**The University of London**

Tender for the Senate House Library and School of Advanced Study Libraries

Library Resource Management System & Resource Discovery Solution

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University of London

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Tender for the Senate House Library and School of Advanced Study Libraries Library Resource Management System & Resource Discovery Solution

Prequalification Questionnaire

1.0 Introduction

1.1 Background to the Library Resource Management System Tender

The University of London Senate House Library (SHL) and the School of Advanced Study (SAS) Libraries include SAS’ independent libraries which form part of the SAS Institutes’ serving national research communities. This group of libraries includes:

1. Senate House Library (SHL)
2. Institute of Advanced Legal Studies Library (IALS)
3. Institute of Classical Studies Library (ICLASS)
4. Institute of Historical Research Library (IHR)
5. Warburg Institute Library (WARB)
6. Heythrop College University of London
7. The University of London institute in Paris (ULIP)
8. The Wallace Collection
9. The hosted catalogue of the Bibliographical Society

Additional general information about the University of London (UoL) can be found at [www.london.ac.uk](http://www.london.ac.uk).

1.2 Tender Overview

The SHL and SAS Libraries are seeking to award a contract for a new library management system. The new system would be the successor to an existing library management system currently in place and must include a wider scope than traditional library systems and a search and resource discovery solution that is independent but closely coupled to the library system. Key deliverables expected from the implementation of a suitable Library Management System and Resource Discovery Solution:

1. Enhanced capability to effectively manage core library management functions across all library process areas. This includes acquisitions, cataloguing, circulation, discovery, management reporting and integration – in a system that is a SAAS cloud-based solution.
2. The ability to offer SHL & SAS readers a modern, feature-rich, single search and discovery interface that seamlessly integrates with multiple resources & repositories.
3. The capability to integrate the library management system with a number of existing and potential future systems including finance, student record, identity management and other enterprise wide systems.
4. The capability to produce detailed accurate and comprehensive management reporting, through customised dashboard interfaces.
5. Customisation and configuration of both the library management system and resource discovery system on an institution by institution level for each institution library within the SHL & SAS libraries. This is to ensure they can work independently whilst sharing the same underlying systems.
6. All necessary data & configuration migrations and data updates from the existing LMS system to the successful supplier’s proposed solution.

1.3 Key Deliverables

The following key deliverables are expected from the Library Management System and Resource Discovery Solution:

1. A next generation, SAAS, cloud based solution service that offers allows the Library staff, users and other stakeholders to take advantage of the benefits offered by the next generation of LMS & Resource discovery solutions.
2. Highly secure and resilient off-site managed LMS & Resource Discovery solution.
3. Web-based LMS and Resource Discovery interfaces that are multiple-browser and device friendly.
4. A solution that is both scalable and flexible.
5. Greater integration capabilities with other University of London Enterprise systems, including Finance Student Record, Staff record, Identity management. Teaching & learning and estates systems.
6. Comprehensive implementation functionalities – including API’s, Web Services, to enable system capabilities to be harnessed through other systems and services.
7. Greater and more comprehensive reporting & analytics, accessibility and efficiency.
8. Increased flexibility within the service allowing for faster and more comprehensive user administration.
9. Increased flexibility within the service allowing for faster and more comprehensive resource administration.

1.4 Contract Details

1. The contract to be awarded is for the development, implementation and maintenance of a cloud based software solution for managing library resources.
2. The contract term is for 5 years, from **15 January 2016 to 14 January 2021**. The contract terms and conditions will include the opportunity for a 2 year extension on the initial 5 year period but any extension to the contract must be with agreement of all parties to the contract.
3. Bidding suppliers must submit their schedule of contract prices with their tender and confirm their pricing for the term of the contract by signing the Form of Tender. Pricing must include charges for:
   1. Implementation (primarily during the first year of the contract)
   2. Licensing and subscriptions
   3. Hosting
   4. Maintenance and support costs
4. Tender prices will be scored along with the quality and technical elements of the tenders submitted. Price will be scored as 30% of the total tender score and as such more competitively priced bids will be scored higher; quality will be scored as 70% of the total tender score. See section 2.5 Tender Evaluation for more information.
5. The University will not be submitting a tender themselves.
6. The University of London reserves the right not to award a contract as a result of the current procurement process.

1.5 One Stage Procurement Process for the Library Resource Management System & Resource Discovery Contract

The tender for this contract is run in 1 single stage which comprises of 2 documents that suppliers are required to complete and return at the same time. The first document for supplier prequalification to establish supplier capability to carry out the contract. The second document is the tender document where suppliers propose to the University how they will provide the service and at what price:

1. Supplier Prequalification

First all suppliers must complete a Prequalification Questionnaire or PQQ. The PQQ asks suppliers to provide business information that establishes their experience, knowledge, resources and overall capability regarding the provision of a Library Resource Management System & Resource Discovery service. All PQQs returned will be evaluated; those that meet the required capability criteria will then have their relevant tender documents evaluated and scored. Where a supplier has not passed the PQQ stage their submitted tender will not be evaluated.

1. Tender Documents

All suppliers must submit responses for 3 sections of specification:

1. A technical specification
2. A service quality specification
3. A pricing worksheet

These sections will be weighted in accordance with their importance. Supplier responses will be evaluated and scored and the 3 highest scoring tenders will be shortlisted to attend a presentation and clarification meeting with the University. Presentations will be scored and these scores added to the overall tender score. The highest scoring tender will be awarded the contract.

1.6 Supplier Engagement Day

1. All suppliers are encouraged to attend a Supplier Engagement Day that will take place after the PQQ and tender documents have been published. This event will provide more information about the contract to be awarded and suppliers can meet the University of London Library and Procurement project team members. Suppliers will also have the opportunity to ask any questions they may have about the tender and contract.

Library Resource Management System

Supplier Engagement Day

8 October 2015

10:00am – 12:00pm

University of London

Senate House Library

Seng Tee Lee Seminar Room

Malet Street

London

WC1E 7HU ([Map to Senate House](https://www.google.co.uk/maps/place/Senate+House+Library/@51.5209,-0.129121,17z/data=!3m1!4b1!4m2!3m1!1s0x48761b31e31ef41f:0xe17c7d5b78db95c2!6m1!1e1))

1. Suppliers please contact [Stephen.regalado@london.ac.uk](mailto:Stephen.regalado@london.ac.uk) in the Procurement Team to confirm your attendance. Bring a copy of the tender documents with you as they may be used as a reference in the presentation on the day.
2. The above date and time has been allocated for the Supplier Engagement Day and suppliers are strongly encouraged to attend; if they cannot they should send a deputy who can take notes and ask questions. There will be no opportunity for additional or “private” meetings.

1.7 Key Dates in the Procurement Exercise

See the procurement schedule below for key dates in this exercise:

|  |  |  |
| --- | --- | --- |
| **#** | **Project Activity** | **Date(s)** |
| **1** | Prequalification Questionnaire and ITT documents uploaded to Proactis | 21 September 2015 |
| **2** | Supplier Engagement Day | 8 October 2015 |
| **3** | Deadline for the submission of tender queries | 4 November 2015 at 12:00pm |
| **4** | PQQ and tender return date | 9 November 2015 at 12:00pm |
| **5** | Tender evaluation. Top 3 scoring suppliers shortlisted | 10 November - 9 December 2015 |
| **6** | Shortlisted suppliers notified and sent presentation guidance | 11 December 2015 |
| **7** | Tender debriefing for unsuccessful suppliers | 14 December – 18 December 2015 |
| **8** | Supplier ITT presentations and clarification meetings | 4 – 8 January 2016 |
| **9** | Final evaluation of tenders & presentations. Winning supplier notified | 11 – 13 January 2016 |
| **10** | Contract award date | 15 January 2016 |
| **11** | Final debriefing for shortlisted suppliers | 18 – 29 January 2016 |
| **12** | Contract start date | 18 January 2016 |
| **13** | Service go live | Summer 2016 |

These are firm dates and they are not expected to change. However in the exceptional circumstances where dates do change, all tenderers will be notified as soon as possible. In no instance will late tenders be accepted for this procurement exercise.

2.0 Confidentiality

2.1 The University of London SHL, SAS and Procurement teams will at all times treat the contents of the PQQ and any related documents as confidential, save in so far as they become part of the public domain upon submission. The University will not use any of the PQQ information for any purpose other than for the purposes of the procurement exercise.

2.2 The University of London may disclose detailed information relating to suppliers to its officers, employees, agents or advisers and the University of London may make any of the PQQ documents available for private inspection by its officers, employees, agents or advisers.

2.3 The University of London also reserves the right to disseminate information that is materially relevant to the procurement to all suppliers, even if the information has only been requested by one supplier, subject to the duty to protect each supplier's commercial confidentiality in relation to its response. This is unless there is a requirement for disclosure under the Freedom of Information Act, as explained in 3.0 below.

2.4 Suppliers may disclose, distribute or pass any of the PQQ information to their advisers, sub-contractors or to another person provided that:

* 1. This is done for the sole purpose of enabling a response to be submitted and the person receiving the information undertakes in writing to keep the information confidential on the same terms as if that person were the supplier
  2. The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any contract arising from it

3.0 Freedom of Information

3.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the ‘FoIA’), the University of London may, acting in accordance with the Secretary of State’s Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the said Act, or the EIR be required to disclose information submitted by the supplier to the University of London.

3.2 In respect of any information submitted by a supplier that it considers to be commercially sensitive the supplier should:

* 1. Clearly identify such information as commercially sensitive
  2. Explain the potential implications of disclosure of such information
  3. Provide an estimate of the period of time during which the supplier believes that such information will remain commercially sensitive

3.3 Where a supplier identifies information as commercially sensitive, the University of London will endeavour to maintain confidentiality. Suppliers should note, however, that, even where information is identified as commercially sensitive, the University of London may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the University of London is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the University of London cannot guarantee that any information marked ‘confidential’ or “commercially sensitive” will not be disclosed.

3.4 Where a supplier receives a request for information under the FoIA or the EIR during the procurement process, this should be immediately passed on to the University of London and the Supplier should not attempt to answer the request without first consulting with the University of London.

4.0 Instructions for Completing the Prequalification Questionnaire

4.1 Suppliers should read these instructions carefully before completing the PQQ. Failure to comply with these requirements for completion and submission of the PQQ response may result in the rejection of the PQQ.

4.2 This PQQ has been issued by the University of London in connection with a competitive procurement exercise. In this document “University” means the University of London SHL and SAS Libraries and “You”, “Your” or “Supplier” means the business completing this PQQ.

4.3 These instructions are designed to ensure that all suppliers are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified. The PQQ comprises of 6 sections:

1. Supplier Details
2. Mandatory & Commercial Experience Exclusions
3. Financial Information & Insurance
4. Professional References
5. Supplier Case Study
6. Declaration

4.4 Suppliers are solely responsible for any costs and expenses incurred in connection with the preparation and submission of their PQQ and tender response.

4.5 The PQQ and any documents accompanying it must be in the English language. All financial values within any of the submitted PQQ documentation must be provided in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided.

4.6 **The return date for the PQQ and tender is 9 November 2015 at 12:00pm. No late tenders will be considered for this procurement exercise.**

4.7 Suppliers must complete the PQQ online, on the University’s electronic procurement system, Proactis: <https://supplierlive.proactisp2p.com/Account/Login>. Suppliers must register on the system, download the Word document, complete it and upload it to the Proactis website (along with the supplier’s audited accounts) before the due date above.

4.8 For audit purposes all queries regarding the PQQ and subsequent tender must be submitted online using the Proactis messaging service. For transparency purposes each supplier’s query regarding this procurement exercise will be responded to with a copy sent to the other bidding suppliers.

4.9 **PQQ and tender queries will be taken up to 4 November 2015 at 12:00pm. Queries sent in through e mail or by telephone will not receive a response.**

4.10 Suppliers need to upload the required 2 years of financial records at the same time as they submit their PQQ and tender. Not all questions in the PQQ require the provision of supporting documents at this stage but suppliers will be asked to provide these documents at a later stage. If any submitted information is unclear suppliers may be asked to clarify their responses or provide additional information.

4.11 The supplier shall nominate a lead supplier to submit the PQQ and tender documents and serve as the single point of contact. Where the responding business is a partnership or consortia, responses should include contributions from all partners, consolidated into the 1 PQQ and tender response.

4.12 The University of London reserves the right to amend, add to or withdraw all or any part of this tendering exercise at any time during the procurement exercise. Notification of such an event will be provided to all suppliers.

5.0 PQQ Evaluation

5.1 All PQQs submitted before the return deadline will be reviewed and evaluated. The scoring methodology is based on a Pass or Fail system. See the table below for details:

|  |  |  |  |
| --- | --- | --- | --- |
| **Section Number** | **Section Name** | **Methodology** | **Notes** |
| **1** | Supplier Details | Pass or Fail | This section must be completed in full |
| **2** | Mandatory & Commercial Experience Exclusions | Pass or Fail | All questions must be answered as required. Mandatory Exclusions must be answered as “no”; Commercial Experience Exclusions must be answered as “yes” |
| **3** | Financial Information & Insurance | Pass or Fail | 2 years of the supplier’s audited accounts must be uploaded to Proactis with the PQQ before the deadline and the insurance section must be completed. If the supplier’s firm is determined to be financially sustainable and the insurance section is completed the supplier will Pass this section of the PQQ |
| **4** | Professional References | Pass or Fail | 3 positive, relevant references must be provided in order to Pass this section. References should be for work of a similar nature, value and complexity |
| **5** | Supplier Case Study | Pass or Fail | Case studies will be reviewed based upon the quality, relevance and skill that is demonstrated, as a reflection of the supplier’s knowledge and experience |
| **6** | Declaration | Pass or Fail | This section must be completed and signed |

5.2 Suppliers who pass all sections of the PQQ will have their tender documents scored. Suppliers who do not pass the PQQ will not have their tenders scored and will not be considered for further competition.

6.0 Debriefing

6.1 Following the conclusion of the tendering exercise unsuccessful suppliers will be offered debriefing to learn where their PQQ and tender responses could have been better. Unsuccessful suppliers should notify the University of London in writing if they wish debriefing information; requests must be made within 15 days of the announcement of the winning tender. The University of London will debrief unsuccessful suppliers within 15 days of receiving the request.

The Prequalification Questionnaire

Contents

1. Supplier Details
2. Mandatory & Commercial Experience Exclusions
3. Financial Information & Insurance
4. Professional References
5. Case Study Information
6. Declaration

|  |
| --- |
| 1. Supplier Details |

|  |  |  |  |
| --- | --- | --- | --- |
| Full name of your business or organisation - or of the business or organisation acting as lead contact where a consortium bid is being submitted: |  | | |
| Contact name: |  | | |
| Address: |  | | |
| Post code: |  | | |
| Country: |  | | |
| Phone: |  | | |
| Mobile: |  | | |
| Email: |  | | |
| Registered office address (if different from above) |  | | |
| Company or charity registration number |  | | |
| VAT registration number |  | | |
| Name of immediate parent company |  | | |
| Name of ultimate parent company |  | | |
| Please indicate if your business is a: |  | Sole trader  Private company  Public limited company  Partnership  Consortium  Voluntary sector business  Social enterprise  Charity  Other | |
| If “Other” please provide details: |  | | |
| 1. Mandatory & Commercial Experience Exclusions | | | |

1. Mandatory Exclusions

The questions in this section are regarding your business governance activity concerning fraud, bribery, corruption and the payment of tax. In this PQQ it is mandatory that all questions in this section are answered in the negative; if you cannot answer ‘no’ to every question in this section your PQQ and tender submission will not be considered further. If, in future, the University discovers that the supplier awarded the contract has not answered the below questions honestly the contract that was awarded will be subject to termination.

**Has your firm or any directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?**

|  |  |  |
| --- | --- | --- |
| **i** | Conspiracy within the meaning of section 1 of the Criminal Law Act 1977 where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA (as amended) | Yes  No |
| **ii** | Corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906 (as amended) | Yes  No |
| **iii** | The offence of bribery, where the offence relates to active corruption | Yes  No |
| **iv** | Bribery within the meaning of section 1 or 6 of the Bribery Act 2010 | Yes  No |
| **v** | The offence of cheating the Revenue | Yes  No |
| **vi** | The offence of conspiracy to defraud | Yes  No |
| **vii** | Fraud or theft within the meaning of the Theft Act 1968 and the Theft Act 1978 | Yes  No |
| **viii** | Fraudulent trading within the meaning of section 458 of the Companies Act 1985 or section 993 of the Companies Act 2006 | Yes  No |
| **ix** | Fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994 | Yes  No |
| **x** | Defrauding the Customs within the meaning of the Customs and Excise Management Act 1979 and the Value Added Tax Act 1994 | Yes  No |
| **xi** | Destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968 | Yes  No |
| **xii** | Fraud within the meaning of section 2, 3, 4 or 7 of the Fraud Act 2006 | Yes  No |
| **xiii** | Money laundering within the meaning of section 340(11) of the Proceeds of Crime Act 2002 | Yes  No |
| **xiv** | An offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996 | Yes  No |
| **xv** | An offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994 | Yes  No |
| **xvi** | Any offence that includes non-compliance with the Immigration, Asylum and Nationality Act 2006, ensuring that your staff are eligible to work in the UK | Yes  No |

1. Commercial Experience Exclusions

The questions in this section are regarding your firm’s past and current experience in the development, implementation and management of library, product, inventory or information management systems. In this PQQ it is mandatory that all questions in this section are answered positively; if you cannot answer ‘yes’ to every question in this section your PQQ and tender submission will not be considered further. If, in future, the University discovers that the supplier awarded the contract has not answered the below questions honestly the contract that was awarded will be subject to termination.

General

|  |  |  |
| --- | --- | --- |
| **i** | Does your firm currently provide a Library Management System (LMS) and Resource Discovery to a client with an existing UK customer base? | Yes  No |
| **ii** | Does your firm’s LMS and the Resource Discovery solution have an active user community for the sharing of knowledge and experience? | Yes  No |
| **iii** | All firms bidding for this contract should be certified with the ISO 27001 Organizational Certification Scheme. Does your firm meet this requirement? | Yes  No |
| **iv** | Does your firm’s LMS and the Resource Discovery solution include upgrades and ongoing support and maintenance within its scope? | Yes  No |
| **v** | Bidding suppliers (or one of their accredited partners or consortium members) must be able to provide implementation consultancy services and training in respect of its LMS & Discovery Solutions offer, including data migration from existing systems. Does your business meet this requirement? | Yes  No |

Functional

|  |  |  |
| --- | --- | --- |
| **i** | The LMS solution that the supplier provides must be capable of managing multiple libraries. Each will have their own configuration, customisations, processes, rules and interface - within the same underlying, single LMS &/or Resource Discovery Solution. Is your firm able to deliver this? | Yes  No |
| **ii** | The LMS solution that the supplier provides must include a customisable report builder and dashboard interface as part of its core product for reporting across the LMS & Discovery Solutions platforms. Would you be able to provide this if you were awarded the contract? | Yes  No |
| **iii** | The LMS solution that the supplier provides must support integration with other enterprise-wide systems including finance, student record, HR systems and identity management systems. Would you be able to provide this if you were awarded the contract? | Yes  No |

Hosting

|  |  |  |
| --- | --- | --- |
| **i** | The LMS and the Resource Discovery service solutions must be a cloud based SAAS solution. Is your business able to provide for this should you win the contract? | Yes  No |
| **ii** | All system data within the LMS and the Resource Discovery solutions must be stored within the European Union (EU). Is your business able to provide for this should you win the contract for the LMS and the Resource Discovery solution? | Yes  No |
| **iii** | Does your business have in place a Disaster Recovery and Business Continuity Plan with respect to the LMS service you may provide? | Yes  No |
| **iv** | The Library Management System required by the University must be hosted by your business or business partner within a Tier 2 or Tier 3 Data Centre. Is your firm able to meet this requirement? | Yes  No |
| **v** | Is your business able to support a required functionality for integration with other library systems – including self-service and access control using standard protocols such as SIP2 and NCIP? | Yes  No |

|  |
| --- |
| 1. Financial Information & Insurance |

Suppliers must submit copies of their audited accounts and insurance information with their PQQ; these must be uploaded to the Proactis website at the same time as the PQQ. Financial and insurance information will be used to undertake an assessment of your business’s economic and financial standing and will be scored on a “pass” or “fail” basis.

1. Financial Information

|  |  |
| --- | --- |
| Please submit 1 set of copies of your firm’s audited accounts for the most recent 2 years | |
| Have you uploaded your audited accounts to the Proactis website? | Yes  No |

1. Insurance

|  |  |  |
| --- | --- | --- |
| **i** | Public liability insurance is required and the minimum amount the supplier must hold is £10 million. Please confirm that you have this in place: | Yes  No |
| **ii** | Employer’s liability insurance is required and the minimum amount the supplier must hold is £10 million. Please confirm that you have this in place: | Yes  No |
| **iii** | Indemnity insurance is required and the minimum amount the supplier must hold is £10 million. Please confirm that you have this in place: | Yes  No |
| **iv** | If you do not have the above insurances in place, confirm here that you will obtain them if you are awarded the contract: | Yes  No |

|  |
| --- |
| 1. Professional References |

Please provide details of 3 commercial contracts that are relevant to the requirements in this tender. These will serve as references and the University will contact them when reviewing this PQQ; referee responses will be used to assess your firm’s technical and professional ability to provide the LMS service. This section is scored on a “pass” or “fail” basis.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Contract 1** | **Contract 2** | **Contract 3** |
| Referee business or organisation (name): |  |  |  |
| Referee contact name, phone number and email: |  |  |  |
| Contract start date: |  |  |  |
| Contract completion date: |  |  |  |
| Contract value: |  |  |  |
| Brief description of the contract (max 150 words) including evidence as to your capability in this market: |  |  |  |

|  |
| --- |
| 1. Supplier Case Study |

Suppliers must prepare a case study for this PQQ that demonstrates their past or current knowledge, skill and experience in developing, implementing and delivering a library, product, inventory control or information management system. The case study must be written directly into this Word document using the heading below; separate case studies uploaded to Proactis will not be reviewed. Please limit the text to the space below - no more than 1500 words. This section of the PQQ will be evaluated on a pass or fail basis; see the evaluation section of the instructions above.

|  |
| --- |
| 1. Project Summary   *(Include the name of contract or project, the customer business name, phone number and email. Include the contract start and completion dates and the contract value)*   1. Planning and Development 2. Project Implementation 3. Support and Maintenance 4. Benefits Realised and Project Successes 5. What Could Have Gone Better |

|  |
| --- |
| 1. Declaration |

I declare that to the best of my knowledge the answers submitted in this Prequalification Questionnaire are correct. I understand that the information will be used in the process to assess my firm’s suitability to be invited to tender for the University’s requirement and I am signing on behalf of my business. I understand that the University will review and score this PQQ and may reject it there is a failure to answer all relevant questions fully and as required or if I provide false or misleading information.

Form Completed By

Name:

Date:

Signature: