

Full-text fulfilment tool for the NHS in England: specification of requirements

A Supplier requirements

1. Well established experience of working in partnership with EBSCO to enable seamless integration with the EBSCO Discovery Service, which is being deployed across the NHS in England.
2. Ability to deploy at scale: across the NHS in England there are approximately 400 OpenAthens organisational identities, 280 discovery service instances and 185 library services.
3. Extensive experience of working with NHS organisations to provide full-text fulfilment services for the healthcare workforce.
4. Experience of providing technical support, advice and documentation to NHS library and IT professionals.
5. Evidence of proactive product development based on library and user feedback and trends in the digital publishing and discovery landscape, and willingness to work in partnership on projects to provide bespoke enhancements for NHS users.

B Functional requirements

1. Provision from within the national Discovery Service of an enhanced, browsable national A-Z journals list.
2. Provision from within the national Discovery Service of single-click links to licensed and open access full-text articles featuring journal cover images and 'view complete issue' (table of contents) links.
3. Provision of single-click links to licensed and open access full-text articles from a wide range of search platforms, including but not limited to:
 - a. bibliographic databases from third party suppliers including EBSCO, ProQuest and Wolters Kluwer
 - b. journal publisher websites
 - c. PubMed
 - d. TripPro
 - e. Google Scholar
 - f. General and specialist public discovery services such as Wikipedia Semantic Scholar, ClinOwl and Wikipedia
4. Provision of DOI/PMID look-up functionality to enable healthcare staff and library staff to look for articles by identifiers.
5. Provision of a browser extension to optimise user experience of full-text fulfilment across a range of commonly used browsers (including Chrome, Firefox and Edge) and support for group policy implementation - but, critically, the ability to deliver improved full-text access and an enhanced user experienced *without* dependence on local deployment of browser plug-ins (as this may not be permitted on NHS-managed computers at all sites).

C Implementation phase

The supplier will be required to work flexibly with Health Education England and EBSCO to undertake the set up work required to ensure that the full-text requirement tool is optimized for use at the point that the national Discovery Service is launched (no later than September 2021). A detailed implementation plan will need to be developed.

D Reporting requirements

1. Reporting at national and local account level on:
 - a. Sessions (web, Android and iOS)
 - b. Full-text requests and downloads