Invitation to dialogue conference - digital service for securing, preserving and disseminating documentation and source collections at NTNU

Introduction

We invite you to a dialogue conference in conjunction with the procurement of digital services for securing, managing and outwardly disseminating documentation and source collections at the NTNU Science Museum and the University Library.

We want to orient ourselves in the market for services in this area as a starting point for future acquisitions. We know that there are several suppliers who can offer good solution alternatives, and who can provide input on how to design solutions that best meet the needs. We want to get input and suggestions that can contribute to a targeted acquisition that is well calibrated against existing services, service levels and pricing models.

The results of the market dialogue will be used in the preparation of the competitive basis in a possible future acquisition. We plan to announce the competition during the first quarter of 2020, with the aim of implementing a solution during the latter half of 2020.

Suppliers are not obliged to participate in the market dialogue in order to be able to provide bids in the tender competition. The principal is not obliged to announce a competition following the market dialogue.

About NTNU, the Science Museum and the University Library

NTNU is Norway's largest university with over 8,000 employees and over 40,000 students. The Science Museum and the University Library represent the oldest scientific collections at NTNU. Since 1760, a large collection of scientific archivalia and source documents from the archaeological, biological and historical activities have been based on the scientific environment in Trondheim. These are primary sources for current and future research that must be secured, preserved and disseminated in an efficient and forward-looking manner.

According to the University and College Act, NTNU has a special responsibility for maintaining museums with scientific collections and exhibitions. Through the Cultural Heritage Act, the NTNU Science Museum has a statutory responsibility for managing archaeological artefacts and related documentation, and receives and generates, through annual archaeological investigations, an increase in documentation, in the form of reports, photographs, GIS data and the like. The University Library, for its part, has a large collection of historical, biological and other scientific source material that has accumulated through the institution's activities since 1760. This includes archives, manuscript collections, photographs, drawings and the like.

Securing and disseminating this material is a permanent need for both devices, and the content of the collections and user needs are very similar. It is desirable to establish common services for digitization, management and dissemination of the collections. The solution is intended to support ongoing digitization work, reception of new source material and efficient and user-friendly dissemination of the collections externaly.

Suppliers - target groups for the dialogue conference

In the market dialogue, we want to get in touch with suppliers with experience in delivering services and similar solutions, eg. within the archive, the museum and library sectors or to similar customer groups. We want to get in touch with suppliers who have experience in developing and implementing comparable solutions, and who have a good understanding of professional and technological development trends.

We want to implement a rapid implementation. The desired solution is ideally an existing platform that has adequate configuration capabilities within the framework of existing functionality. If we discover development needs through the market dialogue, we want to identify the extent of this and how this can be practically, economically and contractually solved. Preferably cloud services with minimal need for local installation and operation.

Goal image

It is an overarching goal that the collections at NTNU are activated more for research and teaching. The solution we want shall contribute to more and better research projects, initiate research collaboration and support more teaching activities based on the collections. We also want to strengthen the internal quality of the collection management, e.g. through an easier access to documentation related to specific findings.

As historical source material, the documentation is also subject to long-term security and preservation requirements. The university has spent considerable resources on security and digitalization over the past 20 years, but we have so far not had adequate solutions in place for outward and user-oriented dissemination of results. It will be essential to establish services that can combine effective management of the collections with outward and user-oriented dissemination of their content. A close integration between management and dissemination is crucial for better and more targeted work processes.

The university museums and university libraries in Norway have a number of coinciding tasks and collections. The institutions have previously chosen to develop services for the collections through in-house development, e.g. through MUSIT (the university museums' joint IT organization) or through locally developed services. This has taken care of the need for professional development processes, but at the same time has been relatively resource intensive in terms of. both development and long-term maintenance. One missing per. today, integrated and unified solutions for managing and disseminating source collections at universities that meet current archival and technological requirements.

As we orient ourselves in the market for externally developed solutions, it represents a pilot project to test other strategies and delivery models, within a sector that has largely relied on in-house development. Acquiring externally developed solutions will have a significant signal effect, and will also provide suppliers with an opportunity to profile themselves and their solutions within the sector.

The needs

Core tasks for the service to support are:

- Registration, incorporation and digitization of archive objects and archives
- Management and administration of archives, archive structure and location
- Making digital objects accessible to users via portals (gunnerus.no, collections online) and API etc.

The source material the solution will handle includes documentation and source material relevant to scientific research, management and dissemination. This includes typical archive formats such as documents, photographs, drawings, maps and manuscripts. In addition, newer formats in maps / GIS data, 3D modeling, photogrammetry, laser scanning, etc. representing challenges for future hedging and dissemination. Solutions that can take care of new formats and data types will be essential to ensure long-term preservation.

The solution should not include physical object collections (objects etc.), nor the general library / book collections. The system should not include case management functions, as this is safeguarded in NTNU's central archive systems.

As part of the acquisition, four different user stories are outlined covering typical roles and work situations within which the solution was used (Appendix 1).

Themes and issues for the market dialogue conference

The market dialogue is preferably arranged over 2 days on 03. And 04. February 2020 with an introductory plenary section, and then the opportunity for one-to-one meetings between the customer and supplier representatives.

The plenary section will provide a further presentation of the goal image, needs and purposes of the services requested, and typical user stories will be presented. It will be possible for the suppliers to ask clarifying questions related to the need so that the best possible understanding of this is established.

In the one-to-one meetings, we want the suppliers to emphasize this:

1) Demonstration and input for solution and functionality set against needs and target image.
2) Give examples of costs and pricing models based on input to possible solutions. The supplier is asked to provide a non-binding briefing on pricing models and costs for a possible solution.

We want to gain insight into solution configuration options, data flow / web services (REST API), search functionality, visitor data / user statistics, organization of development work, migration and the supplier's future development plans. Extended functionality related to e.g. Learning about machines and mass gathering of information is also desirable to be elucidated.

Practical information:

The dialogue conference will be conducted in Trondheim on 03. and 04. February 2020.

The dialogue conference start at 10.00 am on 03. February, with subsequent one-to-one meetings through the day, as well as the day after 04. February (if needed), see meeting setup below.

For registration visit https://www.ntnu.no/machform/view.php?id=274177 enter your name, work position, company name, e-mail, **within 20. January 2020**. Several representatives from each company can participate.

In the registration you specify what time you want for a one-to-one meeting with the client. We reserve the right to change the time after we have received all registrations so that all meetings are conducted as efficiently and collectively as possible.

For questions, please contact: Tina Husby Aune tina.aune@ntnu.no

Program and meeting time for 03. February

1000 – 1130: Plenary session
1000 – 1015 Opening (Hilde Sætertrø)
1015 – 1100 The needs and Goal image
1100 – 1130 Questions from the suppliers
1130 – 1230: Lunch

One-to-one meetings:

12.30 – 14.00
14.15 – 15.45
16.00 – 17.30

Meeting time for 04. February:

09.00 – 10.30
10.45 – 12.15
13.15 – 14.45

It is not a requirement to participate in the plenary program between 10.00-11.30 on 03. January to conduct one-on-one meetings afterwards. Tell in the registration what you are attending. Everyone who enrolls in the plenary program gets lunch.

After the dialogue days on 03. and 04 February. we will consider whether we need further insight into solutions and possible deliveries, and we may then ask for further input and answers in writing.

Who can participate

All relevant suppliers can attend the conference.

Appendix

Appendix 1: User stories

User groups and work processes

User groups in a new solution include both internal users who produce and manage data, as well as external audience users who only have to read published parts of the material. In typical user scenarios, we have selected the archivist, archaeologist, researcher, administrator and curator to illustrate typical work processes and user groups the solution will serve.

Scenario 1: The Archivist

As an archivist, I need to submit digitized documents from existing collections and archives. I need to be able to upload source files, add content metadata, and place them in a structure that reflects the physical arrangement of the archive. I need to be able to read correction of recorded data, and mark pre-registered material for publication. I need to be able to upload many files at once, as well as be able to record or import batches of metadata associated with these files if needed. I have to be able to carry out quality assurance of material delivered and registered by other staff. I need to be able to manage and maintain an archive structure through the metadata or modules the solution contains.

Scenario 2: The Archaeologist

As responsible for an archaeological project, I need to be able to submit new original documentation in digital form to an archive, as well as record or import metadata about the files - either from other systems or from spreadsheets. Typical data I will provide are reports, photos, photogrammetry and 3D models (GIS / Map data may be a future option, but will not be included in the solution for now). I am never an experienced user of the system, but am hired to do a temporary project. I therefore need simple and intuitive interface for posting. I would prefer that the material I record is forwarded for quality assurance by an archive or similar before it is published. I need to record metadata related to the material for time, place, person and geography, as well as references to objects in the museum collections that stem from the survey I have conducted. I should be able to indicate whether or not I have completed the work on the assignment.

Scenario 3: The scientist

As a scientist - whether professional or on a hobby basis - I want to be able to look up material from specific people, areas, years, eras or other thematic metadata that is registered about the objects. I want to transcribe handwritten documents for easier use for me and others. I need to be able to view the original document in a scalable view, and at the same time I want to be able to export data from one to several search results. At the same time, I want to create my own collections of documents and metadata in the form of galleries or "shopping carts" that I can return to and change at an another time.

Scenario 4: The Administrator

I need to be able to grant access and user rights to different users in the system, register and manage archive structure, and export reports on the scope and growth of the digitized material. In particular, I need to keep track of ongoing digitization work for planning resource use and priorities in existing archives / collections.

Scenario 5: The curators

I work with a thematic organization and dissemination of the archive content for external users. I need to be able to group thematic selections, selected archive sections or different document types into custom groups. I also want opportunities to give my themed selection an overall description and presentation.