Service Definition

Applied Network Solutions Limited

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Hedgehog School Library Management System

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Hedgehog School Library Management Systems

Delivery partner name – ANS (Applied Network Solutions)

An overview of the G-Cloud Service (functional, non-functional)

Hedgehog allows schools of any size to manage their library collections (e.g. books, art and periodicals), digital assets (e.g. eBooks, documents, RSS feeds, discussions, events, news, social media), services (e.g. tutor bookings, minutes, stationery, photocopying, school reports), and other resources (e.g. meeting rooms, equipment and software licences).

Using web browser configuration tools, you can tailor the solution to address many requirements. Hedgehog maintains a user database to whom these items may be loaned, purchased, booked, reserved, discussed, rated and reviewed. The users interact with the system using Online Public Access (OPAC) websites, whose web pages are personalised to your needs. A colourful OPAC show cases your school to interested parents and will enhance the credibility of any school.

Fast cataloguing is facilitated by the use of Z39.50, which allows you to access the catalogue definition of any major library in the world and to swiftly import their catalogue definitions, which saves you typing and data entry.

Students, staff and parents can see what resources you have from their mobile phones using the FREE 'apps'. Each user's private profile is also visible from the 'apps'.

Hedgehog supports devices such as self-issue devices, RFID and tablets for rapid circulation. Book covers and enhanced content may be selected from any content provider e.g. Amazon, Google, Nielsens, Syndetics and …

The resource centre manager can introduce new services using the web browser configuration tools. This reduces installation and operating costs and the need for IT staff to get involved. Hedgehog offers an engaging and intuitive solution, w to encourage them to use the system without requiring any training. Users have unrivalled search capabilities so that they can find information quickly and easily. Users can maintain their own preferences in their individual private areas, which further encourages usage.

Hedgehog is a high security safe solution, which means that sensitive information and functionality is kept private to authorised users. This means, for example that school reports may be kept safely within the system, but will only be made available online to appropriate users e.g. staff and parents. Hedgehog provides unrivalled communication capabilities, which allows the resource managers and users to communicate via OPACs, email, print or SMS. This means that staff, students and parents have a private mechanism to communicate with each other in confidence.

Hedgehog utilises library and industry standards for classification, which means that information can be easily migrated to and from other information and library management systems.

Hedgehog has been developed by the UK's most qualified technicians in library management, who provide full training, support, an API and consultancy service. This solution is designed to run 24 by 7 if required.

Information assurance – Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information

IL0. Most users run the solution on their own IT platforms or shared services. Higher impact levels are supported through our hosting partners.

Open Standards supported and documented?

We comply with accepted open standards in IT and library management. These standards include XML, MARC 21, Z39.50, CSV, SQL, EDI and WSDL. These standards are fully supported by the ANS support team.

Open source software used and documented?

Hedgehog uses the YAZ open source library for the Z39.50 client. Other open source software can be used with Hedgehog.

Details of the level of backup/restore and disaster recovery that will be provided

ANS has fully documented policies covering the backup and disaster recovery of information hosted by ANS. Because we use industry standard SQL database technology and standard web server technologies, Hedgehog can easily be implemented in any third party hosting centre; Hedgehog is compatible with Microsoft Azure and Amazon Web Services among others.

Hedgehog is designed to run on any cloud configuration which uses Microsoft .Net technologies.

Hedgehog allows for the inclusion of firewalls, SSL, biometrics, encrypted databases, .Net security and special client side authentication.

A summary of our own hosted services is provided below:

> We tailor the security to the requirements of our users.

> A farm of web servers are used to share the workload among separate servers to provide for optimal uptime. No data is held on web servers, which would compromise security.

> A farm of database servers provide duplication of stored data, so that if one data source fails, another data source will take over as the primary data source.

> Backups of information may be full or incremental with all backups taken offsite every day.

> Staff are fully trained and understand their responsibilities in the event of a disaster event.

> Our business continuity plan provides for the continuity of services in Coventry.

On-boarding and Off-boarding processes/scope

Information can be imported/exported in SQL, XML, MARC, MARC XML, CSV, Z39.50 and flat file formats. The information may be in Unicode, ASCII and foreign character sets with photos, book covers and images in jpg and gif formats. This allows us to rapidly import information from any other solution and conversely provide information for migration into other solutions rapidly and easily. For real time synchronisation with other databases, Hedgehog allows the use of SQL triggers with associated stored procedures. This provides for the introduction of new processes without requiring programming.

Hedgehog is based around web services technology, which means that new functionality can be added by reconfiguring/replacing one web service with another. This approach allows us to make optimal use of memory by eliminating unused functionality and therefore provide high performance.

The reporting suite allows for the extraction of selected columns of information from anywhere in the database using a combination of SQL and stored procedures, which are easy to configure without requiring programming expertise.

Migrations from other library management systems may be undertaken by your own staff using the utilities provided with the system or by ANS staff. Hedgehog complies with library and IT standards, which means that information may be imported using MARC files, Transact-SQL stored procedures, CSV import utilities and industry standard SQL.

Data location option can be defined by user?
Users can use the data centre of their choice.

Details of other thin client modes
Hedgehog supports web browsers as listed together with Android, iPad and mobile devices. 'Apps' are available for iPhones and Android phones.

Other client software that may be used with the service
Android and iPad devices

Pricing (including unit prices, volume discounts (if any), data extraction etc.) Annual rental fees:

For the library management system:

For libraries with less than 1000 items:

£ 800 per concurrent administrator per annum for library with less than 1000 items (excluding news, events and 'discussions')

For libraries with more than 1000 items:
£ 900 for libraries with 1 or 2 concurrent library staff online

£ 1650 for libraries with 3 or 4 concurrent library staff online

£ 2050 for libraries with 5 or 6 concurrent library staff online

£ 2400 for libraries with 7 or 8 concurrent library staff online

£ 2700 for libraries with 9 or 10 concurrent library staff online   £ 220 for each additional concurrent library staff online

You may choose the design of your online website from a variety of colourful themes.

Options:
ReportBuilder - £ 120 per report development kit

Android tablet self-issue/circulation - £ 200 per annum per tablet

'apps' for iPhone and Android phone - FREE

Migration and consultancy:
£ 600 – installation charge

£ 600 – project management per man day

£ 550 – consultancy per man day

£ 600 – per trainer day

Travel, subsistence and mileage costs will be charged at cost.

Discounts: 5% for orders over £ 30,000

Service management details
Included in our standard service is:

Support desk responding to hotline and email queries

Access to our client area where you can document issues and get written responses

Upgrades and maintenance releases of Hedgehog

Remote online support can be provided to third party hosting centres - £ 2000 per annum

Our standard service is offered between 09:00 am and 17:30 pm from Monday to Friday excluding public holidays.

Extended hours services can be provided:

£ 2000 per annum for extended hour support to 22:00 pm.

Additional service levels and tailored support services can be provided.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)
ANS impose no limitations on the degree of customisation, which you can undertake.
When maintenance releases are available you will be informed and a preferred upgrade date will be agreed in partnership with you.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.) ANS ensure that the solution has 98% availability.

ANS will endeavour to perform housekeeping tasks outside peak hours of usage where these can be made known.

Where issues have been made known to our hotline, ANS will respond within 4 hours with an answer to the query raised.

Support boundaries / interfaces documented
Our support service includes hotline support, email support, onsite support, website knowledge base for downloads, free 'how to' guides and documentation, free training guides

Performance attributes defined and documented
The solution is very robust and you will get at least 98% uptime. The speed of response is usually less than a second. But where you are accessing external sources such as other library systems using Z39.50 for example, the speed may be limited by the connection speeds to those data sources.

Support service provided and documented

Our support service includes hotline support, email support, onsite support, website knowledge base for downloads, free 'how to' guides and documentation, free training guides

Time for provisioning/de-provisioning documented We can provision
the service in less than 24 hours.

Financial recompense model for not meeting service levels

A 1% discount on the following years' rental fee will be given for any distinct service level, which is breached.

Training

ANS provide a standard introductory course for Hedgehog, which takes half a day.
Further training is provided dependent on the modules configured which can include:

Cataloguing

Reporting

Supervisor functions

Most of the above modules take half a day but can be tailored to your requirements.

Ordering and invoicing process

Customers should place orders to Network Solutions Limited using the Government Procurement Service pro-forma via email, post or fax. Our customer relationship management (CRM) system records and tracks all customers queries and request.

Invoicing terms can be agreed dependant on the agreed provision of specific services:

IAAS - monthly in arrears depending on the amount of usage and /or users

PaaS - monthly in arrears

SaaS - monthly in advance

Services - either monthly in arrears, or at milestones, or at the end of a work package.

Any setting up or other start up fees agreed in advance with customers would be payable with the first invoice. Similarly any termination fees agreed in advance with customers would be payable with the last invoice. Also see individual partner company standard terms and conditions.
Payment terms – 28 days or, if an organisation is signed up to the Government 'prompt payment' initiative, then it is 10 days.

Termination terms

3 months' notice must be provided in writing for termination of the rental agreement by the consumer. ANS will provide 12 month's notice of any potential removal of the service."

Data restoration / service migration

If all inputs to the solution are provided in XML, MARC or CSV format, ANS will import the information in less than 5 days.

ANS consultants are skilled in data migrations and can provide guidance as to how to minimise the migration time and cost to move to Hedgehog.

ANS can undertake the complete migration for you on request. Our charges depend on the duration of the migration tasks.

Hedgehog allows all information to be exported in SQL, XML, MARC, CSV and flat file format very quickly and easily using the reporting module of Hedgehog for migrating information t other systems.

Consumer responsibilities

The Consumer is responsible for ensuring the security of access to their users' user names, passwords and PIN numbers.

The Consumer must make reasonable endeavours to ensure that they do not reverse engineer or copy any part of the Hedgehog solution.

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

Hedgehog requires the Microsoft .Net framework to be loaded on the web servers.

Microsoft SQL Server Express Edition will be used as the default database. Additional fees are payable to Microsoft, if the database exceeds 10 Gigabytes in accordance with Microsoft's licencing policies.

ANS provides a fast uncontended 2Mb leased line. If you utilise more than 2Mb uncontended bandwidth, additional bandwidth may be purchased.

Details of any trail service available A trial service
is available.

Exit Process for data extraction and removal

All the information and system parameters are stored within an SQL database. You can use any SQL extraction tool to extract information from the database into another system.

Hedgehog has a very powerful reporting tool, which allows the dynamic extraction of selected information into CSV, SQL, XML, flat files, MS-Word and Excel formats.

Pictures, photos and images will be exported in their original format e.g. jpg or gif.

The cataloguing module allows for the dynamic import and export of information into MARC 21 format. Using Z39.50 you can import records from any Z39.50 source.

On termination of the contract ANS will purge the system of all your information to agreed timescales and reformat the discs.

Information will be held in Unicode format within the database.

All data held within the database may be extracted; there is no part of the information database, which cannot be extracted very easily using the Hedgehog reporting tool.

If you would like our consultants to perform the extraction, the information can be extracted in under a day for common formats at standard consultancy rates.

ANS will purge and destroy consumer data from any computers, storage devices and storage media that are to be retained by ANS after the end of the subscription period and the subsequent extraction of consumer data on request."

Name of ISO 27001 compliant data centre used to host services

Network Solutions Limited
Microsoft Azure
Amazon Web Services
HP hosting centres
IBM hosting centres