|  |
| --- |
| **RFP Response:** COUNTER 5 Reports Validation Tool, & Consortium Harvesting Tools [For both Lot 1 & Lot 2 ] |
|  |
| Date: 20th April 2018 |
| AB909893-47DC-4699-B4EB-58D3A6647EBB |

This Proposal is confidential to MPS Limited (hereafter referred to as “MPS”) and COUNTER. This document contains information and data that MPS Limited considers confidential and proprietary (“Confidential Information”). Confidential Information includes, but is not limited to the following:

* Scope of Work
* Proposed Solution
* Price
* Previous project experiences

Confidential information in this document shall not be disclosed outside the buyer’s evaluators and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal without specific written permission of an authorized representative of MPS Limited.

This document is the proprietary and exclusive property of MPS Limited except when otherwise indicated. No part of this document, as a whole or in part, may be reproduced, stored, transmitted, or used for design purposes without the prior written permission of MPS Limited. The information contained in this document is subject to change without notice. The information in this document is for information purposes only. MPS Limited declaims all warranties, express or limited including but not limited to the implied warranties of merchantability and fitness for a particular purpose, except as provided for in a separate software license agreement.

Table of Contents

[Executive Summary 4](#_Toc512011021)

[Key Differentiators: 4](#_Toc512011022)

[Innovation: 4](#_Toc512011023)

[Delivering Quality 5](#_Toc512011024)

[Project Description 5](#_Toc512011025)

[Lot 1: 5](#_Toc512011026)

[Lot 2: 8](#_Toc512011027)

[Solution Architecture: 9](#_Toc512011028)

[Training and Documentation: 10](#_Toc512011029)

[Data Security: 10](#_Toc512011030)

[Deliverables: 10](#_Toc512011031)

[Solution Intellectual Property Rights: 11](#_Toc512011032)

[Project Plan: 11](#_Toc512011033)

[Timelines: 11](#_Toc512011034)

[Project Risks: 12](#_Toc512011035)

[Financial Proposal 12](#_Toc512011036)

[Development 12](#_Toc512011037)

[Annual Maintenance 12](#_Toc512011038)

[Key Personnel 13](#_Toc512011039)

[References 14](#_Toc512011040)

[Terms and Conditions 15](#_Toc512011041)

[Conclusion 15](#_Toc512011042)

To,

Lorraine Estelle,

Project Director

Attention: Lorraine Estelle

Subject: Response to RFP – COUNTER Reports Validation Tool

Dear Lorraine Estelle,

MPS Limited is pleased to enclose their response to your recent request for proposal for the provision of COUNTER format validation tool**.** By submitting the proposal, we are accepting the standard Terms & Conditions as it’s mentioned in this link <http://www.projectcounter.org/news.html>.

Based on our experience in providing similar solutions to other publishers and providing COUNTER reports validation as part of our proprietary platform MPS Insight, we propose a custom web-based solutionthat will test compliance of COUNTER reports delivered in tabular format or delivered in JSON format via SUSHI.

This proposal will be led by MPS Technologies (MPST), a business division of MPS Limited, which was established 25 years ago as a captive unit of the Macmillan Group for technical development, testing, maintenance, and support.

We look forward to discussing this opportunity further and demonstrate our abilities in due course.

With kind regards

|  |  |
| --- | --- |
| SATYA PAL  Vice President & Business Head, MPS Technologies  Direct: +91 120 4599793  Email: [satya.pal@adi-mps.com](mailto:satya.pal@adi-mps.com)  C-35, Sec 62, Noida | 201307| India |  |

# 

# Executive Summary

MPS Technologies is excited to present a compelling proposal to COUNTER for the development and implementation of a custom web-based tool that will test compliance of COUNTER reports delivered in tabular format or delivered in JSON via SUSHI for COUNTER 5 release for Lot 1 and to Lot 2: COUNTER Release 5 Consortium Harvesting Tools.

MPS has a deep and extensive experience of the proposed solution and we would like to highlight the following key differentiators that will give additional edge over the competitors.

### Key Differentiators:

* MPS is one of the oldest members of COUNTER and we have over a decade experience of handling COUNTER reports creation, quality assurance, and distribution of reports to over 15 publisher’s platforms and 50000 Libraries.
* MPS Technology created the very same validation tool (at present) for Release 4 back in 2016 and is running successfully and is extensively used by libraries, vendors, and publishers across the globe, which automatically gives us an advantage of experience and understanding of requirements to meet for this proposal.
* Same team that has previously worked for COUNTER 4 will be deployed for these tools to make it a quick finish from our end. This team already understand the framework and interface, which will give them additional edge. We ensure to finish everything with 100% quality that will help libraries and publishers adept to COUNTER 5 smoothly.
* Extensive experience in validating COUNTER reports as part of **MPS Insight (**Usage analytics COUNTER based platform for Publishers**)** and **MPSScholarlyStats (**Usage analytics COUNTER based platform for Libraries**)** and delivering every month with over 100 quality checks as per COUNTER code of practice.
* Providing COUNTER reports validation for publishers like IEEE, Springer Nature, Royal Society of Chemistry, Institute of Physics Publishing, ASTM, Indian journals, Palgrave Connect, Therapeutic Guidelines Ltd., and many more.
* Extensive experience in SUSHI protocol implementation, many of the leading ILS is using our SUSHI integration services.
* MPS' rich experience of more than 47+ years in delivering end-to-end publishing services to publishers in the STM, academic, and trade segments places us in a unique position relative to other system providers.

### Innovation:

* MPS is relentless with respect to innovation and continuously reinvent itself, its products, services, and technologies in order to maximize value for the changing needs of publishers in a dynamic market. Innovation allows MPS to thrive with industry changes.
* We operate innovation lab in our Gurgaon, India facility for doing research in the area of content usage analytics and how we can provide new reports to publishers and libraries.
* We organize frequent events to boost innovation to achieve better results in day-to-day activities of the customer. The experience that the team members gain while working on such projects is put to better use, and they have been asked to develop ideas that can be beneficial to our customers.
* MPS owns brands like MPS Insight, MPS ScholarlyStats that are helping over 30000 libraries and 20 publishers maintain their COUNTER usage analytics in order; this innovative approach of building brands for libraries and publishers is an on-going activity here at MPS.

### Delivering Quality

Following are typical Quality Assurance activities embedded in our system development and implementation processes:

* All project work products are internally peer reviewed.
* All newly written code is inspected prior to testing.
* Readiness Reviews (serving as Q-Gates) are performed before proceeding to the next major stage in the development lifecycle.
* Quality Engineers (QEs) review processes and work products on an on-going basis to ensure adherence to the account’s tailored methodology.
* Intensive multi-level testing is performed, including unit tests, subsystem tests, and system tests.
* Quality parameters are integrated into our performance management, reward and recognition processes, and through intensive communication and training.

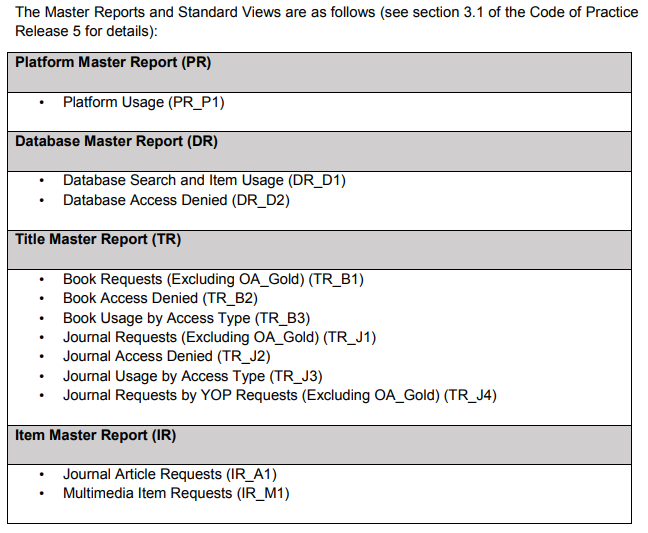
We take pride in being an agile and flexible organization that is focused on delighting our customers. Our understanding of your requirements is outlined in this document, and we would like the opportunity to discuss this in detail in order to ensure that we are aligned with your requirements.

# Project Description

### Lot 1:

MPS will create a web-based tool for COUNTER format validation as per following specifications:

* Cloud-based tool for free accessibility over the web with accessibility tracking
* Integrate with COUNTER WordPress based site and from USUS
* Interface with the registry of compliant vendors on the COUNTER website to simplify data entry for users running tests and to help accumulate statistics for tests run and test results at the platform/vendor level
* Test compliance of COUNTER reports delivered in tabular format or delivered in JSON format via SUSHI.
* Reports will be uploaded to the tool or a SUSHI harvest conducted through the tool and a series of test will be conducted on the result.
* Errors found will be highlighted in a report to the tester.
* Self-registration (Email, Name, Affiliation, Role, and Mode) will be required to allow tracking of the tools use and improve error reporting.
* Since MPS already worked with COUNTER for COUNTER Validation Tool for Release 4, we hope to see a quick turnaround time as we already have expertise and experience to develop the similar tool, MPS is already researching with COUNTER 5 and working for many publishers to adapt to release 5 and so we will create the more efficient system.
* MPS will make sure to validate report formats, which are in new COUNTER Standard 5.



* The tool will enable users to test their implementation of the SUSHI protocol and COUNTER reports during the development process, ensuring errors are caught and corrected before release. The result will be more efficient deployment and improved interoperability. This tool could also be used by the COUNTER audit to validate compliance with the required format specified in the COUNTER Code of Practice and the COUNTER-SUSHI Implementation Profile.
* MPS has started work for transition from COUNTER 4 to COUNTER 5 for many publishers. Our Innovation lab has been researching and developing all possible report structures as per standard COUNTER 5 report format.

Roles Supported:

* Libraries
* Auditors
* Publishers
* Consolidation product owners

Solution mapping to statement of scope:

We have gone through all user stories mentioned in the [requirements document](https://www.projectcounter.org/wp-content/uploads/2018/03/Request-for-proposals-for-the-development-of-tools-for-the-COUNTER-community.pdf) and ensure implementation of the proposed solution.

We are already doing validation of all type of reports designed in tabular format or delivered through SUSHI as part of MPS Insight and MPS scholarlystats platform and understand the following set of business rules:

* Formatting
  + Layout
  + Labels
  + Naming conventions
  + Extra rows check
  + COUNTER\_SUSHI schema
* Usage
  + Zero usage
* Validation
  + Data validation – ISxNS, DOIs etc..
  + Report specific duration check
  + SUSHI Server authentication check
  + SUSHI request and response parameters check
  + Error handling for SUSHI calls
  + Error handling for any issue with reports
  + Responses adhere to the expectations described in the COUNTER-SUSHI Implementation Profile
  + Each report would be validated for compliance and a response to report not supported (even if a compliant error) would be considered an error for this test since the report is expected to be supported
  + Once user upload the COUNTER 5 report to validation tool the same passes through the validation filter and generates a final validation report in an attached format

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **COUNTER 5 Reports Validation Tool** | | | | | |
| File Uploaded | COUNTER\_5\_TR\_JR1\_<Institution Code>.csv | | | | |
| File Type | .csv(Comma Separated Value) | | | | |
| Upload Time | 3/18/2018 14:21:55 | | | | |
| Processing Time | 3/18/2018 14:22:10 | | | | |
| TAT | 15 Seconds | | | | |
|  |  |  |  |  |  |
| **Validation Summary** | | | | | |
| Structure Error | 1 | | | | |
| Data Errors | 2 | | | | |
| Structure Warnings | 0 | | | | |
| Data Warnings | 1 | | | | |
| Status | **FAIL / SUCCESS** | | | | |
|  |  |  |  |  |  |
| **Error Details** | | | | | |
| **Error Type** | **Line No** |  | **Description** | | |
| Structure Error | 6 | Invalid key header Metric Type in the report | | | |
| Data Error | 29 | Invalid value of Unique\_Item\_Investigations | | | |
| Data Error | 31 | Invalid value of unique\_Item\_investigations | | | |
| Data Warning | 45 | Unique\_Item\_Investigations and Total\_Item\_Investigations are same | | | |

#### 

### Lot 2:

COUNTER Release 5 Consortium Harvesting Tools

Based on the comment in requirement doc “COUNTER Release 5 Code of Practice eliminated explicit Consortia Reports because of challenges with the COUNTER Release 4 Consortium Reports and because fixing scalability problems in Release 5 was not practical, to address the needs of consortia, Release 5 took a different approach. Rather than having a requirement for consolidated consortia usage, Release 5 COUNTER\_SUSHI introduced a new “/members” that allowed for the harvesting, from a content provider, a list of consortia members and their COUNTER\_SUSHI credentials. By taking this approach, consortia managers should be able to harvest any COUNTER Release 5 Report for members”.

From a technical operation, the process would work something like this as it is mentioned in the requirement document:

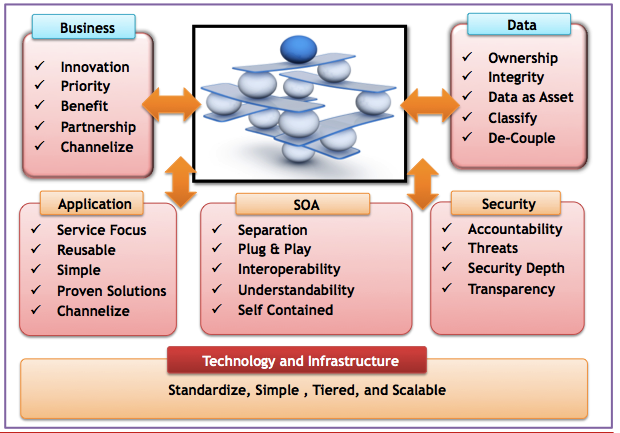
|  |
| --- |
|  |

Solution mapping to Lot 2:

* With the JSON format that comes into effect with COUNTER 5 for all SUSHI request and Consortium Harvesting tool. The tool will be developed to validate the file according to the tags mentioned in the NISO SUSHI Standard (Z39.93-201x) referring to the COP5 (<https://www.projectcounter.org/code-of-practice-five-sections/8-sushi-automated-report-harvesting/>).
* MPS will ensure to follow all the rules and regulation of GDPR and help COUNTER in implementation to store sensitive data (e.g., access credentials, usage logs, temporary files such as configuration files and any transmission including Requestor IDs and APIKeys) in the tool.
* MPS will follow below-mentioned steps to do the validation
* Meet COUNTER\_SUSHI JSON Schema
* Element names correct
* Usage dates Validation
* In case of any issue found, those will be divided into the category as below
  + Exceptions returned from SUSHI calls
  + Errors encountered making SUSHI calls (e.g. connection timeout; 500 error, etc.)
  + Exceptions encountered during validation and processing.
* After Validation reports can be extracted as below
  + Usage data in native JSON Format, This will be one file per member-report.
  + Output usage as tab-separated text files (TSV), this can be generated by one report per member or can be generated breakouts for each member with the addition of Customer\_ID and Customer\_Name column

# Solution Architecture:

Both the tools will be developed using a layered architecture with balancing following architectural principles. We will be using PHP with LAMP/WAMP framework to develop the framework unless COUNTER wants us to use any specific technology. We have expertise in all industry-leading technologies and open to discuss this with COUNTER.



# Training and Documentation:

As part of the system implementation, MPS will provide remote training just before the UAT phase. We propose “train-the-trainer” approach as per our past experience.

This will also include comprehensive documentation in the form of manuals, walkthroughs of the actual system, training materials, PowerPoint presentations, and FAQs.

The technical schema will include following work items:

* High-level design
* Low-level design with sequence diagrams and entity relationship mapping
* Database Schema
* Error handling mechanisms
* Notification details
* Integration schema
* Platform Scalability guidelines

# Data Security:

MPS is well aware of the new GDPR policies which will come into effect on 25th May 2018. We will ensure that code will be able to handle all the rules and requirements, as well as we will help COUNTER in the deployment process to make it GDPR compliant. We need to consider below points to make the application GDPR as well as DPA compliant.

* Addition of Privacy Policy in the sign-up page, which will cover data retention, information stored in the system as per the Data Protection Act 1998 (DPA) and the EU General Data Protection Regulation (GDPR). This policy can be easily managed by Project COUNTER through the admin panel.
* he user will have the permanent delete under “right to be forgotten” option which will clear all the information of the individuals in the system.
* MPS will help COUNTER in create and setup procedures to detect, report and investigate a personal data breach
* COUNTER need to designate someone to take responsibility for data protection compliance

# Deliverables:

At end of the project, MPS will handoff following deliverables to COUNTER:

* Source code
  + The code will be delivered as Open Source adhering to Apache License, Version 2.0 (or similar forgiving license) (free to use and free to adapt with all enhancements made open) and made available via GitHub. GitHub account to be provided by Project COUNTER.
* Design documents
* Training Material
* All artifacts mentioned in the documentation section

# Solution Intellectual Property Rights:

MPS is developing a custom solution and COUNTER will own the IPR. MPS will not have any intellectual property right on the final deliverable.

# Project Plan:

The proposed application will be implemented using an Agile-Scrum methodology where we will run one scrum. The Scrum methodology anticipates the need for flexibility and applies a level of pragmatism to the delivery of the finished product. It focuses on keeping the code simple, testing often, and delivering functional bits of the application as soon as they are ready. The goal is to build on small client-approved parts as the project progresses, as opposed to delivering one large application at the end of the project.

Our draft project implementation plan defines 1 Scrum spanning across 3 months as per the following details.

* SCRUM: Having 1 team working on 6 sprints (2-week sprint). Sprint 1 will be requirement gathering and test case preparation
* MPS will have a proxy product owner and 1 Scrum master to execute the project implementation. As per our experience, we are confident that we will be able to make the release by end of September 2018 if we start in the first week of May 2018.
* Once done, we will provide the code with proper documentation for deployment in the GitHub account under the Apache License. We can create a new account or we can upload this to the existing COUNTER GitHub account.
* For all Data Security issues -we are aware of the new GDPR policies which will come into effect on 25th May 2018. We will ensure that code will be able to handle all the rules and requirements, as well as we will help COUNTER in the deployment process to make it GDPR compliant.

# Timelines:

|  |  |  |  |
| --- | --- | --- | --- |
| Sr# | Phase | Start Date | End Date |
| 1 | Contract signing | 1st May |  |
| 2 | Discovery phase, Capturing Stories | 1st May | 10th May |
| 3 | Requirement Document creation | 4th June | 8th June |
| 4 | Wireframes creation | 11th June | 15th June |
| 5 | Wireframes review | 18th June | 20th June |
| 6 | Wireframes signoff |  |  |
|  | Sprints 2-6 | 11th June | 16th Sept |
| 7 | Training | 19th Sept | 21st Sept |
| 8 | UAT Support | 20st Sept | 26th Sept |
| 10 | Beta Release | 27th Sept |  |
| 11 | Live Release | 30th Sept |  |
| 12 | Warranty | 30th Sept | 30th Sept |

# Project Risks:

|  |  |  |  |
| --- | --- | --- | --- |
| **Event** | **Likelihood** (Low, Med, High) | **Impact** (Low, Med, High) | **Actions to Mitigate Risk** |
| Application performance impact under high user loads | Low | High | -Set performance testing use cases and map nonfunctional requirements in advance |
| MPS Resource unavailability in middle of the solution development because of iteration or some other factor | Low | Low | Resource Back up model  -Process driven development with all documentation  -Cross training |

# Financial Proposal

### Development

* The pricing for developing the custom tool for Lot 1 is GBP \*\*\*\*\* + Taxes.
* The pricing for developing the custom tool for Lot 2 is GBP \*\*\*\*\*\* + Taxes.
* Payment Terms:
  + 50% at the time of signing the contract
  + 25% at final sprint UAT
  + 25% of go-live

### Annual Maintenance

There will be an additional fee for any maintenance agreement, Maintenance charges will be GBP \*\*\*\*\* + Taxes / Year for both Lot 1 and Lot 2 tools together.

# Key Personnel

|  |  |
| --- | --- |
| *Robin Bhandari, BA, Operations Manager for COUNTER Analytics*  [*robin.bhandari@adi-mps.com*](mailto:robin.bhandari@adi-mps.com) | Robin has over 12 years of experience in Business Intelligence and Analytics Platforms development with thorough knowledge of the complete software development process. Has to experience in the complete life cycle of projects, from initiation phases to closure. Currently responsible for Development, Quality Assurance and Delivery Management for COUNTER reports at MPS for over 15 publishers and 30 libraries. Currently, COUNTER 4 Validation tool is maintained by Robin’s team which is widely used by different libraries, vendors globally, there is no major challenge and validation tool is successfully working for release4. |
| *Haramohan Nanda, Scrum Master, Sr. Technical Manager, MPS Technologies, MPS Insight, ScholarlyStats and COUNTER Analytics*  [*Haramohan.nanda@adi-mps.com*](mailto:Haramohan.nanda@adi-mps.com) | Haramohan has over 10 years of experience in Business Intelligence and JavaEE software development with thorough knowledge of the complete software development process. Has to experience in the complete life cycle of projects, from initiation phases to closure. He is certified in Java and MongoDB. Currently responsible for Product Development and Delivery Management for business intelligence and content analytics reports at MPS. Haramohan is also heading the current AMC team for COUNTER 4 tool, which is time to time updated by his team members on request.  Haramohan heads the technology team for MPS content usage analytics tool MPSInsight that provides COUNTER reports to over 15 publishers. |
| *Kapil Singh Verma, Technical Manager, MPS Technologies, Heading team for COUNTER 5 initiatives for MPS Insight and ScholarlyStats*  [*Kapil.singh@adi-mps.com*](mailto:Kapil.singh@adi-mps.com) | Kapil is having more than 10 years of experience in Software IT Industry in Software Innovations, Development & Product Management. Kapil technical skill stack consists of cutting-edge technologies like Amazon Web Services, Big Data Apache Spark2.3, NoSQL Database MongoDB 3.6, Java-8, Spring, Hibernate, Angular 4 and Linux O.S. Practical exposure of Agile methodologies for smooth project implementation and support tools like JIRA and MPP. Currently serving MPS Limited as Manger-Technologies and handling assignments in SAAS based products of MPS, which includes COUNTER reporting and usage report platforms including COUNTER 5 updates for over 15 publishers. |

# References

MPS is providing COUNTER release 4 reports to publishers like IEEE, Springer Nature, Royal Society of Chemistry, Institute of Physics Publishing, ASCE, Indian Journals, Palgrave Connect, Therapeutic Guidelines Ltd., and many more. Our customers will be delighted to speak about our expertise and quality of reports.

|  |  |
| --- | --- |
| Juliet Palmer  Customer Service Executive  Customer Sales Support team  Royal Society of Chemistry  Thomas Graham House  Science Park, 290 Milton Road  [palmerj@rsc.org](mailto:palmerj@rsc.org)  Cambridge, CB4 0WF UK | Wendy Lu  Senior Marketing Analyst  IEEE Product Design  445 Hoes Lane  Piscataway, NJ 08854  Voice: +1 732 562 5366  [w.lu@ieee.org](mailto:w.lu@ieee.org)  http://www.ieee.org |
|  |  |

# Terms and Conditions

This response to RFP from COUNTER is subject to the following terms and conditions:

* All rates, fees, and other costs provided as part of this proposal are valid for ninety (90) days from the date of this response.
* The information present in this document is a response to RFP from COUNTER and some information can change based on detailed RFP.
* COUNTER will reimburse MPS for all travel and associated lodging costs for MPS personnel who are providing services locally if required.
* MPS prices are charged and paid in GBP.
* All costs provided in this document represent the net amounts to be received by MPS and do not include any current or future customs duties or taxes, including, but not limited to, sales tax, withholding taxes, VAT, and any other taxes which may apply.
* This response to RFP is based on assumptions made by MPS relating to the requirements of COUNTER. MPS reserves the right to amend this RFP response in the event of changes to specifications or other requirements relating to the proposed project that may be discovered by MPS or requested by COUNTER.
* This RFP response constitutes an offer to negotiate in good faith in order to establish a definitive Agreement based on the standard terms and conditions of MPS, or its affiliates, for licensing software, maintenance, and other applicable services.
* The solution will be hosted on servers provided by COUNTER in staging and live environment. MPS servers can be made available at extra cost.
* The maintenance of the solution after go-live is not included in the pricing shared.
* The information provided by MPS in this RFP response, which includes but is not limited to pricing, configurations, technical literature and specifications constitutes trade secrets of MPS and is confidential and proprietary to MPS, their affiliates, and suppliers. COUNTER shall treat the information provided by MPS in this RFP response, and as provided in furtherance of this as strictly confidential.

# Conclusion

MPS focuses on meeting Project Counter requirements and is committed to delivering transformational benefits through reduced cost, improved technology, and process re-engineering. MPS assures process efficiency, enhanced project implementation plans, lower risk failure, and robust measurement systems. Being an experienced player in project COUNTER and Validation tool, we are in position to deliver the said requirements within timelines, being into the analytics MPS Technologies understand all data security-related risks and will comply to all guidelines required to make sure all data is safe and secure, we will also follow the GDPR guidelines which will be implemented soon and will meet all global standards to make sure the data integrity remains intact.