

TLC Library management system market Market Engagement Opportunity

The London Borough of Sutton, on behalf of The Libraries Consortium (TLC), is seeking a market engagement with Library Management System (LMS), Library Platform and Library App providers prior to a procurement due to begin in Autumn 2024. The value of the framework is estimated to be £6,000,000. If you're interested in a discussion as part of the market engagement, please complete the [TLC Market Engagement Form](#) giving us your availability and we will contact you with an invite to one of the meeting slots.

Market Testing Exercise

Suppliers are asked to note that this market testing exercise is not an Invitation to Tender or a request for formal expressions of interest. Responses from suppliers will be used to support market research and help inform the final specification only, helping make any forthcoming procurement process more focused and efficient. No supplier selection or supplier preference is implied.

Confidentiality and Freedom of Information (FOI)

Information included in this Soft Market Testing is confidential and only for the recipients' knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party without prior written authorisation.

It is important that any discussions between the Council, TLC and interested parties are focused and meaningful. Nevertheless, we recognise that to be mutually beneficial we will necessarily disclose to each other confidential information. Please be assured that all sensitive information disclosed at this stage will be treated as commercially confidential. Should you have any concerns about this please feel free to mark specific material as commercially confidential.

Background - The Libraries Consortium - <https://thelibrariesconsortium.org.uk/>

The Libraries Consortium has grown considerably to incorporate 23 authorities with over 321 libraries, including Essex and Surrey County Councils. The consortium provides innovative Library Services, including the development of a Library Services Platform, 'Discovery', a single digital presence and improved marketing for library services. Underpinning the development of TLC are four key strategic objectives:

- Making our libraries cheaper to run
- Developing creative new library models
- Delivering even better customer service
- Deeper, broader partnership working

The LMS provides access to over seven million items of stock through one borrower card to a population of 8.2 million residents with a core mechanism that allows inter-borough loans.

The LMS is the primary system that records, controls and contributes to customer access to these library resources including digital resources, a Library App, Public Network (PN) and Wi-Fi.

Agenda

The agenda is as follows. Timings may vary depending on the discussion that takes place following the supplier’s presentation.

Item	Timing	Lead
1. Welcome and Introductions	5 mins	Chair
2. Presentation from Supplier on the prepared questions A. What's your evaluation of how library systems are developing over the next 5 years? a. How are you innovatively leading public library systems? b. How will you use innovation to keep TLC at the forefront of innovation? c. Do you have a 5 year road map? What products are you developing? B. What's your experience of working with a consortium, like TLC? For TLC, allowing interoperability is key. Sharing stock and procedures whilst still allowing freedom for each authority to apply their rules, for example, local fees and charges. C. How can your system help TLC create efficiencies with library processes (e.g. acquisitions, payments, adding	30 mins	Supplier

<p>new members) that staff use? This could include automation and AI.</p> <p>D. The LMS supports a number of integrated systems and services from other suppliers. How will you ensure that all the necessary services and systems are integrated seamlessly, particularly at the customer facing end?</p> <p>E. We're interested in your position around integrated systems having open APIs. The consortium has 23 authorities, each often using external suppliers for day-to-day library services.</p> <p>F. As a consortium we provide the best for our customers. As such, we want to procure a LMS, App and a Discovery Platform that best meets the needs of library customers, keeping financial cost in mind. Whilst we are undertaking market engagement, we are keen to understand how as a supplier, you would prefer to contract the relevant services like the App and Library Service Platform (LSP). Having developed a LSP, we would be keen to develop the platform we currently have. With this in mind, we're interested in how you would prefer to bid, either as a single supplier for all three key elements or for the main element, a LMS?</p>		
Discussion and Q&A with consortium members	45 mins	Chair
Procurement process	15 mins	Procurement Lead
Areas for clarity and next steps	15 mins	Chair