

Schedule 4 – Use cases

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1. Use case – Navigation, presentation & guidance – Max. 50 points

Name of use case	Navigation, presentation & guidance
User type	<input checked="" type="checkbox"/> End user (reader/listener)
Purpose of the use case	<p>The purpose is to assess which possibilities the platform offers for intuitive navigation and for presenting the collection to various target groups in a clear and attractive manner. This is to guide users to a suitable book as quickly and effortlessly as possible.</p> <p>With this use case, we also get an idea in what way series are displayed and whether the platform can also be explored without logging in.</p>

Demonstration steps – Use case Navigation presentation & guidance

The tenderer demonstrates the operation of the platform during the presentation following the steps below:

1. **Navigation through the collection:** Demonstrate how an end user navigates through the collection in both the web environment and the mobile application. Pay attention to all available collection types: e-books, audiobooks, magazines, comics, and video content.
2. **Youth environment:** Demonstrate whether the platform contains a separate environment for children and young people (8–18 years) and explain the differences compared to the adult environment, including selection, presentation, inspiration, and look & feel.
3. **Presentation of series:** Demonstrate how a series with multiple parts (for example *Ranger's Apprentice* by John Flanagan) is presented within the platform.
4. **Presentation of magazines:** Demonstrate how a magazine with multiple issues or editions is displayed.
5. **Findability of a subgenre:** Demonstrate how a user can find a specific subgenre, such as Scandinavian thrillers.
6. **Curation and highlighting of the collection:** Demonstrate how, from an overwhelmingly large collection, clear and relevant selections can be presented from which users can choose.
7. **Favourites functionality:** Mark an e-book as a favourite and then open the favourites list.
8. **Book detail page and borrowing:** Select the e-book marked as a favourite, open the book detail page, demonstrate which information is available, view the preview, and demonstrate the borrowing process.
9. **Personal bookshelf:** Demonstrate the personal bookshelf and explain its functionalities.
10. **Use without logging in:** Demonstrate to what extent users can browse, search the collection, and read or listen to previews in the app and on the website without logging in.

Preconditions for the demo	
Does this need to be shown live in the application?	<input checked="" type="checkbox"/> Yes
Is a test or acceptance environment permitted?	<input checked="" type="checkbox"/> Yes
Is it permitted to use example data?	<input checked="" type="checkbox"/> No
Maximum duration of this use case	Indicative duration: 15 minutes

Assessment aspects

The assessment focuses on the extent to which the platform offers intuitive, attractive, and target group-oriented navigation through the collection, both in the web environment and in the mobile application. In addition, it is assessed how different collection types, series, magazines, subgenres, and curated selections are presented and found.

Furthermore, the user-friendliness of functionalities for favourites, book detail pages, borrowing, and the personal bookshelf is examined. The extent to which the platform is accessible without logging in for orientation, searching, and viewing or listening to previews is also assessed.

Assessment model

See **Annex 1. Assessment table use cases** of this document.

2. Use case – Personalisation – Max. 50 points

Name of use case	Personalisation
User type	<input checked="" type="checkbox"/> End user (reader/listener)
Purpose of the use case	The purpose is to assess which options the application offers to personalise the user experience and to what extent the end user can control the data used for personalisation.

Demonstration steps – Use case Personalisation

The tenderer demonstrates the operation of the platform during the presentation following the steps below:

1. **Setting personal preferences:** Demonstrate the ways in which a user can set personal preferences, for example based on favourite genres or type of reader.
2. **Personalised content presentation:** Demonstrate how personal preferences influence the selection and presentation of content on the platform.
3. **Personalised recommendations:** Demonstrate how personal preferences are used for content recommendation.
4. **Recommendations without user preferences:** Demonstrate how the platform makes recommendations when no personal preferences of the user are known.
5. **Serendipity in recommendations:** Demonstrate how the platform enables serendipity and introduces surprising or slightly different titles alongside targeted recommendations based on preferences.
6. **Adjusting or deleting preferences:** Demonstrate how a user can modify or delete personal preferences.

Preconditions for the demo

Does this need to be shown live in the application?	<input checked="" type="checkbox"/> Yes
Is a test or acceptance environment permitted?	<input checked="" type="checkbox"/> Yes
Is it permitted to use example data?	<input checked="" type="checkbox"/> Yes
Maximum duration of this use case	Indicative duration: 10 minutes

Assessment aspects

The assessment focuses on the user-friendliness of setting, changing, and deleting personal preferences and on the extent to which these preferences are visibly reflected in the selection and presentation of content and in recommendations. In addition, the platform is assessed on how it

provides recommendations without known preferences and to what extent there is also room for surprising and enriching suggestions.

Assessment model

See **Annex 1. Assessment table use cases** of this document.

3. Use case – Search – Max. 50 points

Name of use case	Search
User type	<input checked="" type="checkbox"/> End user (reader/listener)
Purpose of the use case	The purpose is to demonstrate that the application has advanced search functionality for users, including autocomplete, autosuggestions, relevant alternatives, and semantic search, and that staff can configure this functionality.

Demonstration steps – Use case Search

The tenderer demonstrates the operation of the platform during the presentation following the steps below:

Scenario A1 – Autocomplete and autosuggestions:

1. **Autocomplete while typing:** Demonstrate how a user opens the app, places the cursor in the search field, and starts typing, for example “har”. Demonstrate how the app automatically displays autocomplete suggestions while typing, for example “Harry Potter and the Philosopher’s Stone”.
2. **Autosuggestions for incomplete or incorrect search queries:** Demonstrate how the platform handles a search query in which a title is entered incompletely or incorrectly. For example, the user is searching for the title *The Secret of Secrets* by Dan Brown, but only searches using the word “secerts”. Demonstrate how the app displays autosuggestions in such situations, for example in the form of “Did you mean...”, when search queries are illogical, yield no results, or resemble popular search queries.
3. **Real-time updating of suggestions:** Demonstrate that the suggested search results and suggestions are updated in real time as the user modifies the input.
4. **Selecting a suggestion or executing the search query:** Demonstrate how the user can select one of the displayed suggestions or choose to execute the original search query.

Scenario A2 – Alternative for “no results”

1. **Search query without exact results:** Demonstrate a search query for which no exact matches are available.
2. **Displaying alternative results:** Demonstrate how the platform in that case displays relevant alternatives, for example: similar titles, books by the same author, titles within the same subject or genre.
3. **Explanation of alternative results:** Demonstrate how the platform clearly indicates that these are alternative results and how a brief explanation is provided, for example: “No exact results found, but these titles are similar.”

4. **Navigating to alternatives or the original search query:** Demonstrate how the user can click through to one of the alternative results and how the user nonetheless has the option to run the original search query.

Scenario A3 – Semantic search

1. **Performing a descriptive search query**

Demonstrate how a user enters a search query using a descriptive or conceptual search term, for example: *“books about climate change for young people”*.

2. **Interpretation of the search intent**

Demonstrate how the application interprets the intent of the search query and displays relevant results, including:

- titles that are substantively related to the topic;
- results that do not necessarily contain the same search terms, but are substantively consistent with the query.

3. **Opening a book detail page**

Demonstrate how the user opens the detail page of a found e-book from the search results.

Preconditions for the demo	
Does this need to be shown live in the application?	<input checked="" type="checkbox"/> Yes
Is a test or acceptance environment permitted?	<input checked="" type="checkbox"/> No
Is it permitted to use example data?	<input checked="" type="checkbox"/> No
Maximum duration of this use case	Indicative duration: 10 minutes

Assessment aspects

The assessment focuses on the extent to which the application provides a fast, intuitive, and error-tolerant search experience. In addition, it is assessed how well autocomplete, autosuggestions, real-time updating of suggestions, and the selection of suggestions or search queries work. Furthermore, it is assessed to what extent the application offers relevant and clearly explained alternatives for search queries without exact matches, and how user-friendly the navigation to these is. Finally, the quality of semantic search is assessed, in particular the extent to which the application correctly interprets the search intent and presents substantively relevant results.

Assessment model

See **Annex 1. Assessment table use cases** of this document.

4. Use case – Reading – Max. 50 points	
Name of use case	Reading
User type	<input checked="" type="checkbox"/> End user (reader/listener)
Purpose of the use case	The purpose is to assess the extent to which the reading experience is intuitive, accessible and customisable, and whether users can easily switch between reading and listening.

Demonstration steps – Use case Reading

The tenderer demonstrates the operation of the platform during the presentation following the steps below:

1. **Opening a borrowed e-book:** Demonstrate how a user opens a previously borrowed e-book in the app.
2. **Customising the reading environment:** Demonstrate how the user can adjust the reading environment to their own preferences, including:
 - selecting a different background colour;
 - selecting a dyslexia-friendly font;
 - adjusting the font size;
 - changing the line spacing;
 - increasing the contrast between light and dark.
3. **Navigating within the e-book:** Demonstrate how a user navigates through the book and adds user specific content, by:
 - browsing through pages;
 - opening the table of contents and selecting a chapter;
 - adding a note, highlighting a sentence, and adding a bookmark.
4. **Use of text-to-speech:** Demonstrate how the user activates the text-to-speech function. Preferably, let us hear how the text is read aloud in Dutch and demonstrate whether there are different voices to choose from
5. **Karaoke reading:** Demonstrate how a user reads a section of the book with karaoke support.
6. **Switching to the audiobook version:** Demonstrate whether and if so how the user can switch from the e-book to the audiobook version of the same book with the narrator continuing the story at the point where the user left off in the e-book.
7. **Opening a graphic novel or picture book:** Demonstrate the reading experience of a graphic novel or picture book in the app and browse through the book.
8. **Opening a magazine:** Demonstrate the reading experience of a magazine in the app and browse through several pages.
9. **Personalisation on the website:** Demonstrate how the personalisation of the reading environment can also be set and applied in the web environment.

Preconditions for the demo	
Does this need to be shown live in the application?	<input checked="" type="checkbox"/> Yes
Is a test or acceptance environment permitted?	<input checked="" type="checkbox"/> Yes
Is it permitted to use example data?	<input checked="" type="checkbox"/> No
Maximum duration of this use case	Indicative duration: 10 minutes

Assessment aspects

The assessment focuses on the extent to which the application provides an intuitive, accessible, and customisable reading experience. In addition, it is assessed how easily users can open, read, and navigate e-books and other digital publication formats, such as comics, picturebooks and magazines

Furthermore, the usability of personalisation and accessibility features, such as visual settings, text-to-speech, and karaoke reading, and the quality of the transition between reading and listening are evaluated. It is also assessed to what extent these functionalities are consistently available in both the app and the web environment.

Assessment model

See **Annex 1. Assessment table use cases** of this document.

5. Use case – Listening – Max. 40 points

Name of use case	Listening
User type	<input checked="" type="checkbox"/> End user (reader/listener)
Purpose of the use case	The purpose is to assess to what extent the listening experience is intuitive and customisable.

Demonstration steps – Use case Listening

The tenderer demonstrates the operation of the platform during the presentation following the steps below:

- Starting an audiobook and navigation:** Demonstrate how a user opens a borrowed audiobook in the app and uses various navigation functions. Demonstrate at least:
 - viewing the chapter layout;
 - starting the audiobook at a specific chapter (e.g. chapter 4);
 - the different ways of forwarding and rewinding the audio;
 - adjusting the playback speed;
 - placing a bookmark;
 - setting a sleep timer.
- Listening in the background:** Demonstrate how a user continues listening to the audiobook while another application is being used on the phone.
- Continue listening on another platform:** Demonstrate how a user closes the app, then opens the website and continues listening from the point where they left off in the app. This shows how the listening position is automatically synchronised between the app and the website.

Preconditions for the demo

Does this need to be shown live in the application?	<input checked="" type="checkbox"/> Yes
Is a test or acceptance environment permitted?	<input checked="" type="checkbox"/> Yes
Is it permitted to use example data?	<input checked="" type="checkbox"/> No
Maximum duration of this use case	Indicative duration: 5 minutes

Assessment aspects

The assessment focuses on the extent to which the application provides an intuitive and user-friendly listening experience. In addition, it is assessed how easily users can start an audiobook, navigate within the audiobook, and use functions such as chapter selection, fast-forwarding, speed adjustment, bookmarks, and a sleep timer.

Furthermore, attention is paid to the quality of background listening and the extent to which the listening experience is cross-platform and consistent. In particular, it is assessed whether the listening position is reliably and seamlessly synchronised between app and website.

Assessment model

See **Annex 1. Assessment table use cases** of this document.

6. Use case – Customer service/ editorial / management – Max. 40 points	
Name of use case	Customer service/ editorial/ management
User type	<input checked="" type="checkbox"/> Administrator & editor
Purpose of the use case	The purpose is to assess how staff can publish service-, outage-, and editorial messages to end users in the app and on the website, how a service employee can manage and update a service page, and how books can be removed from an end user's bookshelf.

Demonstration steps – Use case Customer service / editorial/ management

The tenderer demonstrates the operation of the platform during the presentation following the steps below:

1. **Publishing an outage notification:** Demonstrate in what ways an editor can create and publish an urgent and serious outage notification using all available communication channels within the platform, while the application remains accessible.
2. **Display of the outage notification for end users:** Demonstrate how this outage notification is visible to end users in both the app and on the website, with the notification also being visible without logging in.
3. **Publishing a service message:** Demonstrate how an editor drafts and publishes a scheduled service message to users via the platform.
4. **Display of the service message:** Demonstrate how the service message is displayed for users in both the app and on the website.
5. **Targeted communication to specific user groups:** Demonstrate if and how service messages can be sent specifically to certain groups of users, for example only to iOS users or to users within a certain age group.
6. **Posting a short survey:** Demonstrate how an editor can place a pop-up message with an invitation to participate in, for example, a user survey on the website and in the app, and which options are available for drafting and displaying this pop-up.
7. **Management of a customer service page:** Demonstrate how a customer service employee can modify information on a dedicated (local) customer service page. Show how such a page can be set up and pay attention to options for text formatting and the support of media files, such as mp4 video.
8. **Modification of a user's bookshelf:** Demonstrate how a customer service employee removes two out of ten titles from a user's bookshelf due to an error in the titles.
9. **Display of the modified bookshelf:** Demonstrate in the app and/or on the website that after this modification there are no longer ten titles on the bookshelf, but eight titles.
9. **Restoration of borrowing space for the user:** Demonstrate that the end user can immediately borrow two new titles again after this change.

Preconditions for the demo	
Does this need to be shown live in the application?	<input checked="" type="checkbox"/> Yes
Is a test or acceptance environment permitted?	<input checked="" type="checkbox"/> Yes
Is it permitted to use example data?	<input checked="" type="checkbox"/> Yes
Maximum duration of this use case	Indicative duration: 10 minutes

Assessment aspects

The assessment focuses on the extent to which the platform enables staff to communicate quickly, carefully, and purposefully with end users via the app and website. In addition, the user-friendliness and effectiveness of creating, managing, and publishing outage notifications, service messages, targeted communications, and pop-up messages are assessed.

Furthermore, the usability of management functionalities for customer service is considered, including editing a service page and modifying a user's bookshelf. The assessment also considers the extent to which such changes are processed correctly, immediately, and visibly for the end user, including the restoration of borrowing capacity.

Assessment model

See **Annex 1. Assessment table use cases** of this document.

7. Use case – Editorial & curation – Max. 40 points

Name of use case	Editorial & curation
User type	<input checked="" type="checkbox"/> Editor
Purpose of the use case	The purpose is to assess what possibilities the platform offers to highlight content and to what extent these features are user-friendly and easily managed in the backend.

Demonstration steps – Use case Editorial & curation

The tenderer demonstrates the operation of the platform during the presentation following the steps below:

1. **Manual selection of titles:** Demonstrate how an editor manually compiles a selection of titles to highlight on the website and in the app, for example titles that have won the Booker Prize, and publishes this selection. Demonstrate which variations are available to present content, such as different types of carousels, lists, or other presentation formats.
2. **Automatically compiled carousel based on metadata:** Demonstrate how an editor can automatically compile a carousel based on available metadata. Show how multiple types of metadata can be combined to generate a selection and publish it.
3. **Manually adjusting an automated carousel:** Demonstrate how an editor can manually remove a specific title from an automatically compiled carousel.
4. **Creating a banner:** Demonstrate how an editor creates a banner that links to a selection of content within the platform, for example for book recommendations on a particular topic, highlighting a series, or a marketing campaign.
5. **Highlighting content via a content block:** Demonstrate how an editor can highlight a title or series using a single content block (for example, a tile). Show how the editor:
 - selects a tile and manually adds text;
 - adds an image or video file;
 - links the tile to a book detail page or a selection of titles (for example, a theme page);
 - previews and publishes the content block.
6. **Adding custom tags to content:** Demonstrate how an editor can create and add custom tags to content in order to make selections based on properties that are not available through standard metadata.
7. **Publishing a selection based on custom tags:** Demonstrate how an editor compiles a selection of titles with a specific tag and publishes it as a carousel on the website and in the app.

Preconditions for the demo	
Does this need to be shown live in the application?	<input checked="" type="checkbox"/> Yes
Is a test or acceptance environment permitted?	<input checked="" type="checkbox"/> Yes
Is it permitted to use example data?	<input checked="" type="checkbox"/> Yes
Maximum duration of this use case	15 minutes

Assessment aspects

The assessment focuses on the extent to which the platform enables editors to highlight content on the website and in the app in a flexible, user-friendly, and effective manner. In addition, the available options for manual and automatic content selections, various presentation formats, and the publishing of banners and content blocks are assessed.

Furthermore, the usability of the management in the backend is considered, including combining metadata, manually adjusting automatically compiled selections, and adding and utilising custom tags. It is also assessed to what extent editors can use this to efficiently and purposefully compile and publish relevant content.

Assessment model

See **Annex 1. Assessment table use cases** of this document.

8. Use case – Roles & authorisation – Max. 40 points	
Name of use case	Roles & authorisation
User type	<input checked="" type="checkbox"/> Administrator and editor
Purpose of the use case	The aim is to verify whether the application uses a role-based authorisation model, in which authorisations are linked exclusively to one or more roles and not directly to accounts, customer data is accessible only to authorised roles, and multiple roles can be assigned to an account, with the combined authorisations being correctly applied.

Demonstration steps – Use case Roles & authorisation

The tenderer demonstrates the operation of the platform during the presentation following the steps below:

1. **Creating an editor role:** Demonstrate how an administrator logs into the management system and creates a new role “Editor”.
2. **Assigning authorisations to the Editor role:** Demonstrate how authorisations for book titles and statistics are linked to the Editor role, while no access to customer data is granted.
3. **Creating a user account for an editor:** Demonstrate how an administrator creates an account for user-A and links the Editor role to this account.
4. **Logging in as editor:** Demonstrate how to log out as administrator and then log in with user-A.
5. **Checking authorisations for the editor:** Demonstrate which functionalities are visible and accessible to the editor. Show that the user does not have access to customer data, but does have access to book titles and statistics.
6. **Creating a customer service role:** Demonstrate how to log in again as administrator and create a new role “CustomerService”.
7. **Assigning authorisations to the CustomerService role:** Demonstrate how authorisations for customer data, book titles and statistics are linked to this role.
8. **Creating a customer service account:** Demonstrate how an account is created for user-B and the CustomerService role is linked to this account.
9. **Checking authorisations for CustomerService:** Demonstrate how to log in with user-B and show that this role has access to customer data, book titles, and statistics.
10. **Modifying authorisations for a role:** Demonstrate how an administrator modifies the authorisations of the CustomerService role and revokes the rights for book titles and statistics.

11. **Verifying modified authorisations:** Demonstrate how to log in again with user-B and show that the employee with the CustomerService role now only has access to customer data.

Preconditions for the demo	
Does this need to be shown live in the application?	<input checked="" type="checkbox"/> Yes
Is a test or acceptance environment permitted?	<input checked="" type="checkbox"/> Yes
Is it permitted to use example data?	<input checked="" type="checkbox"/> Yes
Maximum duration of this use case	Indicative duration: 10 minutes

Assessment aspects

The assessment focuses on the extent to which the application supports a role-based authorisation model in which rights are linked to roles and not directly to accounts. In addition, it is assessed how transparent and manageable roles and authorisations can be set up, modified, and assigned to users.

Furthermore, the accuracy and reliability of the authorisation functionality in practice is considered, in particular whether access to functionalities and customer data is available exclusively to roles authorised for that purpose. The extent to which changes in roles and authorisations are immediately and correctly reflected in user access is also assessed.

Assessment model

See **Annex 1. Assessment table use cases** of this document.

9. Use case – Statistics – Max. 40 points

Name of use case	Statistics
User type	<input checked="" type="checkbox"/> Administrator, editor, marketer & account manager
Purpose of the use case	The purpose is to verify whether the contractor has various statistical options available within the platform and whether these can be exported to Excel for own use.

Demonstration steps – Use case Statistics

The tenderer demonstrates the operation of the platform during the presentation following the steps below:

1. **Logging in as editor:** Demonstrate how an administrator logs in with the Editor role.
2. **Opening statistics on book titles:** Demonstrate how the administrator navigates to the statistics relating to book titles.
3. **Consulting statistics for a specific period:** Demonstrate how the administrator selects the period **December 2025** and how an overview then appears of all book titles including at least:
 - the number of loans;
 - the number of times the title has been read;
 - the number of times the corresponding preview has been viewed;
 - the number of reading hours over the selected period.
4. **Exporting statistics:** Demonstrate how the administrator can export this data to an Excel and/or CSV file and how this file can be downloaded.
5. **Adjusting the period:** Demonstrate how the administrator changes the period to the last 14 days and how an overview of book titles then appears again, containing at least:
 - the number of loans;
 - the number of times the title has been read;
 - the number of times the corresponding preview has been viewed;
 - the number of reading hours over the selected period.
6. **Opening statistics on reading preferences:** Demonstrate how the administrator navigates to statistics relating to configurable reading preferences. Show how an overview appears of reading preferences, how often these have been chosen per age group, and in which combinations they occur.
7. **Exporting preference statistics:** Demonstrate how this data can also be exported to an Excel and/or CSV file showing the selected period.

Preconditions for the demo	
Does this need to be shown live in the application?	<input checked="" type="checkbox"/> Yes
Is a test or acceptance environment permitted?	<input checked="" type="checkbox"/> Yes
Is it permitted to use example data?	<input checked="" type="checkbox"/> Yes
Maximum duration of this use case	Indicative duration: 10 minutes

Assessment aspects

The assessment focuses on the extent to which the platform provides editors with access to usable, insightful, and exportable statistics on book titles and reading preferences. In addition, it is assessed how easily statistics for different periods can be consulted, adjusted, and interpreted.

Furthermore, the completeness and relevance of the available data are considered, including usage and preference information, and the extent to which this data can be exported without hindrance to Excel and/or CSV format or other formats for own use.

Assessment model

See **Annex 1. Assessment table use cases** of this document.

Annex 1. Assessment table use cases

Score	Description	Percentage of max points achievable
Excellent	<ul style="list-style-type: none"> The tenderer exceeds the expectations and/or offers excellent added value. The tenderer demonstrates to a very high degree that the requested functionality is fully available and excellently matches the intended application within the online Library. The demonstration is clear, consistent, and convincing and shows that the functionality is effective, user-friendly, and logically structured. There are no shortcomings. 	100%
Good	<ul style="list-style-type: none"> The tenderer meets the expectations and demonstrates that the requested functionality is available and aligns well with the intended use within the online library. The demonstration is clear, consistent, and convincing and shows that the functionality is effective, user-friendly, and logically structured. There are no shortcomings. The demonstration is convincing and shows that the functionality is usable and appropriately configured. 	75%
Satisfactory	<ul style="list-style-type: none"> The tenderer demonstrates that the requested functionality is basically available and, in principle, applicable within the online library. However, the demonstration clearly shows limitations or deficiencies, for example with regard to user-friendliness, completeness, logic, or efficiency. As a result, the functionality only meets the intended quality level to a limited extent. 	50%
Poor	<ul style="list-style-type: none"> The tenderer demonstrates only to a limited extent that the requested functionality is available and suitable for the intended use within the online library. The demonstration shows material shortcomings in terms of operation, configuration, user-friendliness, or practical applicability. This gives rise to reasonable doubt as to whether the functionality is adequate in practice. 	25%

Unsatisfactory	<ul style="list-style-type: none"> • The tenderer does not, or virtually does not, demonstrate that the requested functionality is available or suitable for the intended use within the online library. • The demonstration is missing, inadequate, or shows such shortcomings that it cannot be demonstrated that the use case is met. 	0%
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