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Tender

## **Library Management System**

Hartlepool Borough Council

F02: Contract notice

Notice identifier: 2021/S 000-017666

Procurement identifier (OCID): ocds-h6vhtk-02cc70

Published 26 July 2021, 2:52pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Hartlepool Borough Council

Civic Centre, Victoria Road

HARTLEPOOL

TS248AY

#### **Contact**

Ursula Larkin

#### **Email**

[ursula.larkin@hartlepool.gov.uk](mailto:ursula.larkin@hartlepool.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKC11 - Hartlepool and Stockton-on-Tees

**Internet address(es)**

Main address

[www.hartlepool.gov.uk](http://www.hartlepool.gov.uk)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Library Management System

Reference number

DN558935

#### **II.1.2) Main CPV code**

- 48161000 - Library management system

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Hartlepool Borough Council invite tenders from appropriately qualified and experienced organisations with the capacity to provide a proven tried and tested off the shelf- system for their Library Management System.

Bidders must have an off-the-shelf Library Management System which meets the Mandatory requirements of this tender and has been tried, tested and been fully operational for at least 12 months by at least 1 organisation apart from itself.

Proposed solutions must have a minimum user base of preferably 3 local authorities or colleges of Further Education.

Tenders will not be entertained from bidders unable to provide this evidence of an established working solution at comparative sites.

The full requirements will be given within the tender documentation.

Organisations wishing to register an interest and download tender documents, should apply via the ProContract e-tendering portal

<https://procontract.due-north.com>

Registration is Free of Charge

The tender will be available to access after 15:00 on Monday 26th July 2021

All completed tender documentation must also be returned via the ProContract e-tendering portal only and by no later than 14:00 hours on Friday 27th August 2021. (Postal and e-mailed submissions will not be accepted.)

Suppliers should note that the Authority requires the contract be awarded on a non-exclusive basis giving a right to the Authority to use the Software in perpetuity, in the version last supported under maintenance services as procured by the Authority and delivered by the Provider. It is anticipated that software upgrades and technical support will be supplied by the Provider under an annual maintenance agreement

Suppliers will be required to confirm that services will be provided in accordance with the contract terms and conditions.

It is anticipated that the contract will commence on award followed by an implementation period to enable the fully functional system to go LIVE by 10th March 2022.

Subject to performance and funding the contract will be initially for 5 years with the potential for further 2 x 12 month extensions.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKC11 - Hartlepool and Stockton-on-Tees

#### **II.2.4) Description of the procurement**

The Library Management System (LMS) is a core part of the administration of the public library service and the aim of this tender is to secure a solution that can work across multiple library sites to:

1. Securely store details of all stock held by Hartlepool Borough Council Libraries.
2. Securely store details of all public library borrowers.
3. Provide a searchable library catalogue for the public and library staff to locate and reserve items.

4. Provide direct access to online resources such as e-books and e-audio books from the online catalogue.
5. Record all transactions including items issued, returned and reserved.
6. Provide full circulation control functionality including Inter Library Loans.
7. Allow stock to be issued and returned via existing RFID self-service technology or future alternative.
8. Incorporate full EDI capable ordering and invoicing acquisitions functionality.
9. Incorporate Cataloguing and Indexing Modules.
10. Incorporate Housebound and Mobile Services Modules.
11. Provide detailed Management information and reporting tools including standard reports and ability to link to tools that provide detailed Management Information, including, but not limited to MS Power BI.
12. Supplier to provide support and maintenance to include response and resolution within a specified timescale and in accordance with an agreed Service Level Agreement.
13. Supplier to provide training for library staff.
14. System to be cloud based and work on Microsoft Windows 10 and subsequent versions devices running Microsoft Edge and Google Chrome browsers.
15. System to be able to integrate with existing council and library systems including (but not limited to):
  - i. Integra Financial Management System
  - ii. BDS metadata import
  - iii. NetLoans computer booking and print management systems
  - iv. Bibliotheca self-service RFID via SIP2 or web services.
  - v. Bolinda BorrowBox ebook and e-audio service (or alternative if required).
  - vi. Firmstep
16. There will also be a requirement to migrate existing data from the current 'Capita Alto'

LMS in to the new LMS.

Full details are provided in the Specification and other Tender documents available via the ProContract e-tendering portal

<https://procontract.due-north.com>

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

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Suppliers will be required to confirm that services will be provided in accordance with the contract terms and conditions.

It is anticipated that the contract will commence on award followed by an implementation period to enable the fully functional system to go LIVE by 10th March 2022.

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#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

27 August 2021

Local time

2:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

27 August 2021

Local time

2:05pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Courts of England & Wales

7 Rolls Buildings, Fetter Lane

London

EC4A1NL

Country

United Kingdom