

NAG Framework Webinar Q&A summary

How are institutions placed who aren't planning to move from Askews to Browns until later in 2022?

A call-off contract can extend beyond the life of a Framework Agreement as long as the call-off was signed while the Framework was live (before 31st Jan 2022) and it doesn't exceed four years from the date you signed it. As long as this is the case then you can continue to work with Askews under the terms and conditions of the current agreement. When that call-off contract ends you will need to call-off under the new agreement (where Askews are not an option).

If/when you transfer to Browns is completely up to you as the customer – please email claire.smith@brownsbfs.co.uk if you have any queries.

When will the buyers guide be available from?

4th January. Unfortunately it is still being written so we cannot make it available any sooner!

Can you mix and max the different approaches between the lots e.g direct award for lot X; Desktop Cal for lot Y??

Absolutely yes.

What is a good quantity of e-books to send as a sample?

100 is generally a good number but it is completely up to you.

Why was there no ranking for the e-Books Framework this time?

Library supply is increasingly complex and development happens at a pace that can quickly make scores and rankings obsolete. In addition to that, institutional requirements vary considerably according to the type of institution, subject spread, funding, etc. so it is impossible to apply a 'one size fits all' methodology to evaluation.

An unranked framework allows Members flexibility to select the supplier who best meets their individual requirements and means that innovative suppliers are less shackled to a score/ranking that they may no longer be fair.

The scores will be available in the Buyer's Guide and can still be used in the decision making process. Member's Procurement Teams are responsible for deciding how they use the Framework Agreement and if they wish to take a ranked approach (for example, to manage workloads) then they can still do so.

Are DVDs/ Blu-ray included in Lot 1 as they were before?

Yes.

If we have a university bookshop and that company is not part of the agreement to what extent can we use them?

You can absolutely continue to use them but it would be outside the Agreement. Talk to your procurement team about how that works locally.

Was the evaluation criteria for print books the same as the previous framework?

Some were the same and some were amended:

- Lot 1 combines a blanket discount approach combined with costs of servicing and metadata.
- Lot 2 awarded full marks to everyone because many of the suppliers have regional specialisation and comparison becomes very clumsy. It's intended that Members apply their own requirements for this Lot
- Lot 3 is discount-based
- Lot 6 is discount-based
- Lot 7 awarded full marks to everyone as Member requirements for this Lot are too variable to perform a meaningful evaluation. As with Lot 2, it is expected that Members apply their own requirements

Are the KPI data available in the buyer's guide?

KPIs are provided during the contract as a measure of ongoing performance so would not be in the Buyer's Guide. I can make the list of KPIs available via the HE Contracts database and the ongoing data collected can be used by the regional consortia in their local commodity/library group meetings

Are we allowed to use all suppliers for e-books? It's good to be able to shop around.

Yes, absolutely. You can use every supplier on the Framework if you want to, but you should have a clear and documented strategy for how you use these suppliers (eg. Supplier X is first choice, Supplier Y is back-up, Supplier Z is second back-up, etc). It is quite common to need to use alternate suppliers to provide materials which cannot be covered by your main supplier.

Did you ask about digital preservation and score against it?

Is a 'dark archive' covered in this agreement - to help with situations like what happened with Dawson etc?

Yes, we did ask about the Supplier's dark archive arrangements and evaluate but we don't yet have a clear specification for dark archiving that meets Member needs and is also reasonable for aggregators to achieve. We will be exploring this during the life of the new Agreement with our Suppliers and in collaboration with APUC, who manage the Scottish Agreement.

One of the difficulties and trials of Ebook DDA and EBA is that ebook titles come in and out of the package frequently. Good to get new titles but harder to manage the number of titles that disappear from the start of the agreement. Was there any questions regarding this to publishers?

Not as such, though we have been interested in the metadata perspective on this. It's an issue that is usually controlled by the publisher rather than the aggregator so was difficult to evaluate meaningfully. The area we can start to look at more closely is the workflow around metadata.

Do you factor into the scores the supplier ordering platform and how easy it is for institutions to obtain prices?

Yes, we use non-librarians to test the platforms to ensure a fair approach. They follow a test script covering various functions. Each function receives two scores – does it exist and how easy is it to use. The evaluators then meet and moderate their scores to make sure it is as fair as possible and to reduce the chances of functionality being missed.

Evaluators are taken from the UKUPC consortia as they are familiar with evaluating various kinds of platform that they would not usually use.

We are part of the Noyal Consortia and Academic Libraries North - should I be working with one/or both for this procurement or does it not matter?

You should be working with Noyal in that instance.

So pleased to hear about the inclusion at last of supply of hard to source worldwide print. Can you give some more detail please about this.

We recognised that when libraries need such material the issue of discount is rarely high on the list of priorities. They just need to be able to get the resource and by using a framework supplier they can outsource the workload of managing potentially numerous micro-suppliers around the world. Lot 2 specifies that Suppliers can now provide a service under the framework T&Cs on a quote basis. This allows them to factor in the actual cost of supplying the resource including associated costs.

Lot 2 Suppliers can advise on these costs