

JOINT INFORMATION SYSTEMS COMMITTEE

Invitation To Tender

A study to investigate issues arising from the use by students and teachers of 'Web2.0' technologies to share educational content and, in particular, how such technologies can inter-relate with universities' institutional systems and policies to support effective practice

Summary

1. This document invites proposals for a study to investigate issues arising from the use by students and teachers of 'Web2.0' technologies to share educational content and, in particular, how such technologies can inter-relate with universities' institutional systems and policies to support effective practice
2. Funding of up to £15,000 (including VAT and expenses) is available for this study. The deadline for proposals is 13.00 hours on Monday 19th February 2007.

Background

3. Various technologies are now being used to share educational content that have significant differences from centralised institutional systems such as Virtual Learning Environments or Institutional Repositories. These 'Web 2.0' systems and services include wikis, blogs, peer-to-peer networks, and social networking sites such as Facebook and MySpace. They can be used by both teachers and learners, though possibly in different ways.
4. While a complete definition of 'Web 2.0' is elusive, the JISC Users and Innovation programme has laid out a useful checklist of features that inform the scope of this study¹. Within this checklist, the focus of this study is on lightweight, participatory, service-oriented technologies used to share educational content.
5. There are several dimensions in which such Web 2.0 technologies can interact with the more formally managed operations of universities, for example, in a blended pedagogy developed by a tutor, in innovative student approaches to resource discovery and use, and in an integrated institutional access management policy.
6. A number of projects within the JISC Digital Repository Programme² have been working in this area, and have relevant findings and expertise. These include Secure Personal Institutional and Inter-Institutional Repository Environment (SPIRE)³, Personal Repositories Online: WIKI Environment (PROWE)⁴, Repository Metadata and Management (RepoMMan)⁵ and Community Dimensions of Learning Object Repositories (CD-LOR)⁶. Other relevant work has been conducted or is underway as noted under paragraph 8, below.

Study Objectives

7. The aim of this study is to provide information necessary to help JISC and universities develop effective approaches to the institutional management of the use of lightweight, participatory, service-oriented ("Web 2.0") technologies for content sharing for educational purposes. In particular, the information necessary on how such technologies can inter-relate with university systems and policies to support effective practice.

¹ JISC Users and Innovation blog: Defining Web 2.0: <http://jisc-1.eduserv.org.uk/cs/blogs/ui/archive/2006/09/22/31.aspx>

² JISC Digital Repository Programme: http://www.jisc.ac.uk/whatwedo/programmes/programme_digital_repositories.aspx

³ SPIRE: <http://spire.conted.ox.ac.uk/cgi-bin/trac.cgi>

⁴ PROWE: <http://www.prowe.ac.uk/>

⁵ RepoMMan: <http://www.hull.ac.uk/esig/repomman/>

⁶ CD-LOR: <http://academy.gcal.ac.uk/cd-lor/>

8. The objectives of the study are:
- i. briefly to sketch current policies, practice and motivation with respect to the educational use of peer-to-peer, wiki, blog and similar technologies for content sharing, that is:
 - a. student practice and motivation, using both technologies that are formally supported or sanctioned by the university and those that are not, within and beyond the institution;
 - b. teacher practice and motivation, using both technologies that are formally supported or sanctioned by the university and those that are not, within and beyond the institution;
 - c. university computing service practice and policies, and the reasons for them;
 - d. practice and policies of other relevant players within the university, such as learning technology teams, libraries, those responsible for educational and information strategies – and the reasons for those practices and policies.
 - ii. to outline the main questions that arise as a result of (i);
 - iii. to suggest approaches (and identify examples of good practice) whereby the potential of “Web 2.0” technologies for content sharing might be exploited while maintaining the support of all the players concerned;
 - iv. to address (i) – (iii) where possible by drawing on and synthesising the relevant findings and experiences of projects from the Digital Repository Programme, such as SPIRE, PROWE, CD-LOR and RepoMMan, as well as some other projects within the JISC Information Environment⁷, Users and Innovation⁸ and eLearning⁹ programmes;
 - v. to advise JISC of potential issues and priorities.
9. The above represents an ideal outcome overall. Any proposal will need to prioritise the above within the funding available but it is expected that the focus of effort will be on objectives ii - iv as above and, in particular, on the issues most relevant to university central administrative departments such as computing services, libraries and registries.

Methodology

10. As part of the tender application the JISC will expect an appropriate methodology for conduct of the study to be proposed. For example, the study objectives could be met by taking a case study approach (using a number of case studies), or by iterating around an experts workshop. It is likely that objective (i) will be met via a review of existing evidence, especially that provided by the projects noted in paragraph 6, above.

Deliverables

11. The contractor is required to produce a detailed report presenting the outcomes of the study with accompanying documentation and recommendations.
12. The primary audiences for this work are the JISC, and managers within universities and colleges. It is anticipated that the report will be made public once it has been accepted.

⁷ Relevant projects are running within the following programmes: Repositories and Preservation, especially the ‘Tools and Innovation strand’:

http://www.jisc.ac.uk/whatwedo/programmes/programme_rep_pres.aspx

PALS metadata and interoperability phase two:

http://www.jisc.ac.uk/whatwedo/programmes/programme_pals2.aspx

⁸ Users and Innovation Programme:

http://www.jisc.ac.uk/whatwedo/programmes/programme_users_and_innovation.aspx

⁹ Relevant projects are, or will be, running within the e-Learning and Pedagogy strand, especially in response to the ‘Learner Experiences of e-Learning’ Circular:

http://www.jisc.ac.uk/fundingopportunities/funding_calls/2006/10/circular0506_learner_experiences.aspx

The following reports are particularly relevant

Learner Experience of e-Learning: http://www.jisc.ac.uk/elp_learneroutcomes.html

JISC LXP Student experiences of technologies:

http://www.jisc.ac.uk/media/documents/programmes/elearning_pedagogy/lxp%20project%20final%20report%20dec%2006.pdf

In addition, projects within the Digital Libraries in the Classroom programme have used Web2.0 technologies in an innovative way to enable teachers and learners to share materials:

http://www.jisc.ac.uk/whatwedo/programmes/programme_dlitc.aspx

13. The contractor may be required to present the findings to JISC groups as requested. A major JISC-sponsored conference is planned for 5-6 June 2007, in which the issues covered by this study will be relevant, and the contractor will be expected to present the findings to this conference.

Funding Available & Study Timetable

14. Up to £15,000 (inclusive of VAT and travel and subsistence) is available for this contract. Bidders who are eligible to apply full economic costs (fEC) to their proposals are permitted to do so, but JISC's total contribution to the study will not exceed £15,000.
15. The successful bidder will be expected to begin work by the week commencing the 5th March 2007 at the latest. It is anticipated that the study will be undertaken over a period of 12 weeks. A brief interim report will be required half way through the project, and a final report including supporting documentation on the end date. A draft final report will be required ten working days before the end of the project.

Format of Bids

16. The tender proposal should clearly identify:
- relevant experience in similar projects/initiatives;
 - the proposed methodology/methodologies to be used;
 - a detailed work plan with milestones and deliverables;
 - details on how the project will work with/build on (as appropriate) other work in this area;
 - the basis on which the fee would be calculated, broken down into different phases as appropriate and showing the relevant daily rates against each member of the team to be employed on the project;
 - the staff to be used in the main areas of work and where management responsibility for the project will rest. A single point of contact for all correspondence relating to the project should be provided;
 - confirmation that work could start by the week commencing 5th March 2007 at the latest;
 - full contact details for the project leader, including email address.

Evaluation Criteria

17. Tenders will be evaluated on the basis of the following criteria in no particular order:
- a full understanding of the specification, including addressing the purpose and scope of the study;
 - suitability of proposed methodology/methodologies;
 - clarity and feasibility of detailed workplan;
 - relevance of the previous experience of the tendering organisation(s) and of the particular consultants/researchers to the project;
 - analysis of risks to successful completion of the study;
 - value for money.

Management of the Study

18. The contractor will be expected to communicate any amendments to the detailed workplan and to keep the JISC Executive informed of progress with periodic summary reports by email or telephone. The JISC Executive will also wish to have the opportunity to comment on any draft reports before they are finalized. Projects will be expected to follow JISC's Project Management Guidelines (http://www.jisc.ac.uk/proj_manguide.html), including adherence to good project management practices, regular reporting and participation of projects in steering committees.

Intellectual Property

19. The information provided in the study and reports to the JISC, and the rights to all other output, shall become JISC/HEFCE's property.

Bidding Guidance

20. A guide to bidding for JISC projects can be found at: <http://www.jisc.ac.uk/bidguide.html>.

Submission of Proposals

21. Proposals of no more than six pages of A4 in no less than 10pt font should be submitted as an electronic version via email (PDF format) as one file or a zipped folder. **The deadline for submissions is 13.00 hrs on Monday 19th February 2007.** Proposals should also be accompanied by a completed cover sheet (see appendix A). CVs may be attached as appendices to the 6 page proposal and should be no longer than 2 sides of A4 each.
22. Proposals **MUST** be received by the deadline which will be strictly adhered to. Faxed or late proposals will **NOT** be accepted.
23. If the bid exceeds the page limit guidance, evaluators will be advised to disregard information provided beyond the indicated page limit.
24. Each bid must be accompanied by letters of support from an authorised senior manager at each institution/organisation named in a bid. The support letters do not count towards the 6 page limit.
25. All proposals should be sent to:
- Amy Laws, JISC Executive, Northavon House, Coldharbour Lane, Bristol, BS16 1QD,
tel: 0117 931 7451; email: a.laws@jisc.ac.uk
26. JISC will endeavour to notify bidders of the outcome of the evaluation process by the end of February 2007.
27. The JISC reserves the right not to award a contract.

Enquiries

28. Enquiries about this Invitation To Tender should be addressed to Neil Jacobs, Digital Repositories Programme Manager, JISC Executive (email: n.jacobs@jisc.ac.uk).

JISC Executive
January 2007

Appendix A

Cover sheet for proposals *(All sections must be completed)* **JISC ITT: Web 2.0 and institutional systems**

Name of institution/organisation
Project partners (if applicable)
Full contact details for primary contact Name: Position: Email: Address: Tel: Fax:
Length of Project
Project Start & End Dates
Total Funding Requested from JISC
Outline Project Description