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Awarded contract

Library Management System

Hartlepool Borough Council

F03: Contract award notice

Notice reference: 2021/S 000-030354

Published: 7 December 2021, 12:56pm

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

Country

United Kingdom

NUTS code

UKC11 - Hartlepool and Stockton-on-Tees

Internet address(es)

Main address

www.hartlepool.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

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.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £99,001

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

Quality criterion - Name: As per tender documents / Weighting: 70%

Cost criterion - Name: As per tender documents / Weighting: 30%

II.2.11) Information about options

Options: Yes

Description of options

Initial Contract is for 5 years with the potential for 2 further 12 month extension periods subject to budget and supplier performance.

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-017666](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 November 2021

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Civica UK Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £99,001

Total value of the contract/lot: £99,001

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Courts of England & Wales

London

Country

United Kingdom