PLEASE NOTE: THIS IS A SOFT MARKET TEST ONLY TO ASSIST THE COUNCIL WITH RESEARCH AND PREPARATION AND IS **NOT**A FORMAL TENDER. THIS MAY LEAD TO A PROCUREMENT OPPORTUNITY IN THE NEAR FUTURE

Cheshire West and Chester Council wishes to engage with the market regarding a Library Management System provision for Cheshire.

Interested parties must respond via the CHEST [www.the-chest.org.uk](http://www.the-chest.org.uk) with their expression of interest and any associated questions by no later than **10.00am on 19 July 2019**.

Providers who are interested must respond as per the instructions outlined on the CHEST.

We are looking at a shared Library Management System for Cheshire West and Chester and Cheshire East libraries.

About the libraries:

The two authorities have a combined population of c 717,000 and a library membership of 210,000. The library catalogue holds c 1,000,000 item records with c 400,000 catalogue records and supports a circulation of c 3,400,000 issues and renewals annually. The stock is a combination of books and multimedia, and the catalogue also integrates with e-lending resources. Although the authorities share a library management system and library catalogue they have differing circulation rules and separate stock ordering.

Overview of the Library Management System:

The library management system shall be provided as software as a service (SaaS) and must be cloud hosted in the UK.

The back-office system shall be accessed entirely by a web browser

The customer facing catalogue will also be browser based.

The system will be able to support the size of the combined authorities as specified above.

The system will have staff and public interfaces and offer a mobile solution.

The library management system will support multi-authority working with the ability to combine or separate functionality as required.

The system will generate and send patron notifications via e-mail.

The system will operate the full range of standard modules including:

Circulation

Acquisitions

Cataloguing

Ordering/Full EDIFACT

Stock rotation

Cash Management

Online payment facility

OPAC

Reporting – functionality to create and run reports

The system will operate a Fallback solution for offline working.

The system will integrate via SIP2 with Bibliotheca self-service kiosks, ICAM booking software, Radiator RADIUS server (public wi-fi),Talkingtech solutions, and e-lending resources.

Overview of Support

Licenses and support:

* 10 Core administration level staff (SME in house product leads)
* 400 standard user access level staff (Front Line Staff.)
* 10 technical level licenses

Helpdesk support

Support is available 7 days a week

Contact channels include email, phone and self-service portal.

**We would expect interested companies to have:**

• Significant experience of the provision of services as mentioned above.

**Indicative annual budget for this provision is £18-£20,000**

**Companies taking part in this Soft Market Test should answer the following questions:**

Please confirm whether you are able to meet the requirements listed above

Yes / No

Please provide information about the service you can offer and how it meets the criteria as set out above. This can include examples of other LMS you have provided (Maximum 4 pages)

**The closing date for responses is 19th July *2019***

Selected companies may be invited to meet with key officers of the Council to engage in further dialogue before the end of August 2019**.**

Should you have any queries please ask these via the Chest messaging facility: [www.the-chest.org.uk](http://www.the-chest.org.uk)”

This process is intended to inform the Council’s understanding of the market and is not part of a formal procurement process. Should the Council decide to proceed, a formal procurement process may follow at a later date.

Any responses received will not prejudice any involvement in a future procurement process and will not include or preclude any organisation from participating in any future procurement process. All information provided as part of this exercise will be provided to all parties involved in any future procurement exercise. Local Authorities are subject to the Freedom of Information Act 2000, and cannot guarantee that information received will remain confidential.