

**Report of: Deputy Head of Service**

**Report to: Chief Officer, Customer Access & Welfare**

**Date: 25<sup>th</sup> March 2019**

**Subject: Contract Award – DN385601 - ITS200876: Library Management System Framework Agreement.**

Are specific electoral wards affected? If relevant, name(s) of ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Confidential Appendix 1- Detailed Price and Score Breakdown. This document is exempt under Access to Information Procedure Rule 10.4 (3).	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

## Summary of main issues

The Chief Officer, Customer Access & Welfare approved the commencement of a procurement exercise for Library Management System Framework Agreement on 17<sup>th</sup> January 2019.

This action was also supported and approved by members of the Libraries Connected Yorkshire and Humber Branch (LCYHB).

Following a procurement exercise run in accordance with both the Council's Contracts Procedure Rules and the EU Public Contract Regulations, this report seeks approval to award a single supplier Framework Agreement for the provision of a Library Management System to Sirsi Ltd t/a SirsiDynix for a period of four (4) years.

This Framework Agreement is for the supply of a Library Management System for use by public libraries, together with associated support services for 4 years.

The Framework Agreement will consist of a catalogue of individually listed prices for the Software & Services required, which will allow for the pricing of specific unique and customised requirements based upon the agreed catalogue pricing structure.

The requirement is being tendered in the context of significant financial savings that members of the LCYHB are required to make in light of continuing reduced funding from central government.

All members of the LCYHB currently have their own contracts covering similar requirements to those described in this document. When these contracts expire or are due for renewal, the members of the LCYHB named in this document will have the option to enter into their own Call-off Contracts with the successful Contractor under the terms and conditions of the Framework Agreement.

The requirements of this tender are critical to ensuring the members of the LCYHB continue to operate efficiently and support the delivery of services across their respective organisations.

The members of the LCYHB want to build a strong partnership relationship with the successful Contractor that will help drive down costs, both across their respective organisations, and collectively across the Yorkshire and Humber region.

Appointing a Contractor who can meet the requirements covered in this tender with high quality solution and services at 'best value' for the duration of the arrangement will be fundamental to the members of the LCYHB meeting their strategic objectives and outcomes.

The following Software and Services, as a minimum, shall be provided under this Framework Agreement:

- Cloud Hosted Library Management System
- Add-on modules/functionality to enhance the core System
- Implementation services
- Installation services
- Configuration services
- Integration services
- On-going support and maintenance services
- System development and customisation
- Training
- Software/system upgrades.

## **Recommendations**

The Chief Officer, Customer Access and Welfare is recommended to approve the award of a single supplier Framework Agreement for the provision of a Library Management System to Sirsi Ltd t/a SirsiDynix for a period of four (4) years.2023.

## **1 Purpose of this report**

- 1.1 Following the evaluation of tenders received for the provision of a Library Management System Framework, this report seeks approval to award a contract to Sirsi Ltd t/a SirsiDynix, First Floor, Axis 6, Rhodes Way, Watford WD24 4YW.

## **2 Background information**

- 2.1 Leeds City Council (the Council) is seeking to award a single supplier Framework Agreement for the supply of a “Cloud Hosted” Library Management System and associated support services on behalf of the Libraries Connected Yorkshire and Humber Branch (LCYHB), the regional branch of Libraries Connected, which represents the 15 authorities from the Yorkshire & Humber region: Barnsley, Bradford, Calderdale, Doncaster, East Riding, Hull, Kirklees, Leeds, N. Lincolnshire, N.E. Lincolnshire, North Yorkshire, Rotherham, Sheffield, Wakefield, and York.
- 2.2 Through this framework the adoption of a common Library Management System may be realised across the Yorkshire and Humber region.
- 2.3 The requirements for a Library Management System and associated support services which will be procured under the Framework Agreement shall include, but not be limited to: management of stock procurement, stock circulation, fund management, library memberships and more, across multiple local authorities.
- 2.4 The successful supplier will be required to replace the existing Library Management System of each participating authority, manage the seamless transfer of data from existing systems and deliver a range of ongoing support services.
- 2.5 All members of the LCYHB currently have their own contracts for Library Management Systems in place which comprise similar requirements to those described in the tender specification documents. When these contracts expire or are due for renewal, the members of the LCYHB named in this document will have the option to enter into their own Call-off Contracts with the successful Contractor under the terms and conditions of the Framework Agreement.
- 2.6 The members of the LCYHB want to build a strong partnership relationship with the successful Contractor that will help drive down costs, both across their respective organisations, and collectively across the Yorkshire and Humber region.
- 2.7 Appointing a Contractor who can best meet the tendered requirements and can offer a “best value for money” solution will be fundamental to the members of the LCYHB meeting their strategic objectives and outcomes.
- 2.8 The Framework Agreement to be awarded to Sirsi Ltd t/a SirsiDynix is for the provision of a core Library Management System with the option to add additional modules, functionality and services as required by individual members of the LCYHB to meet their specific requirements.

2.9 The following Software and Services, as a minimum, shall be provided under this Framework Agreement:

- Cloud Hosted Library Management System
- Add-on modules/functionality to enhance the core System
- Implementation services
- Installation services
- Configuration services
- Integration services
- On-going support and maintenance services
- System development and customisation
- Training
- Software/system upgrades.

2.10 The duration of the Framework Agreement awarded to Sirsi Ltd t/a SirsiDynix is four (4) years.

2.11 The estimated value of the Framework Agreement will be between £154,000 and £2,400,000 (depending on number of call-off contracts awarded).

2.12 The evaluation panel comprised of:

Richard Hart – Deputy Head of Service (Leeds City Council)  
John Daniel – Library Membership Database Manager (Leeds City Council)  
Paul Gowland – Senior Business Partner (Leeds City Council)  
Ian Jones – Solution Architect (Leeds City Council)  
Julie Peel – Kirklees Council  
Sue Eustace – Wakefield Council  
Kathryn Harrison – Wakefield Council  
David Duffy – Calderdale Council

2.13 The following tenderers submitted a response to the Council's Invitation To Tender (ITT), which was conducted in accordance with both the Council's Contracts Procedure Rules and the EU Public Contract Regulations. The ITT was published on the Yorkshire & Humberside procurement portal YORtender and advertised in the Official Journal of the European Union:

- Axiell ALM Ltd
- Capita Business Services Ltd
- Civica UK Ltd
- Infor (United Kingdom) Ltd
- PTFS Europe Ltd
- Sirsi Ltd t/a SirsiDynix

2.14 The tenders from Infor (United Kingdom) Ltd and PTFS Europe Ltd were not evaluated as they both failed to meet the minimum threshold requirements for the Standard Selection Questionnaire.

### **3 Main Considerations and reasons for contract award**

3.1 The tender received was evaluated on both quality and price.

3.2 The maximum amount of points available for quality was 600 and was subdivided with thresholds applied as follows:

Criteria	Section	Sub-criteria	Weighting
Quality – 600 points total	Method Statement 1: Non-Functional Requirements	Response to Method Statement question	Pass/Fail
	Method Statement 2: Specification Part 2 Appendix 1 response (Essential Items)	<p>Ability to Deliver <b>Essential</b> Requirements of Specification Tenderers are asked to self-certify their scores using the below criteria:</p> <p><b>2</b> Indicates that the requirement is included as standard in the software, or not included as standard but can be added at no extra cost* <b>1</b> Indicates that the requirement is not included as standard but can be added at an additional cost. All additional costs should be clearly and individually listed within the Part 1 Appendix 2 Pricing Schedule at S2 (Software worksheet) using the appropriate YHCL Ref No. to identify it* <b>0</b> Indicates that the requirement is not included as standard and would require significant effort to add, or the software is not capable of meeting this requirement. This indicates that the product may not be suitable for our requirements.</p> <p>* [NB these elements must be incorporated into the system prior to Go-Live date] Tenderers must score either 2 or 1 for <b>Essential</b> items. Where the tenderer scores a 1, they must provide the additional cost information which will then be added to their overall cost and will be scored as part of the evaluation. If tenderers score a 0 for any <b>Essential</b> requirements then their response will be deemed as a FAIL and their tender may not be considered.</p>	Pass/Fail
	Method Statement 3: Specification Part 2 Appendix 1 response (Desirable Items)	<p>Ability to Deliver <b>Desirable</b> Requirements of Specification Tenderers are asked to self-certify their scores using the below criteria:</p> <p><b>2</b> Indicates that the requirement is included as standard in the software, or not included as standard but can be added at no extra cost* <b>1</b> Indicates that the requirement is not included as standard but can be added at an additional cost. All additional costs should be clearly and individually listed within the Part 1 Appendix 2 Pricing Schedule at S2 (Software</p>	60 points

		worksheet) using the appropriate YHCL Ref No. to identify it*	
		<p><b>0</b> Indicates that the requirement is not included as standard and would require significant effort to add, or the software is not capable of meeting this requirement.</p> <p>* [NB these elements should be incorporated into the system prior to Go-Live date] The weighting for Section B will be calculated by the following formula: Total Points Achieved/Total Points Available (460 points) x Maximum Points Available (60 points)</p>	
	Method Statement 4	Responses to Method Statement question	For Information only
	Method Statement 5 - 17	Responses to Method Statement questions	540 points total
	Method Statement 18 - 21	Responses to Method Statement questions	Pass/Fail
Total			600 points

The scoring for the overall evaluation of the Quality section is as follows:

Method Statement	Assessment Method	Maximum Points Available	Minimum Score Threshold	Maximum Word Count Limit
MS1	Pass/Fail	n/a	Pass	n/a
MS2	Pass/Fail	n/a	Pass	n/a
MS3	Scored	60	n/a	n/a
MS4	Not Scored	n/a	n/a	500
MS5	Scored	30	15	1000
MS6	Scored	30	15	1000
MS7	Scored	60	30	1000
MS8	Scored	30	15	500
MS9	Scored	30	15	500
MS10	Scored	60	30	1000
MS11	Scored	30	15	500

<b>Method Statement</b>	<b>Assessment Method</b>	<b>Maximum Points Available</b>	<b>Minimum Score Threshold</b>	<b>Maximum Word Count Limit</b>
MS12	Scored	60	30	1000
MS13	Scored	50	25	1000
MS14	Scored	30	15	500
MS15	Scored	60	30	1000
MS16	Scored	60	30	500
MS17	Scored	10	5	500
MS18	Pass/Fail	n/a	Pass	n/a
MS19	Pass/Fail	n/a	Pass	n/a
MS20	Pass/Fail	n/a	Pass	n/a
MS21	Pass/Fail	n/a	Pass	n/a

3.3 The points available for each method statement were related to how important that method statement was to the overall delivery of the contract.

3.4 The maximum amount of points available for price was 400.

3.5 For this tender, the price calculation was based on the tenderer with the lowest total price achieving the highest score available for price and the other tenders a reduced score based on calculating the percentage difference between them and the lowest price and deducting this percentage from the maximum score available.

3.6 The Council (together with the members of the LCYHB) has chosen not to divide this procurement into lots. We are seeking to appoint a single supplier who can offer the full range of Library Management Services. Separate lots were considered but the conclusion was that the scope of requirements and inter-dependency of processes involved make it impractical and uneconomical. It would, therefore, not be appropriate to divide these requirements into lots.

3.7 The list of tenderers together with the overall price and quality scores for all tenderers can be found in Confidential Appendix 1.

## **4 Corporate considerations**

### **4.1 Consultation and engagement**

4.1.1 Consultation with key stakeholders was undertaken when the particular procurement route was chosen including:

- Chief Officer, Customer Access & Welfare

- ICT Strategic Sourcing Manager
- Members of Libraries Connected Yorkshire and Humber Branch

No consultation has taken place with key stakeholders as to whether the Framework Agreement should be awarded to the winning bidder or not as this is determined by the evaluation of the tenders received.

## **4.2 Equality and diversity / cohesion and integration**

- 4.2.1 An impact and equality assessment was undertaken before undertaking the procurement exercise and it was found that there were no issues relevant to Equality and Diversity/ Cohesion and Integration with this decision.

## **4.3 Council policies and best council plan**

- 4.3.1 The requirement is being tendered in the context of significant financial savings that both the Council and other members of the LCYHB are required to make in light of continuing reduced funding from central government.
- 4.3.2 The Council and other members of the LCYHB want to build a strong partnership relationship with the successful Contractor that will help drive down costs, both across their respective organisations, and collectively across the Yorkshire and Humber region.

## **4.4 Resources and value for money**

- 4.4.1 A full procurement process has been undertaken in order to ensure that the council obtains best value for money.
- 4.4.2 The price submitted by Sirsi Ltd t/a SirsiDynix deliver the outcomes required for this project is considered to represent value for money.

## **4.5 Legal Implications, access to information and call in**

- 4.5.1 In line with the council's constitution the Chief Officer, Customer Access & Welfare is authorised to make the decision to award this contract to Sirsi Ltd t/a SirsiDynix.
- 4.5.2 The information contained in Confidential Appendix 1 is considered confidential as this includes a detailed breakdown of tenderers scores and prices.
- 4.5.3 The Chief Officer, Customer Access & Welfare approved a decision on 17<sup>th</sup> January 2019 to enable this requirement to be tendered which was an Admin Decision and not subject to call-in. For transparency purposes, the decision to award a Framework Agreement at this value is a Significant Operational Decision and is not subject to call in.
- 4.5.4 The procurement followed the Open Procedure of the EU Public Contract Regulations 2015 and a notice was advertised in the Official Journal of the European Union.



4.5.5 In addition, the procurement was advertised on the Council's tendering website, YORtender.co.uk and the Government Contracts Finder website.

4.5.6 In accordance with the Public Contract Regulations 2015, a standstill period will be observed before awarding the Framework contract.

#### **4.6 Risk management**

4.6.1 The Framework contract risk will be managed by an appointed contract manager who will implement a contract management plan. Individual call-off contracts placed against the Framework will have their own governance arrangements.

### **5 Conclusions**

5.1 The successful tenderer has demonstrated its ability to meet both the Council's and LCYHB requirements and represents value for money.

### **6 Recommendations**

6.1 The Chief Officer, Customer Access and Welfare is recommended to approve the award of a single supplier Framework Agreement for the provision of a Library Management System to Sirsi Ltd t/a SirsiDynix for a period of four (4) years.

### **7 Background documents<sup>1</sup>**

7.1 None.

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.