Function/requirement is to be developed in a set time limit. |
| D | Function/requirement cannot be met. |

All the functions answered by the Bidder with A, B and C shall be in the scope of the delivery and within the bid-price.

Tenderer should include descriptive information and provide a delivery dead-line for each function/requirement answered as “to be developed” (C), and indicate whether the application is in test or design phase. If a dead-line is not specified, corresponding requirement will be evaluated as “cannot be met” (D). Actual delivery of the subject function can be during the implementation or warranty period.

Although answering D to any requirement will not cause rejection of the Tenderer’s bid, but a lower score, depending of the priority/significance of the function/requirement.

The Tenderer must enclose all brochures and other relevant accompanying documentation that describes the bid solution.

## Work Stream: Software Delivery

### General

| **Ref.** | **Requirement** | **Bidder’s**  **Response**  **(A-D)** |
| --- | --- | --- |
| SD01 | The SOFTWARE shall ensure high-level collaboration and exchange of knowledge among users in real time, without the necessity to send documents to each other through other communication tools. |  |
| SD02 | The SOFTWARE should be integrated with all its modules, bibliographic databases and personnel interface. |  |
| SD03 | The SOFTWARE should provide the ability to create collaborations sites for groups of users based on specific units, institutions and other categories that can be set by administrators. |  |
| SD04 | The SOFTWARE should give users the advantage of processing information from more than one user at the same time and to access the information wherever it is possible over the internet. |  |
| SD05 | Collaboration and accessing of all the knowledge in the SOFTWARE, in forms of documents, spreadsheets, forms, calendars, tasks, presentations, video and e-mail content must be easy to administer and control with few or without the need for specific training. |  |
| SD06 | The SOFTWARE will be used by the Justice Academy and the other persons and/or institutions it deems appropriate. Software access will be provided on the basis of role groups and will be organized on the basis of individuals and units within institutions, generally, but not necessarily, following the hierarchical organizational structure model. |  |
| SD07 | The SOFTWARE must support the following functions:  o OPAC  o Budget control and accounting  o Cataloguing and database management  o Authority control  o Checkout, secure self-service function, (Self Check)  o Electronic collection management |  |
| SD08 | Capacity of the SOFTWARE shall be minimum;  o 100,000 loan annually  o 250 average concurrent users  o 1 million bibliographic record files  o 2 million authority log files  o Unlimited personnel interface license  o 3 million “material” records  o 7 per minute, 1 million catalog scans per year  o 15 supplier or publisher files  o 8 budget items  o 30 user types  o 20 material types  o 5 location information (location)  o 2 lending service units |  |
| SD09 | The proposed SOFTWARE should have the infrastructure to offer modules for acquisitions, cataloguing and lending/circulation over the web. |  |
| SD10 | The proposed SOFTWARE should provide a standard user interface template and look-and-feel for all modules. Each module should be able to work by determining its own rules. At the same time, the modules should work in integration with each other and prevent duplicate transactions. |  |
| SD11 | The SOFTWARE may have real time and/or batch mode user interfaces for specific features. Tenderer shall specify such features. |  |
| SD12 | Data creation, access, updating and management of real-time user and library materials on the software should occur simultaneously and interactively. |  |
| SD13 | The SOFTWARE must provide 10 simultaneous users and unlimited OPAC access for the authorized personnel. |  |
| SD14 | The SOFTWARE must have an application and infrastructure that can perform loan transactions via mobile application on Android and IOS platforms. Tenderer shall specify minimum compatible versions of these operating systems. |  |
| SD15 | The SOFTWARE must support several different standard methods for sharing source data with third parties. It must support standard online protocols that allow authorized persons to search system catalogues directly. (Z39.50 – TCP, OAI-PMH – HTTPS, SRU-SRW – HTTPS etc). |  |
| SD16 | The proposed system should provide with an interface program implementation that allows bi-directional data transfer with at least 5 (five) other systems/databases/libraries for accessing e-books, reports and journals etc. in Turkey and other countries. (Actual access to those sources will be acquired through another tender process.) |  |
| SD17 | The SOFTWARE must be fully compliant with the following standards:  o Electronic data interchange (EDI)  o Z39.2 MARC21  o Registration statuses other than Z39.71 MARC21 “holdings” format or Z39.44 periodicals and Z39.57 periodicals  o Z39.50 “Information Access Service Description” and “Protocol Feature in Library Applications”  o Z39.56 periodicals record and identifier (SICI)  o “Unicode” character set  o 39 code barcode  o 128 code barcode  o HTTP  o TCP/IP standards, telnet, FTP, SMTP, SSH, SFTP etc.  o SIP2 protocol |  |
| SD18 | As a library management solution, the SOFTWARE must communicate with other library systems. The system should ensure that all network communication is done using appropriate security measures and use up-to-date protocols and standards such as HTTPS and TLS 1.2. |  |
| SD19 | The SOFTWARE must offer HTML5 support. |  |
| SD20 | The SOFTWARE should have API’s to allow Beneficiary to work on integration with different systems installed in premises, such as financial systems, student information systems (SIS), self-service (SIP) machines, and other third-party systems. Tenderer shall present brochures or technical documentation to demonstrate this feature. |  |
| SD21 | The SOFTWARE should allow the software’s users to collaborate with external users; these external users should not be required to have additional licenses to use the platform. |  |
| SD22 | External users, or groups of users, will be subject to an authentication process depending on their level of authorization or clearance; the process will grant access to the SOFTWARE and specify which information may be viewed, created or edited, and which services may be used, with read only, read & write, or administrator rights. |  |
| SD23 | Both external and internal user types should be allowed to interact and fill different forms at the same time; users should be able to receive answers to questions and an assessment of the relevance of their input. |  |
| SD24 | Authorized SOFTWARE users should be able to create forms for capturing information (questionnaires, polls, etc) and allow authenticated users to fill these forms. Tenderer shall specify in which module this feature is available. |  |
| SD25 | The SOFTWARE should perform active indexing for all data and utilize those indexes to retrieve all content that is requested by beneficiary in search results. |  |
| SD26 | The SOFTWARE must support automation of processes and should structure workflows based on organizational structure. Tenderer shall specify in which module this feature is available. |  |
| SD27 | The SOFTWARE should also facilitate work management for the whole organization unit and it must provide user management, security, role management, audit and identification functionalities, as well as communication tools management functionalities. Tenderer shall specify in which module this feature is available. |  |
| SD28 | The proposed SOFTWARE should provide that employees can exchange information, documents or data, and work on them simultaneously and in parallel with each other. |  |
| SD29 | All content in the SOFTWARE must be searchable. |  |
| SD30 | The SOFTWARE should have advanced search feature. Search results must be able to be further filtered, so that users can work on a search result set to find items with precedence. |  |
| SD31 | The SOFTWARE should provide content indexing and Searching capabilities, fast and easy to use. Tenderer shall present brochures or technical documentation to demonstrate this feature. |  |
| SD32 | The proposed SOFTWARE should offer a centralized panel for managing all the offered services. |  |
| SD33 | The SOFTWARE must provide an improved mobile user experience, easily to navigate and view in touch enabled devices with a responsive design. |  |
| SD34 | The SOFTWARE must support drag and drop functionality for documents, photos and other types of files that are uploaded into the system. |  |
| SD35 | The proposed SOFTWARE should support creation of separate repositories for material accessible by the public or restricted for institutions internal use only. |  |
| SD36 | The proposed SOFTWARE should support functionalities for organizing content and routing of documents based on metadata. Tenderer shall present brochures or technical documentation to demonstrate this feature. |  |
| SD37 | In particular, SOFTWARE must allow for holding, authority and bibliographic records in MARC21 and RDA standards. |  |
| SD38 | The proposed SOFTWARE should support the implementation of content retention policies to classify and protect the data of library materials according to institution and government policies and document/source characteristics (for example, according to Movable Property Regulation (Taşınır Mal Yönetmeliği) policies). |  |
| SD39 | The proposed SOFTWARE must offer the possibility to monitor usage of resources and performance in real-time or schedule-based. |  |
| SD40 | The proposed SOFTWARE should offer the possibility to monitor user traffic on the system. |  |
| SD41 | The proposed SOFTWARE should offer the possibility to recover content that may be accidentally deleted by the users. |  |
| SD42 | The SOFTWARE must enable users to upload, store, manage, share, and ultimately dispose of large documents. |  |
| SD43 | The SOFTWARE should allow separate database for testing purposes for staff training. |  |
| SD44 | The proposed SOFTWARE must ensure multi-language support All user interfaces shall be available in Turkish. |  |
| SD44 | The SOFTWARE should be easily usable by librarians without the need for any IT personnel. It should have a user-friendly interface. |  |
| SD45 | User interface should be web based, intuitive and simple to use. |  |
| SD46 | The SOFTWARE should be accessible though all major browser. Tenderer shall specify compatible browsers and their minimum compatible versions. |  |
| SD47 | The SOFTWARE should support at least the following file types: .doc, .docx, .html, .msg, .pdf, .php, .ppt, .txt, .vsd, .xls, .xml, .xps, .zip, BMP, GIF, JPEG, PNG, TIFF, MP3, MP4 |  |
| SD48 | The SOFTWARE should be able to produce wide range of reports. Tenderer shall present brochures or technical documentation to demonstrate this feature. |  |
| SD49 | The SOFTWARE should be able to fetch data in ASCII or MARC21 format from the entire database. |  |
| SD50 | The SOFTWARE should be able to produce reports in line with the data selected by the personnel. |  |
| SD51 | The SOFTWARE should be able to produce future forecasts by analysing statistical data. Tenderer shall present brochures or technical documentation to demonstrate this feature. |  |
| SD52 | The Tenderer should provide written information about the database management systems used in the system and their functions. License and maintenance/warranty cost, if any, for those databases should be within the bid-price. |  |
| SD53 | Written information should be provided about the different RDA and MARC21 format structures (bibliographic, holding, user, etc.) used in the system. |  |
| SD54 | The SOFTWARE should be built on a layered distributed architecture. |  |
| SD55 | The system should be able to use Turkish characters according to the ISO 8859-9 (= LATIN5) character set; Turkish characters should work without any problems in operations such as indexing and sorting. Apart from that, the system should recognise the special characters in other languages such as Arabic, Russian etc. (such as sigma, pi) and must be able to work in Unicode. |  |

### Software Requirements

| **Ref.** | **Requirement** | **Bidder’s**  **Response**  **(A-D)** |
| --- | --- | --- |
| ACQUISITIONS MODULE | | |
| SR01 | General System:   * must be compatible with other modules. * should support the following core functions regarding validation:   + create order records   + received transactions   + cancellation procedures   + process of requesting the missing number from the company/ claiming   + invoicing and payment processes   + Budget control and accounting transactions * should create the following order record types:   + firm order (purchase)   + grant, donation   + membership   + all publications of the publishing house (blanket/approval order)   + series that come to the library as they are published (standing order) * should keep the following data related to provisioning:   + bibliographic data   + order type   + order status   + copy information   + price amount and currency   + invoice Information   + vendor information   + budget codes   + requester information with the e-mail functionality   + notes area   + at least three free fields to be defined by the library * should preserve validation and archival information in the long term. * should support different status information. It should offer the following options:   + ready to order   + on order   + being processed   + invoiced   + not yet published   + out of stock   + out of print   + cancelled by the library   + cancelled by the company * should show in the OPAC, whether the book is “on order,” “being processed,” “not yet published,” “out of stock,” or “out of print”. * must allow to delete user records when necessary. * should support ASI/NISO/BISAC/SISAC standards. * should provide the ability to check the record from the ISBN, OCLC number, book title, author name, series name, or other access point to avoid duplicate records before adding a bibliographic record to the database. * The help menu to be used by the personnel should be in electronic form. |  |
| SR02 | Ordering System:   * should allow for only one purchase order number and the order date should be given automatically by the system for each item. * should allow for the creation of a short or full bibliographic record. * provides the ability to download order records from a bibliographic utility or vendors’ online databases * should provide the ability to use defaults to reduce encryption. * should provide the opportunity to perform different transactions in different order types. * should sort the purchase order records according to the company or any field. * should support the EDI standard in transferring order records, claims, cancellations, reports and invoices. * should give a warning when any budget is exceeded. * should support making urgent orders. * must allow foreign currencies. * should provide automatic feedback to the requestor as soon as the publication is ordered. |  |
| SR03 | Receipts and Invoicing System:   * should provide access to records by keywords such as order number, company name and title. * should allow to quickly update receipts and change status. * should allow to change the "on order" state to the "in process" state. * should preserve the date of receipt generated by the system. * should update records as needed. * should provide access to multiple copies of publications at once. * should alert the processor in case of double posting due to billing errors. * should allow for the addition of fixture records to the relevant bibliographic records or the deletion of fixture records in the bibliographic records. * should allow for displaying the list of holdings attached to a specific record and to make additions or modifications on it. * After receiving the publication, automatic information should be sent to the user who ordered the publication. * Fixture records should be created automatically from the fields in the bibliographic records as determined by the library. |  |
| SR04 | Claiming System:   * should allow to set periods for reporting missing publications to the firm. * should allow for changing this data. * Should review the list created to request missing publications from the company, and be able to provide a print of the list created to request missing publications from the company. * should provide historical information about missing publications. * should provide unlimited note space. |  |
| SR05 | Budget control and accounting transactions System:   * should allow for an unlimited number of budgets. * should support different types of budgets. * the balance between expenses and debt should automatically be updated as payments are made. * should allow to monitor the budget records in electronic environment, to see the developments regarding the expenditures and balances immediately, to review and control all the accounts. * should allow creating new accounts at any time. * should allow to update accounts at any time. * should support transferring invoices electronically. * should support converting currencies. |  |
| SR06 | Vendor and Publisher Files System:   * should support separating different company log files. * Company records should include the following fields:   + company name   + company address   + company phone, fax, e-mail address   + vendor reporting missing numbers timeline   + statistics on vendor performance   + company discount information * must allow to update user records. * should be available for scanning according to the company name and company code. * should allow to print all files when necessary. |  |
| SR07 | Book Selection System:   * should be able to transfer the announcements and information about new titles from the database of the vendor to the registration file. * should allow employees to choose from the electronic record file. * should allow checking available titles from the catalogue. * should provide the ability to check duplicate records from order files. |  |
| SR08 | Generating Reports and Statistics: System:   * The following statistics about the companies worked with should be retrievable:   + number of reminders sent for missing posts   + number of cancelled copies   + The number of lists sent to the company regarding missing publications   + total number of orders   + amount of debt   + invoice amount * The following statistics about the requesters should be retrievable:   + Number/list of requests by the requester/unit/subject * Provide statistics on the work performed by the personnel. * Reports should be retrievable by the date regarding the missing publications followed by the library and for which information has not yet been obtained, company and the requester * Reports on payments should be available. * Lists of new books arrived should be retrievable. |  |
| CATALOGUING AND DATABASE MAINTENANCE (COLLECTION MAINTENANCE) MODULE | | |
| SR09 | General System:   * Cataloguing module must be integrated with other system modules. * The database organization must ensure that the rate of access to each record does not change as the database expands. * The system should be able to convert each machine-readable data into formats suitable for the system. * The system should support addition of new fields required by the library. * The system should also be able to handle tags and fields that have not been previously determined by the library. * The system should enable the use of the library-determined synonym list. * The system should ignore the differences in punctuation marks, spaces, capitals and special characters. * It should allow easy switching between different functions. * The user should be able to access the functions determined in his area. * User menus should provide access to different functions. * Creation and the last update data of each record should be available. * The system should guide the user in line with the daily work flow procedure. |  |
| SR10 | Standards System:   * should support RDA and MARC21. * Provide permission to use all RDA/ MARC21 fields and subfields. * should allow to use the bibliographic record created during the ordering process. * should allow changes to MARC21. * should not put any limitation for the record, field and tag length. |  |
| SR11 | Importing and Exporting Records System:   * should provide access to bibliographic records, company files over the network and the internet, and allow transferring bibliographic and authority records. * Should provide FTP logs, or allow downloading the logs to the system. * The system should notify when a duplicate record occurs or when the record and the authority title do not match. * Allow additions to the existing bibliographic record. |  |
| SR12 | Indexing System:   * should support all MARC21 fields, subheadings and indexing their indicators. * should support keyword indexing in all domains. * should show the browsing history. * should allow reordering the scan and merging groups. * should allow for short or incomplete records. * should allow to keep records. * Perform indexing in Turkish characters without any problems. |  |
| SR13 | Data Entry, and Editing System:   * Should allow record creation in a ready-made screen format. * Should allow copying bibliographic or authority records to create a new record. * Should allow recording in RDA/MARC21 format on the screen. * Should ensure to update and transfer order records. * Should allow cutting and copying between records. * Should minimize rewriting in while editing records. * Should support verification with standard numbers (such as ISBN, ISSN, OCLC number). * Should allow for deletion and, accordingly, re-indexing. * Should provide links in field 856 for multi-media objects and internet sources in OPAC. * Should keep the new records in the memory space until reviewed. * Should allow uploading new recordings to a computer or external disk for uploading to the host machine. * Should prevent deletion of the record associated with another record. * Should support spell checks. * Should enable the creation of an online-shelf list * Should allow for uploading to the system the records scanned with Z39.50   . |  |
| SR14 | Printing System:   * should allow to take a hard copy of the screenshot. * should allow to print out the entire bibliographic record or the authority record. * should allow to print a spine label. |  |
| SR15 | Authority Control System:   * should provide electronic access to authority record during data entry. * should support conforming to the MARC21 format for authority data. * should allow adding new titles to the authority records. * should allow for the whole replacement of headers. * should allow for the creation of "See" and "See also" references. * should allow checking from the concepts directory. * should provide separate topic indexes for a multi-topic index (eg LCSH) . * should mark titles lacking authority for review. * should mark new and added authority titles for review. * should perform the merging of new authority records as soon as the records are created. |  |
| SR16 | “Item" Records System:   * should allow for scanning by the bar-code number of the material. * The record should contain the following information:   + “item” barcode number   + author and title   + publication year   + Location   + place number   + status   + number of uses   + Last date of use   + notes * should allow the personnel working in the loan unit to create “items” as well as creation of the following titles quickly:   + “item” barcode number   + call number   + author and title * should provide the opportunity to change the location of a material. * There should be no limit to the number of “items” pertaining to a bibliographic record. * should allow to attach more than one bibliographic record to an “item” record. * should provide the ability to verify barcodes. * Even though there is an active lending record, it should allow updating the “item” record and display the date of the update and the record was created. |  |
| SR17 | Generating Reports and Statistics: System:   * should create reports according to the subject and material type. * should create report on work performed by each staff. * should create an inventory report. * should create a table and a list according to the topics related to the lost books that have never been borrowed. * should create bibliographies about the private collection, 300-500 pages long, arranged according to the main entry, and for publication. * should create 3-10 page bibliographies in academic standard report format. |  |
| OPAC MODULE | | |
| SR18 | General System:   * should be compatible with other modules of the system. * should be able to show all states of the sources. * should allow the user to scan in all formats. * should allow for show/hide options for some fields. * should provide links to full-text files, images, or citations. * The OPAC should be easy to use, requiring no guidance or assistance. * Regardless of what stage the previous user left the scan, the system should automatically prepare the screen for the new user. * The system should be able to provide various possibilities for users with disabilities (sound synthesis, image enlargement, etc.) * The system should be able to connect to other library systems and information centres. |  |
| SR19 | Searching in the Interface System:   * should provide different interfaces for experts and non-expert users. * should support character-sensitive (but not case-sensitive) browsing. * should allow all collections to be scanned within itself. * should support using Boolean connectors (AND, OR, NOT). * should support using conjunctions such as “adjacent”, “with”, “near”, “same”. * should allow using cursors. * should allow the use of wildcards. * should provide the ability to put limits on browsing. should allow for the following filters:   + publication year   + date range   + language   + publisher   + material type * should index all fields such as location number and standard number (ex: ISSN, ISBN, report number etc.). * should show the browsing history. * should warn when it reaches too many records at the end of the scan. * should allow to re-browse or change browsing type. * should allow scanning with multiple and related word sets. * should allow study and review of search outputs and records. * should allow returning from a record to the browsing result list. * should be able to minimize the number of clicks and the use of the scroll bar. * should provide easy navigation on the browsing screen. * Single records accessed as the output of scanning should be reached directly. * should support “hypertext”. * should offer the ability to define a different interface for those outside the central library and for different material groups and scan for filters on only relevant interfaces. * must support browsing applications on smart devices with iOS and Android operating systems. |  |
| SR20 | Help and Troubleshooting System:   * should provide context sensitive help. * should support a mechanism to prevent errors. * should exclude words that don't make sense on their own from browsing results. should ignore errors such as double spaces, typo, and abbreviations in headline browsing. * For possible options drop-down menus or check boxes should be used. * At the end of the scan, when no records are accessed, it should give information about the reasons. * should support the concept index. * should send clear and meaningful messages to the user. |  |
| SR21 | Presentation of Content System:   * should offer the user a choice of interface such as text-based or GUI. * should show “Unicode" character set. * should display MARC21 records. * should classify the list of results according to the following headings:   + date   + call number   + relevance   + borrowing statistics * should provide links to “see also” references. * should show the browsing history. * should show the types of material written and symbolically. |  |
| SR22 | Printing, Downloading and Emailing System:   * should allow printing, downloading and sending to email from all domains. * should allow downloading, sending to e-mail, and printing the help file. * should allow marking records to be printed, saved, or sent to e-mail. * should support local or regional printing. |  |
| CIRCULATION AND RESERVATION MODULE | | |
| SR23 | General System:   * The Circulation module must be integrated with other modules in the system. * should allow users who borrow the material to give different and determined values by the librarian, to classify resources according to loan periods, to create a renewal and fine policy. * should allow to use different user and material type and location information. * Loaning periods must be in line with the library's working times as well as holidays. * must ensure the lending rules and control:   + hourly loan   + daily loan   + renewal   + renewal limits   + hold and recall notices   + warning about overdue and fines   + determination of alert frequency by the librarian   + fine rates |  |
| SR24 | Checking-in/out and Renewing System:   * should allow for reaching user records during the checking-in and out process by the user's name, number and barcode number. * must allow entering the user's or resource's number via the barcode reader or keyboard. * should provide the possibility to correct the due date for returning. * should also allow the borrowing or giving of resources from sub-libraries other than the main library. * should not allow loaning resources that cannot be taken out of the library. * should stop transactions in the following cases:   + If the user ID has expired   + if there is a penalty   + if a recall/hold has been made   + if the resource is overdue   + if the resource is loaned   + if user information is missing (email, phone, address) * should allow the possibility to block the privileges granted to the user. * should allow imposing renewal restrictions based on the user type, resource type, and location in the library. * should allow batch refresh. * should reject/block extension on the reserved resource. * should allow easy switching between functions without using the user ID. * should provide the option to print vouchers for resources returned to the library or lent. * should have the capacity to make backups for lend/return transactions when the server is off. * must carry out the extension (renewal) procedures notified by telephone, e-mail and fax. Users should be able to make extensions with their own username and password. * should prevent the user from making multiple copies of the same material. * should detect and prevent duplicate entries in user logs by username and number. * should create a temporary barcode label for non-magnetic materials and alert personnel to transfer it to the system when the material is returned. * should allow the inventory process by reading the barcode labels of the material with portable terminals. * should display the latest inventory date on each record. * Changes in material status should be made by authorized personnel. * An automatic warning should be sent to users by e-mail for expired registrations, and warning messages for book extensions should be sent to users by e-mail before a certain time to be defined by the Library. |  |
| SR25 | Hold/Recall System:   * should show all copies of the resource during reservation. * should have “cancel hold” option available. * provides ability to place recall on all copies. * should allow for quick recall. * The reservation information of the material not borrowed by the user should be cancelled automatically. * The requested resource should be accessible with basic browsing terms. |  |
| SR26 | Fines System:   * should calculate fines based on resource and user type. * should also take into account the days when the library is closed and the opening-closing hours while calculating daily and hourly fines. * should allow staff to see all or part of the penalties when requested. By creating reports, fines should be sent to users automatically via e-mail. * should allow overdue payment by smart card. |  |
| SR27 | Patron Files System:   * should allow authorized personnel to access patron files. * must be accessible between systems. * must allow to update user records. * Files should be accessible by username, ID number, or other identifiers. * Patron records should include the following fields:   + username   + user ID number   + address   + telephone   + E-mail services   + user type   + department   + Date created   + expiration date   + notes area * User photos should be able to be transferred via file or webcam during user registration. * User and user photos should be able to be transferred by the library staff in the format requested by the system. |  |
| SR28 | Sending Notes Electronically System:   * should submit all notes electronically. * should provide printout upon request. * should allow the text to be defined by the library. |  |
| SR29 | Self-Service Facilities System:   * Should allow for self-check in/check out. * must give the user permission to extend the period. * must allow the patron initiated holds. * should allow access to information about the resources lent. * Users should be able to change their own passwords on the web. |  |
| SR30 | Reserve System:   * should be able to easily perform the process of taking a resource from the general collection and including it in the reserve collection. * should ensure that the resource that is not present in the collection can be easily added to the reserve collection. * should show "reserved" status from the OPAC interface. * should allow batch removal. * should allow the academic to upload the reservation request form on the internet * should allow the reserve collection to be scanned by lecturer name, course code, or course name |  |
| SR31 | Interlibrary Loan (ILL) System:   * Should have ILL module. * should be able to verify the user's properties. * Should allow sending ILL requests electronically to the relevant institution. * should allow printing ILL requests. |  |
| SR32 | Generating Reports and Statistics: System:   * should provide usage statistics of the collection. * should give statistics about the work done according to the personnel. * should print out the fine list. * should provide outputs about lend/return processes according to the type of user, subject and specific resources. * should give printed lost materials list when requested. |  |
| OTHER MODULES | | |
| SR33 | Access to electronic resources from outside the campus System:   * should ensure that the members of the institution can access the electronic journals and databases to which the institution subscribes from all over the world. * should allow remote access by defining users and databases in line with the criteria determined by the library. * should be able to produce detailed usage statistics with graphics. * It should be possible to use two different types of proxy servers. |  |
| SR34 | Web Based Reporting System:   * should be able to show the reporting options menu in all reporting windows. * should allow to receive reports with graphs. * should allow data transfer in ASCII format to third party software. * should be compatible with Java supported browsers. * should be able to make the following reports:   + user browsing statistics   + circulation statistics   + approximate discount and budget statistics made by the intermediary company   + performance statistics for intermediary companies providing journals.   + budget management reports   + Provide reporting according to number of lending disaggregated by the subject, the size of the collection in that subject, the number and prices of the new and ordered publications. |  |

## Work Stream: Installation and Configuration

| **Ref.** | **Requirement** | **Bidder’s**  **Response**  **(A-D)** |
| --- | --- | --- |
| IC01 | The SOFTWARE should be installed, and the system should be delivered as ready-to-use. |  |
| IC02 | The SYSTEM operation must be fully compatible with all modules. |  |
| IC03 | Communication with the SOFTWARE should be secured via SSL (SSL certificate will be provided by the Beneficiary) |  |
| IC04 | The SOFTWARE should control user access to the platform through security groups, level of rights and the hierarchy of rights. |  |
| IC05 | The SOFTWARE should support an independent database for testing purposes and staff training. |  |
| IC06 | The SOFTWARE must be able to assign permissions to the users at a variety of levels. (For example, those who will make a copy catalog, those who will create an authority record, or those who will configure a budget and use the management panel.) |  |
| IC07 | The SOFTWARE must enable IT Department users to delegate the privilege to assign authorization policy to trusted non-IT users. |  |
| IC08 | The SOFTWARE must provide an audit trail for changes to authorization policy. |  |
| IC09 | The SOFTWARE must provide auditing functions to track which user has performed what action on the libraries, patron records, documents, lists, etc. |  |
| IC10 | The SOFTWARE should offer functionalities for data encryption. Tenderer shall present brochures or documents to demonstrate this feature. |  |
| IC11 | The SOFTWARE should support auditing functionalities. . Tenderer shall present brochures or documents to demonstrate this feature. |  |
| IC12 | The SOFTWARE must be compatible with a virtualized operation. |  |
| IC13 | The SOFTWARE must support HTTPS access. |  |
| IC14 | The SOFTWARE must support SSO (single sign-on). |  |
| IC15 | The SOFTWARE should have logging, traceability features. |  |
| IC16 | The platform should have the ability to encrypt the information transmitted (thick client communicates with a server and a web browser with the server). |  |
| IC17 | The SOFTWARE should be able to integrate and collate different archive platforms, and the data should be displayed in the catalog interface via OAI-PMH. |  |
| IC18 | Installation and installation related problems must be handled by the personnel of the Contractor. |  |
| IC19 | The SOFTWARE should allow to re-arrange OPAC pages in line with the corporate needs. |  |
| IC20 | The SOFTWARE should allow workstation based authorization/ adjustments. |  |
| IC21 | The SOFTWARE should have multi-level security control mechanisms. |  |
| IC22 | The SOFTWARE should allow security and access authorisations to be changed by authorized personnel. |  |
| IC23 | The SOFTWARE should allow for changes to the library personnel's access authorizations by the authorized personnel. |  |
| IC24 | The SOFTWARE should prevent unauthorized access to administrative files. |  |
| IC25 | The SOFTWARE must be configurable for applications between resource sharing partners – inter-agency or agent-based. |  |

## Work Stream: Data Migration

| **Ref.** | **Requirement** | **Bidder’s**  **Response**  **(A-D)** |
| --- | --- | --- |
| DM01 | The library's existing bibliographic records and user records are an integral part of this project. The Beneficiary will provide the necessary input information, for example: bibliographic information of library materials, list and types of institutions, departments, users to be configured in the system, usage rights; survey types and ad hoc web forms to be implemented in the system, for a successful migration. These data should be directly transferred to the proposed software in the desired format and delivered as ready-to-use. |  |
| DM02 | The Contractor must perform migration of library records to the proposed software in a smooth and complete manner. Beneficiary will provide the Contractor with the existing library records. |  |
| DM03 | The Contractor must convert existing record types in the existing automation system library, including but not limited to:  o Bibliographic/authority records (MARC21)  o “holdings”/ copy records  o “item” records (with barcode numbers)  o broadcasting records  o loan records  o Records in MS Access, Excel 97 or other platforms  o serials watching recordings (if any)  o location information records  o user records |  |
| DM04 | Data migration errors are in the scope of the Warranty obligation of the Contractor |  |

## Work Stream: Supply of Sustainability Components

| **Ref.** | | **Requirement** | **Bidder’s**  **Response**  **(A-D)** |
| --- | --- | --- | --- |
| TRAININGS AND DOCUMENTATION | | | |
| SC01 | | In order for the testing process to begin, the following studies must be completed by the Contractor as a priority:  o Data in the existing automation system database is to be converted, and transferred to the new database.  o The trainings are to be given using the migrated library data. |  |
| SC02 | | During the implementation period, in coordination with the Beneficiary, Contractor should present a training plan in advance for the trainings to be provided. The plan should cover both technical and end-user trainings. |  |
| SC03 | | The library personnel should be provided with training in Turkish. |  |
| SC04 | | Training documents of the SOFTWARE should be easy to follow, illustrated and written in plain language. |  |
| SC05 | | The training documents of the SOFTWARE must be provided in print and electronic format. |  |
| SC06 | | Software training should be given over real records transferred to system users. |  |
| SC07 | | The full set of user and technical manuals related to the systems and modules of the software and the station should be available in print and electronic form. |  |
| SC08 | | Documentation must be regularly updated, in line with the software upgrades. |  |
| MAINTENANCE AND UPDATES | | | |
| SC09 | | The Contractor should provide Beneficiary with knowledge on the system's APIs and Web Services. |  |
| SC10 | | API, web services development tools should be open and available to the library. |  |
| SC11 | | The Contractor should be able to submit at least one update per year for the proposed SOFTWARE. The last update dates should be documented by the Tenderer. |  |
| SC12 | | Monthly releases and software updates, if any, should be carried out by the Contractor with Beneficiary’s authorization and observation. |  |
| SC13 | | Contractor should make regular updates in line with the timeline. |  |
| SC14 | | Updates should be provided and installed free of charge by the Contractor when new versions of the software are released. |  |
| SC15 | | The Contractor should provide the latest developments including software related problems resolved, new features etc. |  |
| SC16 | The SOFTWARE should automatically perform terminal software updates, if applicable, free of charge. | |  |
| SYSTEM SECURITY | | | |
| SC17 | | The SOFTWARE must be running for at least 18 hours each day. The use of OPAC must be continuous (24 hours). |  |
| SC18 | | In order to prevent loss of data, the SOFTWARE should offer data protection services. Tenderer shall present brochures or documents to demonstrate this feature. |  |
| SC19 | | The SOFTWARE must provide the ability to backup and restore information. |  |
| SC20 | | The SOFTWARE must provide ability to have backup versioning with several key differences. |  |
| SC21 | | The SOFTWARE should provide continuous backup option. |  |
| SC22 | | The security system of the proposed SOFTWARE should be easily managed by the Library staff. Tenderer shall present brochures or technical documentation to demonstrate this feature. |  |
| SCALABILITY | | | |
| SC23 | | Library records will be kept on a local server within the institution. The SOFTWARE should have a structure that can allow access or storage rights on the cloud according to the future request of the Beneficiary. |  |
| SC24 | | The SOFTWARE must be designed on the SaaS model and provide a cloud-based service. Managing software updates and upgrades should be the sole responsibility of the bidder. The bidder must be committed to ensuring that the library always has access to the latest features in the software and must bear all costs of necessary maintenance and upgrades of the software. |  |
| SC25 | | The bidder should be committed to providing the most reliable environment for cloud computing and SaaS architecture regarding cloud security and privacy. The bidder must have developed a multi-layered security model that covers all aspects of cloud-based systems. The security model and controls should be based on well-known international protocols and standards such as ISO/IEC 27001:2013 and ISO/IEC 27018:2014, which are information security management system (ISMS) standards, and good practices in the industry. |  |
| SC26 | The SOFTWARE should support installation in high availability/cluster model. Tenderer shall present brochures or documents to demonstrate this feature. | |  |
| WARRANTY AND SUPPORT | | | |
| SC27 | | The Tenderer shall give a minimum of two (2) years warranty on the software and covers the maintenance free of charge in this process. |  |
| SC28 | | Following the deployment of the release to the system, the Company will provide Basic Maintenance services (help desk, support line and corrective maintenance) in working days and 09.00-17.00 basis. Based on more strict corrective maintenance resolution targets, at no cost for the Beneficiary. |  |
| SC29 | | **Help Desk and Support Line:** Providing support to the JAT in regard to incidents and requests as well as problem management. The company should be able to provide technical support by phone, e-mail or internet. |  |
| SC30 | | The support service process shall be triggered when the Beneficiary assigns a ticket to the Contractor for support. This may be in the form of an incident, a request or a problem. |  |
| SC31 | | In addition, it should be possible to provide on-site support in case of emergencies. On-site support should be provided within 4 (four) hours at the latest in case of emergencies. |  |
| SC32 | | **Corrective maintenance**: As a defect or required correction is identified / reported, update the product solution and / or the related documentation to fix the problem and release the fix to the production environment. The company should be able to provide technical support by phone, e-mail or internet. In addition, it should be possible to provide on-site support in case of emergencies. |  |
| SC33 | | **Start of Warranty Period**: The Company is responsible to create a detailed Maintenance Plan by the end of the implementation period. The plan will be subject to Beneficiary’s approval. |  |
| SC34 | | Contractor shall produce Monthly Service Reports and submit to the Beneficiary during the warranty period. |  |

# LIST OF DELIVERABLES

Below table lists the project deliverables, approval requirements and due dates, where T0 is the contract signature date;

| **No** | **Delivery** | **Due Date** | **Review & Approval** |
| --- | --- | --- | --- |
| 1 | Project Management Plan | T0 + 1 week | 1 week |
| 2 | e-Library Automation System Software (Supplied, installed and configured) | T0 + 1 month | 2 weeks |
| 3 | Data Migration | T0 + 2 months | 1 week |
| 4 | API’s and Tools | T0 + 3 months | - |
| 5 | Training Plan | T0 + 2 months | 1 week |
| 6 | User and Technical Manuals | Before the corresponding trainings | |
| 7 | Training Material | According to the training plan | |
| 8 | Trainings | According to the training plan | |
| 9 | “To be developed” functions | According to the deadlines given in the bid | |
| 10 | Monthly Progress Report (Implementation Period)  Monthly Service Report (Warranty Period) | 5th working day of the next month | - |
| 11 | Meeting Minutes | 1 week after each meeting | |
| 12 | Maintenance Plan | T0 + 3 Months | 1 week |
| 13 | Support Process | Upon submission of a ticket to the Contractor in the form of an incident, a request or a problem | |

# PUBLICTY AND VISIBILITY

The Contracting Authority will provide Contractor with the guidelines concerning publicity and visibility requirements of the Project, after the contract signature.

The Tenderer shall be aware that neither those requirements nor the guidance will bring additional costs to the Contractor.

[End of document]