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Tender

## **TLC Library Management System, Library App and Library Services Platform**

London Borough of Sutton

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-040610

Procurement identifier (OCID): ocds-h6vhtk-052303 ([view related notices](#))

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### **Scope**

### **Reference**

DN782709

### **Description**

The procurement is being carried by the London Borough of Sutton on behalf of The Library Consortium (TLC).

TLC, was originally formed of three authorities in 2004 who came together to share resources and contracts to get the best value for money for customers and their authorities.

TLC is a consortium of member authorities. It is not a legal entity. Each member authority takes responsibility for contractual arrangements with Suppliers and providers. TLC members become party to the Consortium's Framework(s) and can order (or 'call-off') the

goods, works or services covered by the relevant Framework(s). Framework agreements are set up by public sector bodies with Suppliers to provide goods, works or services according to certain requirements - e.g. price, quality and quantity. For TLC, the Framework is arranged centrally by the London Borough of Sutton for use across the Consortium. At the core of the Consortium is the Library Management System, but the Consortium also procures contracts jointly for stock, transport and digital resources, including eBooks.

With 23 local authority members, TLC is one of the largest public library consortia in England, consisting of:

- > 8.2 million residents

- > 7.3 million items

- > 318 libraries

The Authority is looking to put in place a framework with a single supplier for a period of 6 years.

The requirements include:

- > Library Management System (LMS) staff functionality - Ease of use, logical

LMS system functionality:

- (1) Allows full functionality/interoperability of systems and stock sharing throughout TLC but enables local autonomy (for example: local fees/charges setting) and local authority branding.

- (2) A dynamic set of processes that allow full stock sharing and reserving of physical items giving customers an efficient and seamless journey regardless of their main library service provider.

System integrations:

to work seamlessly with any third party provision required by TLC members (e.g. eStock. Self Access)

Library App

fully functional and innovative Library app which can be customised and branded at a local level

Library Service Platform (Discovery);

(1) Innovative "one-stop" digital platform for customers

(2) Customisable for each TLC member

(3) Satisfies the needs of customers with streamlined access to all library functions and services (events, payments, catalogue searching, account management, etc.)

Analytics:

A completely flexible analytics interface enabling authorities to create and interrogate any facet(s) of library data they choose

Vision:

TLC has a constant desire to innovate and push the boundaries of public library provision. All products will need to be continually developed in order to remain relevant and innovative to provide the best outcomes for customers and local authorities

Value for money:

Value for money and income generation opportunities remain essential.

## **Commercial tool**

Establishes a framework

## **Total value (estimated)**

- £11,000,000 excluding VAT
- £13,200,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 1 April 2027 to 31 March 2033
- 6 years

## **Main procurement category**

Services

## **CPV classifications**

- 30238000 - Library automation equipment
- 48160000 - Library software package
- 72212160 - Library software development services
- 92511000 - Library services

## **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

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## **Framework**

### **Maximum number of suppliers**

1

### **Maximum percentage fee charged to suppliers**

0%

### **Justification for framework term over 4 years**

The TLC has a proven track record of collaborating with suppliers to enhance its LMS solution and improve customer services.

Implementing a new LMS, developing services with suppliers, and realizing the full benefits of investment-including future customer improvements-is a time-consuming process. A four-year framework restricts the potential for all parties within the TLC, including suppliers and customers, to develop and fully achieve the intended service enhancements.

Furthermore, service improvements within the framework require compatibility and interoperability between different technologies as new opportunities arise. All parties involved in the framework need sufficient time to ensure a return on their financial and other resource investments.

A shorter framework term would also risk disruption to statutory library provision due to the scale and complexity of implementation and transfer of services.

### **Framework operation description**

The framework is a single supplier framework. The pricing mechanism will be discussed in the dialogue sessions and the final prices submitted as part of the bids submitted in Stage 3 of the tender process.

## **Award method when using the framework**

Without competition

## **Contracting authorities that may use the framework**

The Authority wishes to establish a framework for the use of

all the members of The Library Consortium and other local authorities and future successors to these organisations.

The current members of the TLC can be found using this link

<https://thelibrariesconsortium.org.uk/>

Local authorities, in addition to the current members of the TLC, who can use the framework (with the agreement of the TLC Board) include;

- Metropolitan districts
- London boroughs plus the City of London
- Unitary authorities plus the Isles of Scilly
- County councils
- District councils

A list of all the local authorities in the categories above can be found as a pdf attachment in the Documents section of this notice and also within the tender pack

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

30 July 2025, 4:00pm

### **Submission type**

Requests to participate

### **Deadline for requests to participate**

6 August 2025, 12:00pm

### **Submission address and any special instructions**

Tender documents can be found on the London Tender Portal [www.londontenders.org](http://www.londontenders.org).

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

## Award decision date (estimated)

16 March 2026

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## Award criteria

Name	Description	Type	Weighting
Quality	Quality is 60% - broken down as follows: Technical Specification 20% (of 60%) User Experience 30% (of 60%) Implementation and Go Live 20% (of 60%) Vision 30% (of 60%)	Quality	60%
Price	Price 40% The weighting for price will not change but the price schedule and the elements contained in the price schedule will be discussed during dialogue. This will include the price banding and the discounts relating to the number of consortium members or other public bodies joining the framework.	Price	40%

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## Other information

### Applicable trade agreements



- Government Procurement Agreement (GPA)

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Competitive flexible procedure description**

The Authority is conducting this procurement using the Competitive Flexible Procedure in accordance with the requirements of The Procurement Act 2023 (section 20(4)).

The key stages of the procurement are:

Participation Stage (Stage 1)

Dialogue Stage (Stage 2)

Tender Stage (Stage 3)

The award criteria is set out in the tender documents. Quality 60% and Price 40%

Quality:

Technical Specification 20%

User Experience 30%

Implementation and Go Live 20%

Vision 30%

Price:

The weighting for price will not change but the price schedule and the elements contained in the price schedule will be discussed during dialogue. This will include the price banding and the discounts relating to the number of consortium members or other public bodies joining the framework.

### **Justification for not publishing a preliminary market engagement notice**

The market engagement was carried out prior to the Procurement Act 2023 coming into force. Summary notes on the market engagement are provided in the tender pack.

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## **Documents**

### **Associated tender documents**

<https://www.londontenders.org/>

[List of councils in England.pdf](#)

### **Documents to be provided after the tender notice**

Additional tender documents, including a suggested price schedule, will be provided prior to the dialogue sessions. Other documents may be required depending on the progression of the dialogue stage.

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## **Contracting authority**

### **London Borough of Sutton**

- Public Procurement Organisation Number: PJMC-1445-VCVG

Civic Offices, St Nicholas Way

Sutton

SM1 1EA

United Kingdom

Email: [commercial.procurement@sutton.gov.uk](mailto:commercial.procurement@sutton.gov.uk)

Region: UKI63 - Merton, Kingston upon Thames and Sutton

Organisation type: Public authority - sub-central government