

INVITATION TO TENDER

Secondary Competition conducted under
ESPO Framework Agreement 376F on behalf of the

**West Mercia Library Stock Consortium
(Shropshire Council on behalf of itself and
Herefordshire Council, Staffordshire County
Council, Telford & Wrekin Council and
Worcestershire County Council)**

**AMC 005 - Contract for the Supply of
Library Stock Materials**

1 April 2015 to 31 March 2018

Closing date for submission of tenders:
noon 4th February 2015

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(Note that the detailed specification of requirements is given at section 7, within the part of this document which tenderers should complete.)

The following sections 5 to 11 are to be completed by tenderer

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1 INTRODUCTION AND SUMMARY OF REQUIREMENT

1.1 This invitation to tender has been issued by or on behalf of the following organisation:

Name of organisation:	The West Mercia Library Stock Consortium (Shropshire Council on behalf of itself and Herefordshire Council, Staffordshire County Council, Telford & Wrekin Council and Worcestershire County Council) See explanatory notes below concerning the membership and formal status of the consortium.
Contact address for the purpose of this tender:	www.delta-esourcing.com Access Code: 75733UX23C

1.2 The tender exercise is being conducted as a further competition under the framework agreement reference 376/F/14 established by the ESPO which came into effect on 1st April 2014.

Tenderers' questions

1.3 Any queries about this invitation to tender document, the tender process or the proposed contract should be directed to the above-named person, using the contact details shown.

1.4 Answers to questions of a material nature will be circulated in a timely way to all prospective tenderers, in order to maintain fairness in the tendering process. For this reason, the deadline for asking questions is **28th January 2015**.

The West Mercia Consortium

1.5 The West Mercia Consortium comprises a group of 5 library authorities in the West Midlands region, established for the purpose of jointly tendering their stock supply contracts. The current members are:

- Herefordshire Council
- Shropshire Council
- Staffordshire County Council
- Telford & Wrekin Council
- Worcestershire County Council

1.6 The consortium is a voluntary collaboration between the members, who agree to comply with a set of collaborative tendering principles based on the recognition of the mutual benefits arising from working together. Although the tender process is carried out jointly, there is no legal partnership agreement between the authorities, and each member enters its own contract with the appointed supplier(s).

1.7 In this invitation to tender document, the term 'Customer' should be interpreted as meaning, as context requires, any one or all of the West Mercia Consortium member authorities.

1.8 Tenderers should note the following two points concerning membership of West Mercia Consortium, and the implications for any contract(s) awarded as a result of this tender exercise:

- i) Like most local authority statutory services, the way library services are delivered comes under review from time to time. As a result, different arrangements may evolve, which may see part or all of an authority's service handed over to other parties actually to deliver. Such an event would not necessarily preclude use of the contract by such other parties. The right is however reserved for any West Mercia Consortium member authority to give six months' notice of its intention to withdraw from the contract should they implement an alternative model of service delivery which is not

compatible with continued participation. Tenderers should note that at present none of the existing West Mercia Consortium members is actively pursuing such.

ii) Conversely, new authorities may apply to join West Mercia Consortium at any time, and so gain access to the West Mercia Consortium supply contract(s). New members would normally be situated within the same geographical region but authorities located elsewhere would also be eligible.

- 1.9 Subject to the variation provisions of the framework agreement call-off terms, there is nonetheless an expectation that the contract terms will remain unchanged in the event of an existing West Mercia Consortium member authority withdrawing from the contract, or a new member joining.

Summary of the requirement

- 1.10 The Customer’s library stock requirements are summarised in the following tables 1, 2 and 3. Tables 2 and 3, in particular, give the current position in respect of the existing West Mercia Consortium members, but for obvious reasons do not represent guarantees that nothing will change during the term of the contract. Stock funds, particularly, are likely to come under periodic review. Once a contract is let, however, its terms shall remain unchanged unless varied in accordance with the variation provisions of the framework agreement call-off terms.

Table 1: Contract term (applicable to Herefordshire, Shropshire, Telford & Wrekin, Worcestershire, subject to 1.8 above)

<i>Start date of the contract:</i>	Supply to commence on 1st April 2015.
<i>Duration of contract:</i>	Three years commencing on above date.
<i>Extension option:</i>	Up to two years in addition to the above duration (extension may be implemented in increments at the Customers’ option).

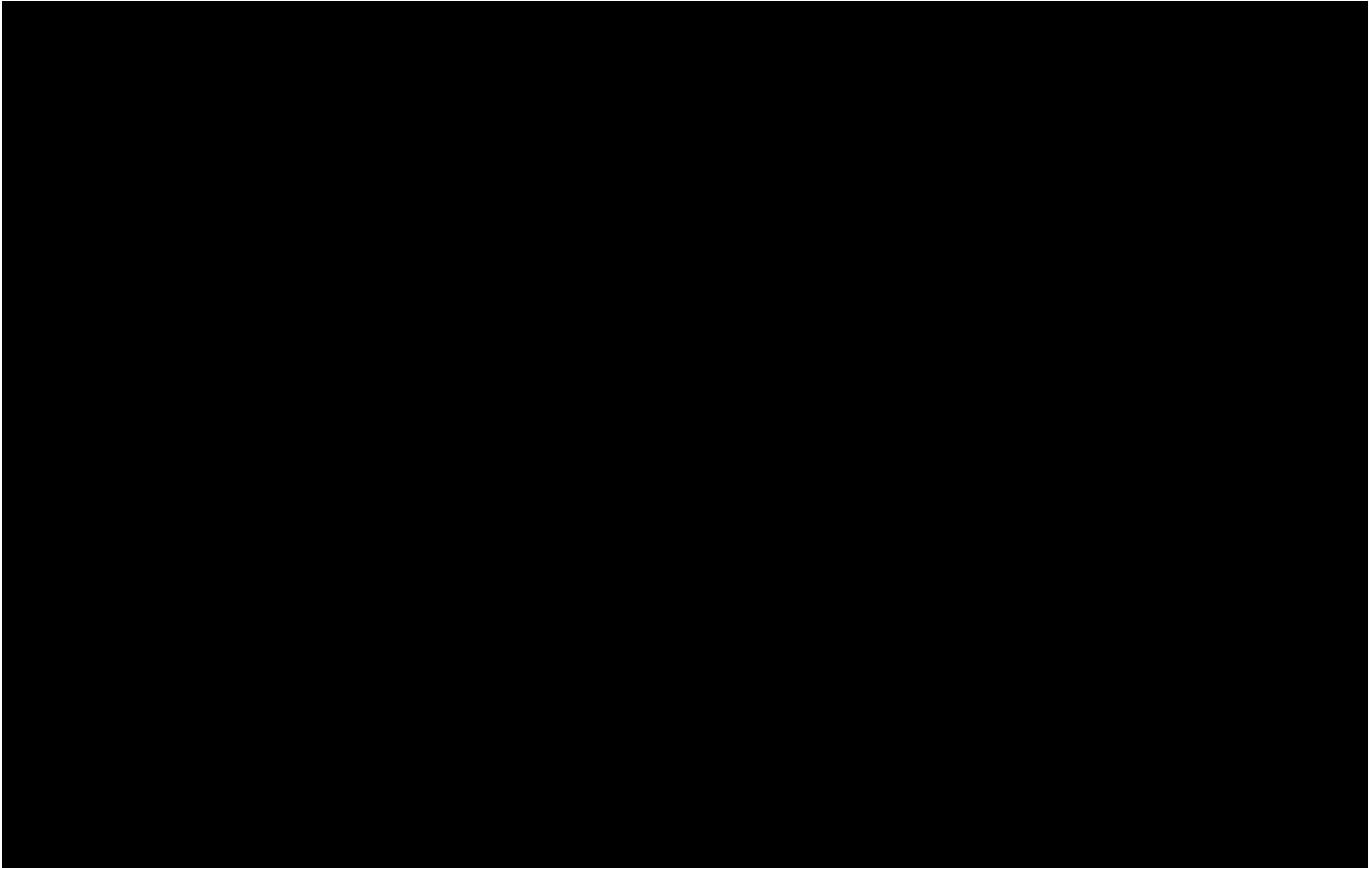
Table 1A: Contract term (applicable to Staffordshire, subject to 1.8 above)

<i>Start date of the contract:</i>	Supply to commence on 1st October 2015.
<i>Duration of contract:</i>	Two years and six months commencing on above date.
<i>Extension option:</i>	Up to two years in addition to the above duration (extension may be implemented in increments at the Customers’ option).

Table 2: Key details (member authority specific)

	Herefordshire Council	Shropshire Council	Staffordshire County Council	Telford & Wrekin Council	Worcestershire County Council
<i>Library managment system:</i>	Capita integrated library system	Axiell Open Galaxy	Axiell Open Galaxy	Axiell Open Galaxy	Capita
<i>RFID system used:</i>	3M in 7 libraries	3M in 1 branch	Bibliotheca in 16 main libraries	Intellident in 5 libraries (9 in total)	Bibliotheca in 21 static libraries; 1 Schools Library Service, and 1 Mobile Library Service
<i>Stock to be delivered to:</i>	1 central location	1 central location (This may change to multiple locations during the course of the contract)	40 libraries plus one support location	1 central location (this may change to up to four locations during the course of the contract)	21 libraries plus 1 Schools Library Service
<i>Delivery times:</i>	Monday to Friday 9.30am to 12pm 2pm to 4.30pm	8.30am to 4.30pm	During specific library opening times.	During specific library opening times.	During specified library opening times (varies for each branch)
<i>Delivery limitations:</i>	10kg max box weight	10kg max box weight	10kg max box weight	10kg max box weight	10kg max box weight
<i>Stock selection methods required:</i>	Website Themed collections Book prizes	Supplier selection Website Themed collections	Supplier selection Website Themed collections	Supplier selection Website Themed collections	Supplier selection Website Access to Retail/Shop
<i>EDI requirements:</i>	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations

Table 3: Stock categories and estimated year 1 expenditure



Notes

- 1** AF and ANF categories include both paperback and hardback books.
- 2** The requirement for DVDs may diminish during the contract term. For this reason any contracts awarded for these products will be on an until further notice basis, and may be terminated at any time should the requirement no longer exist.

2 PROCUREMENT PROCESS AND EVALUATION OF TENDERS

- 2.1 Because this tender process is being conducted as a further competition under ESPO framework agreement 376/F/14, there is no pre-qualification stage. All suppliers included in the framework have effectively already pre-qualified. The invitation to tender has been sent only to those suppliers included in the framework for the categories of stock called for by the Customer.

Tender timescale

- 2.2 The further competition is being conducted in accordance with the following indicative timescale:

- Invitation to tender issued..... 7th January 2015
- Deadline for receipt of questions 28th January 2015
- Closing date for receipt of tendersnoon 4th February 2015
- Contractor(s) identified and appointed 27th February 2015
- Supply commences 1st April 2015

Layout and scoring of tenders

- 2.3 The detailed specification of requirements is set out Section 7, which also serves as the document to be completed by tenderers, and will constitute their tender offer. Most of the requirements are set out in the form of statements, in response to each of which tenderers should indicate with a 'Y' or 'N' (for 'yes' and 'no' respectively) to indicate whether or not they can meet the requirement. In some instances, tenderers should simply tick boxes to indicate features offered, etc.

- 2.4 Requirements are shown as either 'essential' or 'desirable', and tenders will be scored as follows: a 'yes' for an essential requirement will score 7 points on the scoring range below and a 'yes' for a desirable requirement will score 3 points on the scoring range below. A 'no' will score zero points.

- 2.5 In a small number of cases, tenderers are asked to provide a short method statement to describe how they would meet a particular requirement. These method statements will also all be scored on a scale of 0 to 10 points, where:

Scoring Criteria - Adequacy of response	Score
Very high standard with no reservations at all about quality	10
High Standard	9
Good Standard; acceptable with minor reservations	7
Acceptable; there are significant reservations but not sufficient to warrant rejection	3
Not Acceptable	0
<i>(scores of 8,6,5,4,2,1 cannot be achieved)</i>	

- 2.6 Pricing is covered in Section 8 of the document, the main component of which relates to books, in the form of discounts offered by the tenderer off the publisher's recommended retail price, together with a price for servicing. The tenderer may offer pricing options based on different scopes of award (e.g. to permit singling out of particular stock categories).

- 2.7 This is supplemented by further questions relating to non-book materials, and to various other priced options.

Evaluation criteria

- 2.8 In the evaluation of tenders, 'price' and 'quality' will be assessed separately, weighted as follows:

- Price: 60%
- Quality:..... 40%
- TOTAL: 100%

Price evaluation

2.9 To evaluate price, we shall apply the tendered discount and servicing costs to a typical title or range of titles in order to ascertain an actual cost of supply. The tenderer achieving the lowest actual cost will score the maximum available points, and higher-priced tenders will be scored lower, according to the formula $(\text{lowest price} / \text{tendered price}) \times \text{maximum available score}$.

So if the lowest price is £10 for Adult Fiction, it scores the full 240 marks available. A price of £12 for Adult Fiction will score $(10/12) \times 240 = 200$.

The way in which the various price elements of the tender will be scored has been explained above. Each section within the tender will carry sub-weighting within the 60% available for 'price'. These sections and their respective weightings are:

Section	Weighting / Max Marks Available
Adult Fiction	24% / 240 max marks
Adult Non - Fiction	15% / 150 max marks
Children's	18% / 180 max marks
DVDs	3% / 30 max marks
Total for price	60% / 600 max marks

2.10 We will not include in the evaluation any special terms applicable for, say, use of local retail shops, or second-hand copy search, or whatever, as whilst such facilities may be 'nice to have', they are unlikely to be a significant component of the contract.

2.11 To help us verify our price evaluation results for books, tenderers are asked to indicate in a list of recent book titles actually purchased by West Mercia Consortium members the retail price, the discount applicable and the net payable price. For DVDs tenderers are asked to state the actual price at which each title in a list of recent releases would have been supplied. These lists of titles are found within Section 8, pricing schedule.

Quality evaluation

2.12 The way in which the various 'non-price' elements of the tender will be scored has been explained in paragraphs 2.4 and 2.5 above. Each question topic (or groups of question topics) within the tender will carry a sub-weighting within the 40% available for 'quality'. These question topics, groupings and their respective weightings are:

Section	Award Criteria	Weighting / Max Marks Available
Operation and administration	Servicing and processing of stock	1% / 10 max marks
	RFID	1% / 10 max marks
	Bibliographic and cataloguing data	1% / 10 max marks
	Ordering and order management	1% / 10 max marks
	Delivery	1% / 10 max marks
	Receipting	1% / 10 max marks
	Fast track and part orders	1% / 10 max marks

	Invoicing	1% / 10 max marks
	Returns and cancellations	1% / 10 max marks
Speed of Supply		11% / 110 max marks
General Support	Management information	2% / 20 max marks
	Reader development and stock promotion	2% / 20 max marks
	Customer relationship and service improvement	2% / 20 max marks
Stock Selection	Website	4% / 40 max marks
	Supplier selection	4% / 40 max marks
Range of stock offered (within each stock category)		6% / 60 max marks
Total for quality		40% / 400 max marks

2.13 The evaluation will be carried out principally on the basis of the tenders submitted. There are however two supplementary steps which will be carried out to help validate the process:

- Website evaluation: Using the guest login details supplied by the tender, evaluators may ‘test drive’ your website in order to gain insights into its look and feel, and general user friendliness.
- Interviews with tenderers may also be used. We are reserving the option not to hold these if having carried out the above stages it is not felt that they would add further useful insight. If they do go ahead, however, they will take the form of a short presentation (perhaps including a website demonstration) plus a question and answer session.

2.14 No separate scores are reserved for any of the above two supplementary steps. Instead, insights gained will be used by evaluators to moderate the scores resulting from the original ‘paper’ evaluation of tenders. This moderation may be up or down. In order to be consistent with the overall quality evaluation scheme, the moderation would operate at the level of individual questions. Although arithmetically complicated, in the interests of transparency it is explained thus:

Where the question concerned is of a ‘tick box’ nature and (if ticked) will therefore have scored 3 or 7 points (depending on whether it is *desirable* or *essential* respectively) evaluators may change the score or award a zero if the website test partly or wholly fails to provide verification. (In principle, the reverse may also apply – i.e. if a box is not ticked, but the test suggests the functionality concerned does in fact exist.) Where the question is addressed by a method statement and will therefore have been scored on a 0 to 10 scale, evaluators may reduce or increase the original score as appropriate. In all cases, the revised scores will be fed into the overall quality calculation, to give a revised total score out of 400.

For some topics (website and range of stock being amongst them) the moderation process will be used to reflect the degree of satisfactoriness with which the supplier meets a ‘tick box’ requirement. For example, in response to question 47 (addressing the types of adult fiction available) the tenderer may have ticked the box to indicate that they offer *graphic novels*, but on exploring this evaluators discover that whilst such titles are indeed offered, the range is far smaller than is reasonably required. They may therefore reduce the 7 to a 3 or 0, depending on the degree of inadequacy.

2.15 Except for items flagged merely as *desirable*, if (following moderation where applicable) a tender scores zero for any one or more individual questions, this will create grounds for rejecting that tender, regardless of its other merits or its overall score. (Scoring zero for a *desirable* requirement does *not* create such grounds.) Rejection is not mandatory, however, and it will not be invoked

lightly; but it may be invoked if in the reasonable opinion of the evaluators the deficiency is such that meeting the contract requirements in a satisfactory way could be significantly impaired.

Award of contract

- 2.16 The contract (or contracts) will be awarded to the supplier (or suppliers) which achieve the highest scores in the evaluation process. (The right is however reserved to make no award of contract.)
- 2.17 Tenderers who do not offer the whole range of stock categories required will not be penalised for this, as each stock category will be separately assessed and contracts will be awarded on the relevant merits in each case.
- 2.18 However the aim of West Mercia Consortium members is to secure the optimum overall outcome for each member, whether this is a single- or multiple-supplier solution. This may mean that the award is split by category for the entire consortium.

3 CONDITIONS OF TENDER

3.1 INTERPRETATION

In these conditions of tender, the term 'the Customer' shall mean the body detailed in paragraph 1.7 on page 3 of this invitation to tender document. 'ESPO' means the Eastern Shires Purchasing Organisation, of Barnsdale Way, Grove Park, Enderby, Leicester LE19 1ES.

3.2 REPRESENTATIONS

a) A tenderer may contact the officer of the Customer nominated herein to obtain any further information about the requirements of the contract or the tendering procedures if these are not evident or clear from the documents supplied to tenderers.

b) No representation by any officer of the Customer or of ESPO nor any representation at all other than one contained in the contract documents about any matter which has a bearing on the contract shall constitute a term or condition of the contract nor a representation which gives the contractor grounds for rescinding the contract or claiming damages for misrepresentation.

3.3 TENDERS EXCLUDED

a) No tender will be considered for acceptance if the tenderer has indulged or attempted to indulge in any corrupt practice or canvassed the tender with any member or officer of the Customer or of ESPO. If a tenderer has, unknown to the Customer or of ESPO, indulged or attempted to indulge in such practices and the tender is accepted, then grounds shall exist for the termination of the contract and the claiming of damages from the contractor.

b) It is unlikely that any tender will be accepted which (a) is incomplete or inaccurately or inadequately completed or which purports to impose conditions other than those provided in the contract documents and (b) is delivered out of time or in a manner other than specified in these Instructions.

3.4 FORM OF TENDER AND QUALIFICATION OF OFFER

a) The tender will be set out as described in the *Instructions to Tenderers* section.

b) If the tenderer has any doubts as to the interpretation of anything stated in this invitation to tender or in the draft contract conditions in Appendix A hereto, they should set out in Section 9 'Qualification of Offer' the interpretation on which they wish to rely.

c) If the tenderer wishes to tender on terms which vary in any respect from those set out in this invitation to tender and the draft conditions set out in Appendix A hereto, such variation shall be detailed in Section 9 of this tender 'Qualification of Offer'.

d) The Customer shall at its sole discretion determine the acceptability or otherwise of any such qualification of offer, save that before rejecting any tender which is unacceptably qualified the Customer will give the tenderer concerned an opportunity to withdraw the qualification.

3.5 ACCEPTANCE

a) Acceptance of tender will be made by or on behalf of the Customer. The Customer is not bound to accept any tender or to make any award of (framework) contract.

b) The successful tenderer shall, if required to so do, execute a written agreement with the Customer. Until the execution of any such agreement, and for as long as the absence thereof persists, the successful tender together with the written acceptance thereof by or on behalf of the Customer shall constitute a binding agreement in the terms of the contract documents.

3.6 CANVASSING

Any tenderer who directly or indirectly canvasses any member or official or agent of the Customer or of ESPO concerning the award of the contract or who directly or indirectly obtains or attempts to obtain information from any such person concerning any other tender or proposed tender shall be disqualified.

3.7 COLLUSIVE TENDERING

In submitting a tender against this contract, the tenderer confirms that they have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement

with any other person. The tenderer also certifies that at no time, before or following the submission of the tender, has the tenderer carried out any of the following acts: i) communicating to a person other than the person calling for the tenders the amount or approximate amount of the proposed tender, except where such disclosure, in confidence, of the approximate amount of the tender is necessary to obtain insurance premium quotations required for the preparation of the tender; ii) entering into any agreement or arrangement with any person that he shall refrain from tendering or as to the amount of any tender to be submitted; iii) offering or paying or giving or agreeing to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above. The context of this clause the word 'person' includes any persons and anybody or association, corporate or unincorporated; and 'any agreement or arrangement' includes any such transaction, formal or informal, and whether legally binding or not.

3.8 FREEDOM OF INFORMATION ACT

The Freedom of Information Act 2000 requires the Customer to disclose information it holds on request. Information will only not be disclosed where a statutory exemption applies. In providing information to the Customer tenderers therefore accept that such information may be disclosable under the Act and should not provide information as part of this tender on an "in confidence" basis. Any information that the tenderer considers should not be disclosed because an exemption applies should be clearly identified as such in Section 11 of this tender document together with the reasons for claiming an exemption. However the final decision as to whether information should be disclosed or not (including the application of the public interest test) shall remain with the Customer.

3.9 LOCAL GOVERNMENT REORGANISATION

a) During the lifetime of the proposed contract, the Customer may seek to vary the scope and service delivery of the contract, should the structure of local government change in ways which necessitate such variation. Such variations may include amendments to existing Council boundaries or responsibilities, and/or to the statutory framework within which Councils provide services. Whilst no such variations are currently foreseen, the right is nonetheless reserved to vary the conditions, terms and/or specification of the contract, should such changes occur, or to assign or transfer the contract in whole or in part to any successor authority.

b) In the event that any part of the library service operation is outsourced to a third party by the Customer, then provided that third party is in its own right an eligible customer of the ESPO framework agreement it shall be entitled to access the contract in order to procure library stock materials, subject to the agreement of the supplier. The said third party shall be under no obligation to access the contract, however.

4 INSTRUCTIONS TO TENDERERS

5.1 FORMAT OF TENDERS

- a) Your tender must comprise the following completed sections of this invitation to tender document:
- Section 5: Tenderer contact details
 - Section 6: Scope of tender
 - Section 7: Specification and tenderer's response
 - Section 8: Pricing schedule
 - Section 9: Qualification of Offer
 - Section 10: Form of Tender
 - Section 11: Freedom of Information Act exclusion schedule

5.2 NO TENDER

If you do not wish to submit an offer, please destroy the invitation to tender documentation supplied to you; it is helpful if you would kindly advise ESPO of your intention not to tender. Please do not forward the document to any other third party.

Responses to Tenders including the price schedule (to be submitted separately) and any supporting information must be submitted via the Delta online tendering system before the deadline of noon on Wednesday 4th February 2015. No other format will be accepted.

Due to the use of the Delta Online Tendering system for the submission of documents an ink signature will not be requested on the ITT Documents. Any documents submitted will be subject to regulations around electronic signatures. Where signatures are requested please type in the name of the authorised person for reference.

Where the circumstances so warrant (for example in the event of a systems failure) the Authority may postpone for a reasonable period of time the closing time and date for receipt of tenders. In this event all persons from whom tenders have been invited will be notified by the same method and no tenders will be opened until the revised date.

If you have any technical difficulties or queries relating to the Delta e-sourcing system please contact: Delta helpdesk helpdesk@delta-ets.com or call 0845 270 7050 for further assistance.

Prior to the date for the submission of tenders, the Authority may issue additional information or corrections to amend the requirements defined within the Tender Documents. Receipt of such amendments must be promptly acknowledged by the Tenderer via the Delta email system.

Please ensure that you allow plenty of time when responding to the ITT. It is best practice to ensure all final documents are uploaded to the Vault at least two hours before the closing time to ensure that any inadvertent technical issues do not prevent tender submission. If you are uploading multiple documents you will have to individually load one document at a time or you can opt to zip all the documents in an application like WinZip.

When uploading documents tenderers should ensure that the titles of all documents are the same as the original document with the name of the company inserted at the beginning. This will facilitate the downloading and distribution of responses to the evaluation panel.

Tenderers uploading additional information requested in the Company/Financial/Capability Questionnaire should ensure that the titles of all documents are preceded with the name of the Company.

Please Note: When uploading a document to the Vault, you should NOT upload from a shared drive or have ANY symbols in the file name (e.g. &). If you do either of the above, the document may not upload successfully and you will get an error message stating the document has an illegal filename. The file should also remain a standard word document rather than being converted to a Word 2007 template.

THE FOLLOWING SECTIONS (SECTIONS 5 TO 11) SHOULD BE COMPLETED BY TENDERERS

- In completing Section 7 of the document, please...
 - State 'Y' or 'N' ('yes' or 'no') in each box where asked 'Can you meet this requirement?';
 - Tick the box where requested to do so (or leave blank, as appropriate)
 - Provide a method statement where you are requested to do so. There is no word limit for such method statements, so please aim to be comprehensive but concise.
- **You do not need to complete any sections which relate to materials you are NOT tendering to supply. You may simply leave all such sections and questions blank.**
- **NOTE:** E = **essential** requirement
 D = **desirable** requirement

5 TENDERER CONTACT DETAILS (AND CLIENT REFERENCES)

TO BE COMPLETED BY TENDERER

Information required	Tenderer's response
Name of tendering organisation	Bertram Trading Limited t/a Bertram Library Services (hereafter known as BLS)
Full trading address to which correspondence relating to this tender should be sent	Centurion House Centurion Way Cleckheaton BD19 3QE
Organisation website address	www.bertramlibraryservices.com
Person dealing with this tender	Name: [REDACTED] Job title: Bids Manager Telephone: 0871 803 6978 Mobile phone if applicable: [REDACTED] Email: [REDACTED]
Guest login and password to permit evaluators to access and 'test drive' your stock selection website.	Admin Login: [REDACTED] Admin Password: [REDACTED] User Login: [REDACTED] [REDACTED] Bertrams1

6 SCOPE OF TENDER

TO BE COMPLETED BY TENDERER

Please tick the relevant boxes to indicate the categories of stock that you are tendering to supply.

Stock Category	Tick (✓) as appropriate
Adult fiction	✓
Adult Non-fiction	✓
Children's fiction	✓
Children's non-fiction	✓
Reference standing orders	✓
DVDs	✓

Please tick the relevant boxes to indicate the member authorities you are tendering to supply.

ABC Member Authority	Tick (✓) as appropriate
Herefordshire Council	✓
Shropshire Council	✓
Staffordshire County Council	✓
Telford & Wrekin Council	✓
Worcestershire County Council	✓

7 SPECIFICATION OF REQUIREMENTS AND TENDERER'S RESPONSE

AUTHORITY REQUIREMENTS FOR RFID

Herefordshire	3M is installed in main libraries. All stock shall have tags installed and programmed. Tags will be supplied by the customer .
Shropshire	3M is installed in 1 library. Tags are supplied and installed by the customer . Shropshire is currently working towards a wider implementation of RFID.
Staffordshire	Bibliotheca is installed in 16 main libraries. All stock shall have tags installed and programmed. The tags will be supplied by the customer .
Telford & Wrekin	Intellident is installed in 5 libraries. All stock shall have tags installed and programmed. The tags will be supplied by the supplier .
Worcestershire	Bibliotheca RFID is installed in all libraries. All stock shall have tags installed and programmed. The security trigger is to ACTIVATED. Tags will be supplied by the supplier at discounted rate no greater than Authorities discounted purchase price .

AUTHORITY REQUIREMENTS FOR INVOICING AND DELIVERY

Herefordshire	All stock is delivered to a single headquarters location. Each delivery must be accompanied by a delivery note (enclosed or attached). Invoices to be delivered to headquarters location.
Shropshire	Currently all stock is delivered to a single headquarters location. Each delivery must be accompanied by an invoice (enclosed or attached). Delivery notes are not required (but it is not a problem if supplied). Shropshire is likely to require Direct Delivery to branches during the course of the contract.
Staffordshire	Stock for 40 locations should be delivered direct to the library concerned. Stock for part-time libraries and mobiles should be delivered to one separate location. Deliveries must be made during the relevant location's public library opening times (details to be provided). Deliveries must be accompanied by delivery notes, but not invoices (which should be sent to a separate address).
Telford & Wrekin	Currently all stock is delivered to a single headquarters location. This may change to up to four locations during the duration of the contract. Each delivery must be accompanied by an invoice (enclosed or attached) and a delivery note.
Worcestershire	Stock for all locations should be delivered direct to the library concerned. Deliveries must be made during the relevant location's opening times (details to be provided). Deliveries must be accompanied by delivery notes, but not invoices (which should be sent to a separate address).

GENERAL REQUIREMENTS

SERVICING AND PROCESSING OF STOCK

- 1 **E** All stock must be delivered 'serviced' in accordance with the servicing specifications supplied as appendices to this document. **Can you meet this requirement?**..... ✓
- 2 **E** For each stock item, the Customer requires the supplier to supply, fit and activate an RFID tag. **Can you meet this requirement?** ✓
- 3 **D** There may be individual items which the Customer does not wish to be serviced or RFID fitted. Any such requests will be stated in the relevant order. **Can you meet this requirement?** ✓

RFID

- 4 **E** Please see the authority specific requirements at the start of this Specification, and confirm that you can meet these requirements by **ticking the boxes as appropriate:**

- Herefordshire Council ✓
- Shropshire Council ✓
- Staffordshire County Council..... ✓
- Telford and Wrekin Council ✓
- Worcestershire County Council ✓

If there are any requirements you cannot meet, please detail these here:

[Redacted content]

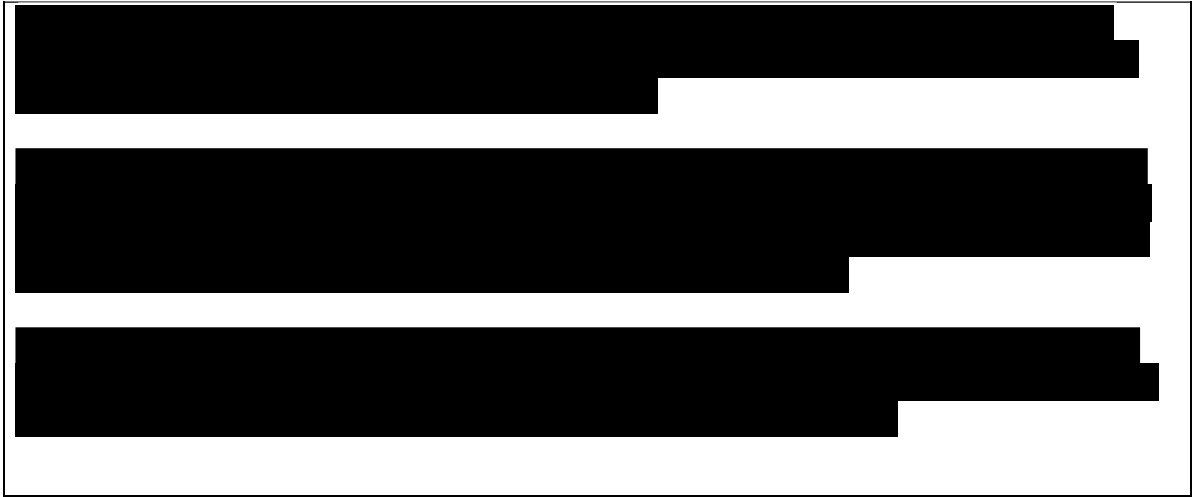
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BIBLIOGRAPHIC AND CATALOGUING DATA

- 5 E The Customer requires that relevant bibliographic data be provided in a timely way in respect of each stock item supplied (where relevant). **Can you meet this requirement?** ✓
..... **Method statement:** *Please describe your arrangements for the supply of bibliographic data, and address any licensing implications for the Customer:*



[Redacted]

- 6 E The Customer requires MARC records (where relevant) for each stock item supplied. This may entail making automated variations to standard data (and to Dewey classifications) where requested. **Can you meet this requirement?** ✓

Method statement: *Please outline any issues with or limitations on the varying of standard data or Dewey classifications:*

[Redacted]

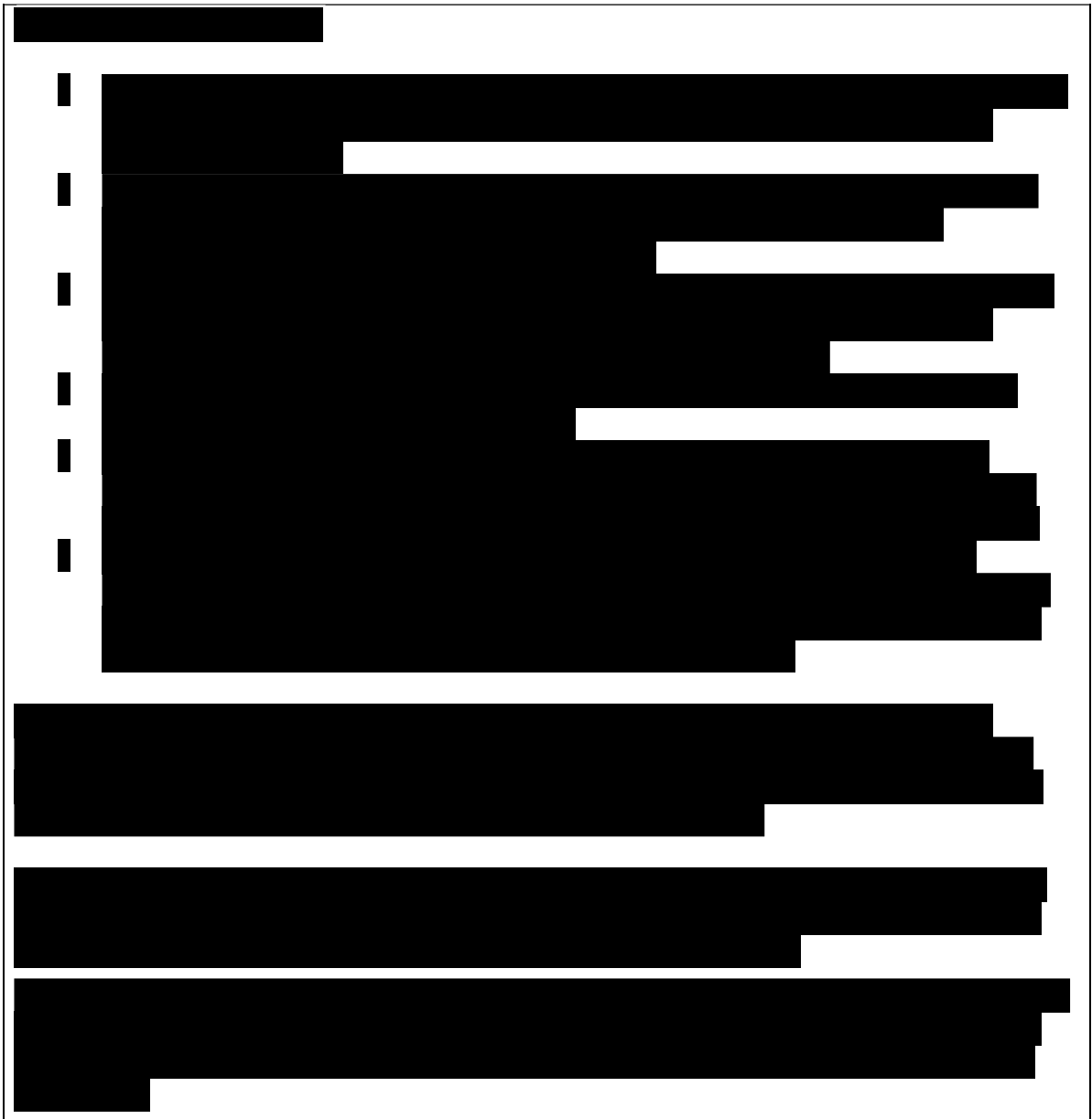
- 7 D Are you able to make MARC records available for automated transfer direct to the library system, for instance by making records available on your ftp server? **Can you meet this requirement?** ✓

ORDERING AND ORDER MANAGEMENT

- 8 E The Customers' current library management systems (LMS) are detailed in the Introduction. **Please confirm that you are able to integrate as required with these LMS systems**..... ✓

Method statement: *Do you have any specific observations concerning such integration?*

[Redacted]



- 9 E The Customer will use electronic data interchange (EDI) as the principal way of placing and managing orders. Where applicable, this will be linked to mechanisms for stock selection, such as websites, supplier selection, standing orders, etc., and integrated with the Customer’s library management system (LMS).

Please tick the relevant boxes to indicate which processes you can provide electronically:

- Stock order placing..... ✓
- Order acknowledgements ✓
- Quotes messaging..... ✓
- Fulfilment..... ✓
- Invoicing ✓
- Cancellations..... ✓

- 10 D Occasionally, the Customer may need to use alternative ordering methods (email, fax, etc.)

Can you meet this requirement? ✓

- 11 E Urgent orders and reader requests, or orders which become urgent after being placed, should be given priority or fast-track treatment as soon as identified.

Can you meet this requirement? ✓

DELIVERY

- 12 **E** The stock delivery requirements (locations and times) for all ABC members are detailed in the Introduction. **Can you meet these requirements?**..... ✓
- 13 **E** Individual parcel weights must not exceed 10Kg. **Can you meet this requirement?** ✓
- 14 **E** A delivery note (or copy invoice) must accompany each consignment.
Can you meet this requirement? ✓
- 15 **E** Items should be packed in reusable containers or cardboard boxes that can be recycled. All internal packaging used in boxes must be able to be recycled.
Can you meet this requirement? ✓
- 16 **E** Pallets or similar (if any) should be removed at the time of delivery.
Can you meet this requirement? ✓
- 17 **E** No boxes or packages should be left unattended or unsigned for.
Can you meet this requirement? ✓
- 18 **E** Overall, the Customer seeks reassurance that its delivery requirements, in respect of all the above points of detail, will be met, and that you will make appropriate arrangements to ensure this.

Method statement: *Please outline the arrangements you propose to make to effect delivery of stock. In particular, this should clarify if you intend to use contracted carriers (instead of your own transport) and whether you propose to deliver on fixed days, or 'as and when' a consignment is ready. You should also detail any authority-specific requirements which you cannot meet.*

[Redacted content]

[Redacted content]

[Redacted content]

[Redacted content]

[Redacted content]

[Redacted content]

[Redacted content]

[Redacted content]

[Redacted content]

[Redacted content]



- 19 E Each box delivered should be labelled, and the label must show the following information:
- | | |
|---------------------------|---|
| Supplier name | Customer name |
| Order number | Stock category |
| Invoice number | Box number within consignment (e.g. 'Box 1 of 3') |
| 'Urgent' where applicable | |

Can you meet this requirement? ✓

Is there any information in the above list that you CANNOT include in the box label?



RECEIPTING

20 **E** The Customer’s stock receipting arrangements are as follows:

- Ownership of goods will pass to the Customer upon delivery and receipt by the authority in accordance with these instructions.
- All goods will be received and signed for by authorised personnel, as ‘unseen’ (the signature confirming receipt of the number of boxes in the consignment).
- Goods will not be considered as received unless and until signed for.
- The receiving officer may, at her/his discretion, elect to examine the goods at the time of delivery, if there are reasonable grounds for so doing (e.g. previous deliveries have been incorrect, or boxes appear damaged).

Can you comply with this requirement?..... ✓

Do you have any comments or concerns about meeting these requirements?

[Redacted]

‘FAST TRACK’ AND PART ORDERS

21 **D** The Customer may sometimes require items (including single items) on an urgent basis, for which a ‘fast track’ delivery service may be needed, such as same day or overnight courier.

Method statement: *Please describe any arrangements you offer for meeting this request.*

[Redacted]

22 **D** Part orders: This refers to where the supplier cannot supply the full number of copies of a particular title ordered by the Customer in a single order. The Customer can receive part orders rather than waiting until the complete number of copies is available, provided that there is an indicator (e.g. in the delivery note) to indicate this is a part order.

The stock that is supplied should ideally be split equitably between the awaiting branches, and outstanding items should be regularly reported on.

Can you supply part orders?..... **YES** ✓

Are there elements of the above arrangements that you cannot meet, or do you have any other comments on part orders?

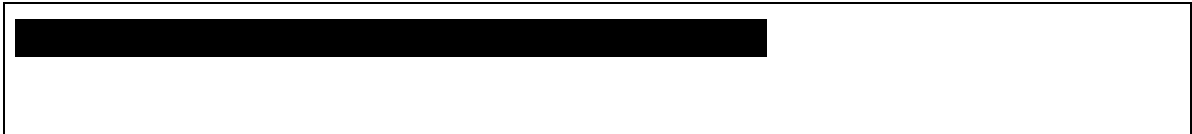


INVOICING

23 E Please see the authority specific requirements at the start of this Specification, and confirm that you can meet these requirements by **ticking the boxes as appropriate:**

- Herefordshire Council..... ✓
- Shropshire Council..... ✓
- Staffordshire County Council ✓
- Telford and Wrekin Council ✓
- Worcestershire County Council..... ✓

If there are any requirements you cannot meet, please detail these here:



24 E Each invoice shall show the following information:

- Customer name
- Order number
- Order line number
- Order date
- Invoice number
- Invoice date
- ISBN
- Author
- Title
- Price per item
- Discount per item
- Servicing cost
- Number of items on invoice
- VAT (separately)
- Gross invoice value

Payment of undisputed invoices will normally be made by cheque or BACS within 30 days of their receipt by the Customer.

Can you meet these requirements? ✓

Please detail any information you CANNOT show in invoices:

[Redacted]

- 25 **D** Invoices will ideally:
- Be issued by EDI
 - Be arranged in alphabetical order by author within each order number on the invoice
 - Be consolidated where the authority so requires
 - Show date of publication (particularly for items supplied pre-publication)
 - Show VAT for audio visual material separately from books
 - Option for invoices for items which are VAT-able to be issued separately from non-VAT items.
 - Unpaid invoices to be reported to the authority during the same financial year where possible.

Can you meet these requirements? ✓

Please detail any of the above which you CANNOT meet:

[Redacted]

RETURNS AND CANCELLATIONS

- 26 **E** The supplier should check that stock ordered by the Customer is generally suitable for use in a public library environment in terms of its binding and general robustness, and should advise the Customer if it believes that an item ordered may fail to withstand such use.

Do you accept this obligation? ✓

- 27 **E** Items will be returned by the Customer to the supplier if they:
- Have been supplied or selected in error by the supplier.
 - Are faulty or damaged on receipt by the authority.
 - Have poor bindings.
 - Are incorrectly serviced.
 - Do not fit the selection criteria set out in the supplier selection schedule (if applicable).

The Customer will have a period of time following receipt of an item in which to advise the supplier that it is faulty (in any of the above respects). For books, this period is 2 months, and DVDs it is 2 weeks. Upon receiving such advice, the supplier will arrange to collect the item concerned and at the Customer’s option will within 10 days either replace it with a perfect copy, or issue a credit note to the previously invoiced value of the item. If a replacement item is no longer available, the order concerned is considered cancelled, and a credit note issued.

Can you meet these requirements? ✓

Are there any aspects of the above returns requirements that you CANNOT meet?

[Redacted]

28 E Orders should be automatically cancelled by the supplier and confirmed in a printed report or via EDI in the following circumstances:

- The publisher advises that it has decided not to publish an item which the Customer has already ordered in advance.
- All or some copies of an ordered item are simply not forthcoming and the order therefor remains wholly or partly unfulfilled. Cancellation in such circumstances may be deemed to have happened when the delay exceeds 6 months from the item's expected publication or release date.

The supplier must advise the Customer of any orders which it is proposing to cancel, so that the Customer has an opportunity to override the cancellation if they so wish.

Can you comply with this requirement?..... ✓

29 E The Customer may sometimes need to cancel an item in other than the above-mentioned situations (for example, if an item simply were no longer wanted).

Method statement: *What are your terms and arrangements for the Customer to cancel an order?*

[Redacted content]



SPEED OF SUPPLY

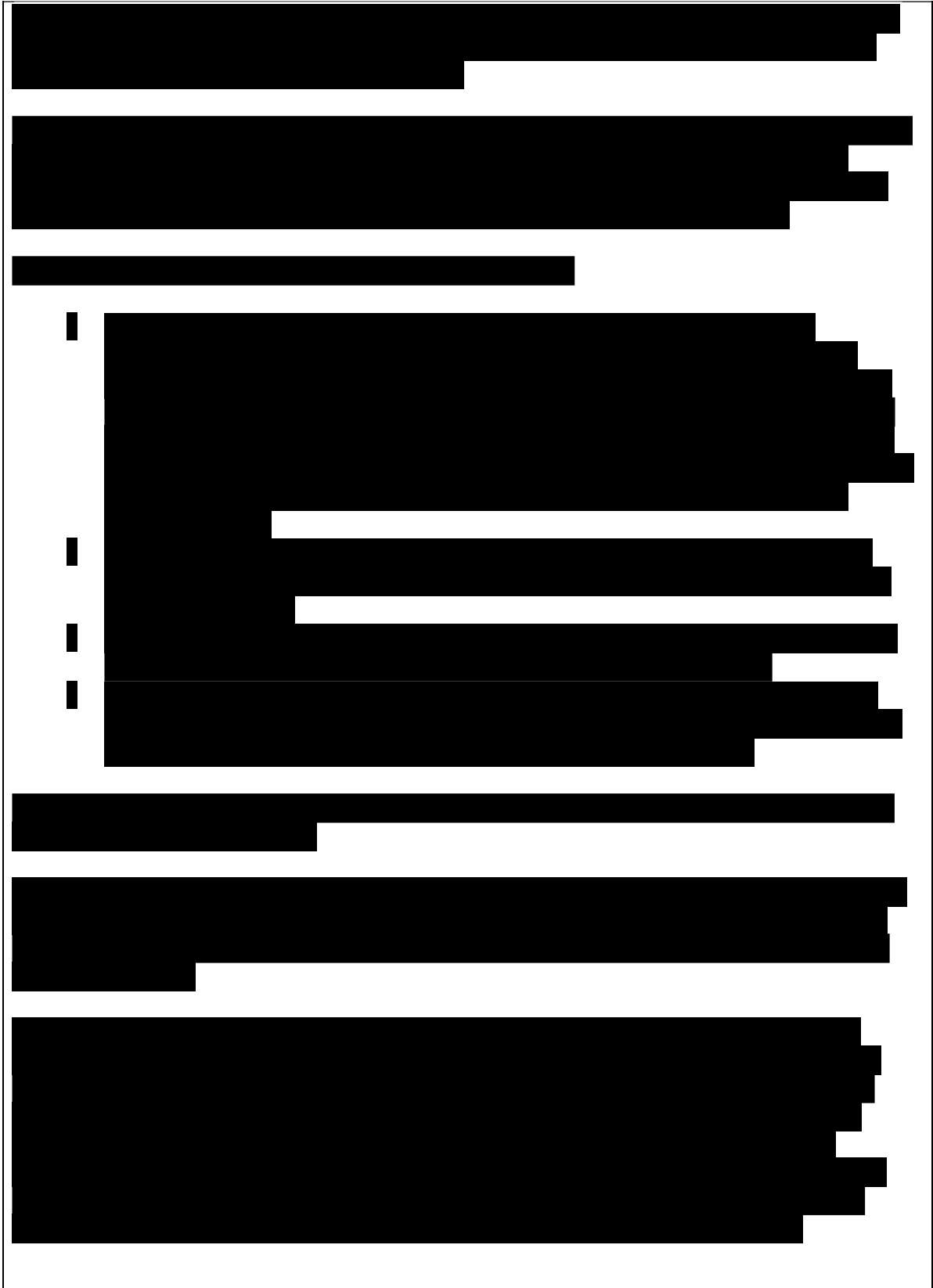
30 E The Customer's speed of supply performance level requirements are:

- Books ordered pre-publication: 85% of titles to be received before publication date
100% of titles to be received by 5 days after publication
Average supply time 3 days ahead of publication
- Books ordered after publication: 100% of titles to be received within 10 days of ordering
- Foreign language books: 90% of in-stock items delivered or reported on within 20 days
90% of non-stock items delivered or reported on within 40 days
- DVDs pre-release: 100% of titles received before release if un-serviced
100% of titles received within 5 days of release if serviced

Can you comply with this requirement? *✓

Method statement: *Please describe your supply chain arrangements, explaining how these assist you in meeting the above performance undertakings.*





MANAGEMENT INFORMATION

31 E The Customer requires management information reports which will ideally include data relating to the following measures:

Speed of supply: % of orders supplied per category within the specified speed of supply target.

Order breakdown: % of items ordered pre-publication.

Order fulfilment: % of orders satisfied, % of cancelled and % of orders ordered pre-publication.

Current financial year spending totals *including*:

commercial info

- expenditure to date
- value of outstanding orders
- value of orders placed
- value of orders supplied.

Average cost: mean average price of items supplied by category.

Average discount per category (books): Mean average % discount provided per book by category.

Standing orders: monthly forecast of the likely cost of standing orders, with discount.

Year-end forecast: prediction of outstanding orders, indicating likelihood of supply by year end.

The format of reporting will either via the Customer’s account on the supplier’s website, or by spreadsheet emailed to the Customer.

Can you meet these requirements? ✓

Method statement: Please detail any of the above MI requirements which you cannot meet.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

READER DEVELOPMENT AND STOCK PROMOTION

32 D The Customer recognises that the supplier may be able to assist libraries in their reader development activities, and in the general promotion of library services and stock. The types of inputs which some library suppliers may be able to offer include:

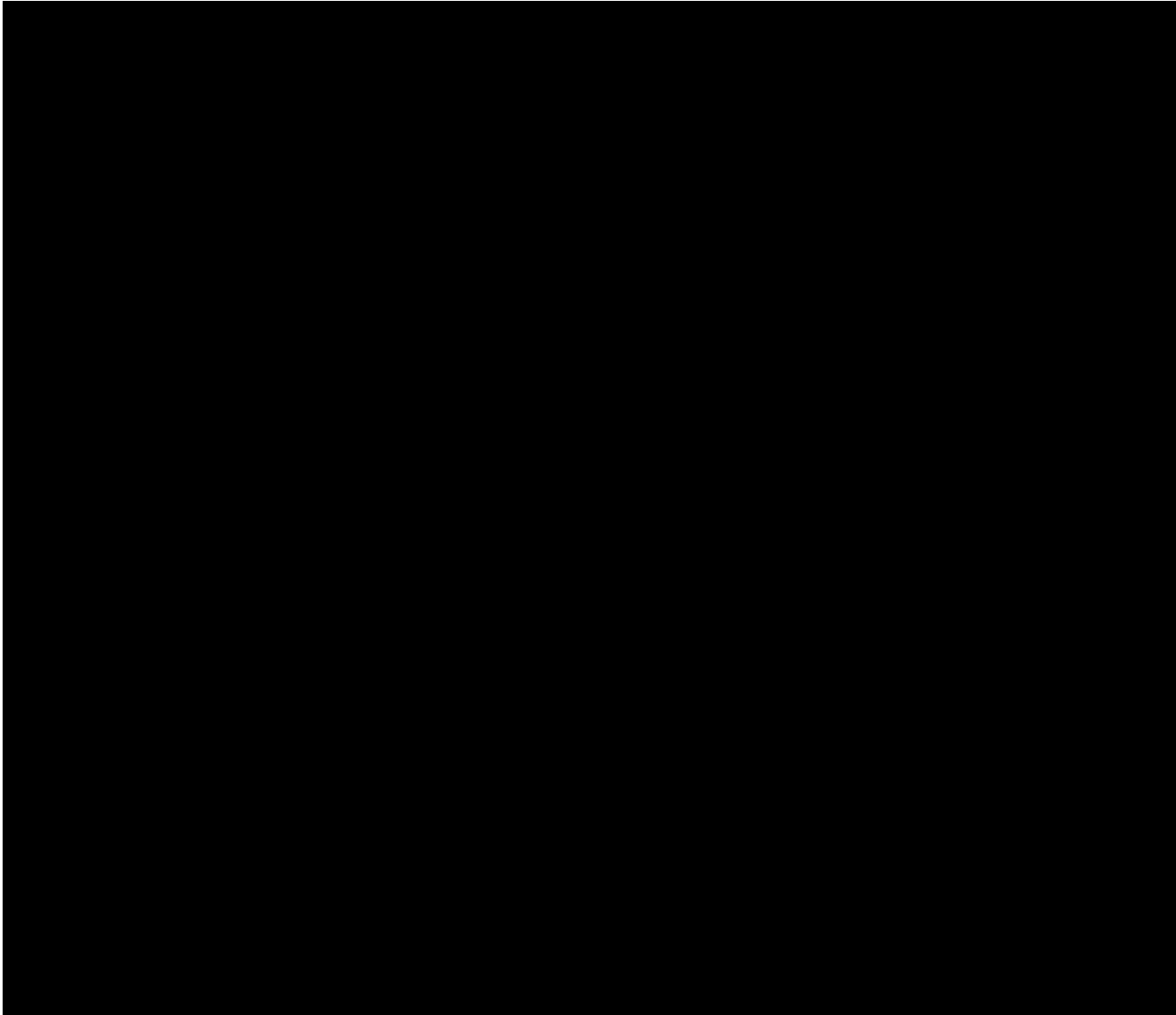
- Provision of publishers’ promotional material such as posters, leaflets, point-of-sale materials, social media feeds, etc.
- Support for local and national events and initiatives (for example National Poetry Day, new library openings, Booker Prize awards, etc).
- Arranging of author visits.
- Offer of sale-or-return stock to support author visits.
- Provision of supplier-generated material such as themed leaflets, newsletters for librarians, publisher and author information, etc.
- Communicating a general awareness of relevant themes and initiatives in the fields of libraries, publishing and bookselling; and generally ‘horizon scanning’ and alerting library authorities to relevant trends.

IMPORTANT: The support envisaged is that which represents ‘added value’ – that is, it comes free of additional charge, and without adversely affecting discounts, etc.

Method statement: *Please outline what support (if any) you are able to offer.*

[Redacted content]





[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



CUSTOMER RELATIONSHIP AND SERVICE IMPROVEMENT

33 D The Customer aims to build strong and constructive working relationships with its suppliers, to help ensure that contracts and supply chains operate efficiently, that accounts are actively managed, and that the requirements and expectations described in this tender document are delivered. Amongst the ways in which these goals might be achieved from an account management viewpoint are:

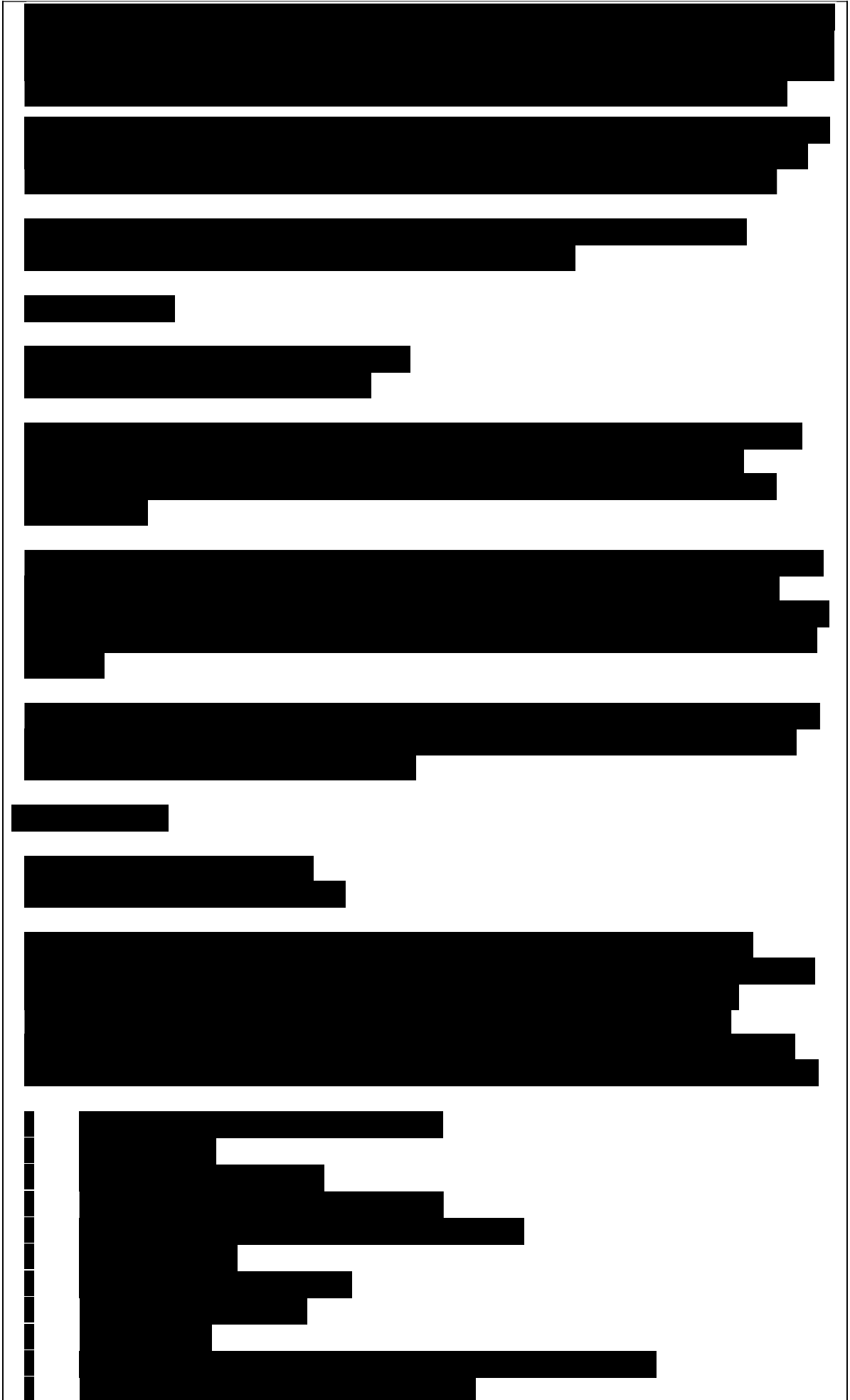
- Identification by the supplier of named person(s) with an understanding of the Customer’s account, whom the Customer’s own staff can generally contact during normal office hours.
- An aim to acknowledge all queries within one working day, and provide an answer within five working days.
- Opportunities for library staff to meet and discuss relevant topics with specialists (e.g. the supplier’s buyers).
- Contract performance review meetings (at an agreed frequency, and held in person, online, by teleconference, or as mutually agreed).
- Regularly reviewing the training needs of library staff on how to use the supplier’s website, and the supplier selection facilities available.
- Wider service improvement aims might be realised by assistance by the supplier in supply chain issues – e.g. by the supplier making representations to publishers and distributors to improve reporting and speed of supply.
- Assisting the Customer to manage stock more effectively.

- Sharing as far as appropriate examples of good practice in other authorities of which the supplier is aware.
- Creating opportunities for user groups to convene (i.e. to meet with others of the supplier's client authorities).

Do you envisage working broadly in the ways described above? ✓

Do you have anything further to add on the matter of customer relationship management:

[Redacted content]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]



STOCK SELECTION REQUIREMENTS

Table 2 in the Introduction lists the stock selection methodologies required by ABC member authorities.

WEBSITE

34 E The Customer requires a function-rich stock selection website, whose **search** features will ideally include the following.

Please indicate (✓) which features your website offers:

Searchable by...

- Title ✓
- Author ✓
- ISBN ✓
- Dewey number ✓
- Publisher ✓
- Series ✓
- Genre or subject ✓
- Keywords ✓
- Language ✓

Search filters to include...

- Publication date ✓
- Category of stock ✓
- Price ✓
- Publication status (e.g. pre-publication, in print, out of print, in stock, etc.) ✓
- Format ✓
- 'Star' rating (or similar) ✓
- Grading and predicted popularity ✓
- Genre or subject ✓
- Age ranges (for children's and young people's material) ✓

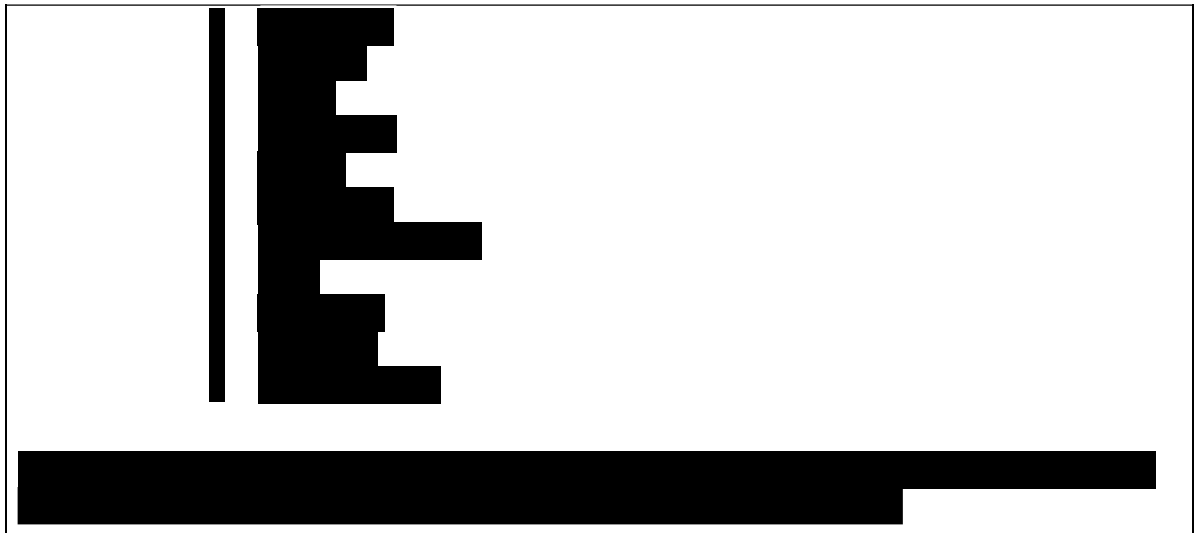
Searches can be sorted and displayed in order of...

- Title ✓
- Author ✓
- Publication date ✓
- Dewey number ✓
- 'Star' rating (or similar) ✓

Do you have anything to add or clarify concerning website searching capability?

[Redacted text block]





35 D The website's **item description and display** features will ideally include the following.

Please indicate (✓) which features your website offers:

Description features...

- Front cover image (E) ✓
- Contents page image ✓
- Example images of inside pages and double page spread ✓
- Annotations, reviews, library suitability ✓
- Grading and predicted popularity..... ✓
- 'Already ordered' indicator (to avoid unintended duplication)..... ✓
- 'Already included in basket but not yet ordered' indicator (including in other users' baskets)..... ✗
- Item in stock indicator (with number of copies available)..... ✓
- Age and ability range (for children's and young people's material) ✓
- Discount available ✗
- Edition..... ✓
- Link to information on previous publications and series details ✗

Do you have anything to add or clarify concerning website description and display capability?



36 E The website's **stock selection assistance** features will ideally include the following.

Please indicate (✓) which features your website offers:

Stock selection assistance features...

- Book prize long-list and short-list titles ✓

- Subject themed and special interest lists..... ✓
- Bestseller lists ✓
- Highlights and alerts for librarians (e.g. new titles by selected authors)..... ✓
- Links to relevant items (e.g. literacy and reading, trends, bookselling, etc.) ✓

Do you have anything to add or clarify concerning website stock selection assist capability?

[Redacted]

[Redacted]

37 E The website's **order management** features will ideally include the following.

Please indicate (✓) which features your website offers:

Order management features...

- Ability to download or export MARC records in UKMARC and MARC21 ✓
- Ability for library staff to create multiple lists (i.e. multiple baskets, trolleys, etc.) ✓
- Ability to bookmark places on lists ✓
- Ability for lists to be saved for future review (ideally email-able to library colleagues) ✓
- Display of running and final total cost of each list (trolley, etc.), including discounts ✓
- Ability to allocate items to branch, user define branch groups, collections, rotation plans, etc..... ✓
- Ability to allocate items to specific budgets ✓
- Support for EDI quotes ✓

Order placing functionality, to include:

- Automatic alert to specified staff when list (trolley, etc.) forwarded for approval..... ✗
- Tracking of orders by order number ✓
- Tracking of orders by individual title ✓
- Tracking of orders by ISBN ✓
- Chasing of orders via website ✓
- Retention of order history (accessible to staff) ✓

Do you have anything to add or clarify concerning website order management capability?

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted content]

38 D The website's **management information** features will ideally include the following.

Please indicate (✓) which features your website offers:

Management information features...

Net and gross totals of business placed in total and by category (for defined periods of time)..... ✓

Net and gross totals of stock invoiced in total and by category (for defined periods of time)..... ✓

- Number of items ordered, supplied and outstanding ✓
- Average prices and discounts of items supplied ✓
- Do you have anything to add or clarify concerning website management information capability?*

39 E The website’s **security** features will ideally include the following.

Please indicate (✓) which features your website offers:

Security features...

- Ability for library authorities to set and amend appropriate levels of access for staff members..... ✓
- Secure logins and password systems..... ✓

SUPPLIER SELECTION

40 E The Customer may wish the supplier to select stock on the Customer’s behalf, in accordance with a profile to be agreed.

Please indicate (✓) for which categories of stock you offer a supplier selection service:

- Adult fiction ✓
- Adult non-fiction ✓
- Children’s fiction ✓
- Children’s non-fiction ✓
- Children’s picture and board books ✓
- Children’s curriculum material..... ✓
- Reference and information material ✓
- Books in foreign languages ✓
- Books in foreign languages ✓
- Dual language books..... ✓
- DVDs ✓

41 D Which of the following specific features and functions does your supplier selection process offer or support? The Customer will not necessarily wish to use all of these features, or may use some of them from time to time.

Please indicate (✓) which features and functions your supplier selection service offers:

- Online ‘self-managed’, where Customers’ library staff set up online selection criteria..... ✗
- Selection carried out by supplier’s specialist staff (E) ✓
- Pre-publication selection of new titles (E)..... ✓
- Selection of multiple copies of popular and bestselling titles (E) ✓
- Supplier-selected orders viewable on line (with details, images, etc) ✓
- Supplier selected lists available for library staff to review before order is placed..... ✓
- Different profiles can be used for different types or sizes of library (E) ✓
- Stock rotation can be added at point of selection ✓
- EDI Quotes provided / supported (E) ✓
- Quotes messages reflect the Customer’s specification categories..... ✓

- Mapping of Customer's genres and Dewey numbers to reflect these in Quotes and spine labels.. ✓
- Budgetary information available by category (showing sums committed, discounts, etc)..... ✓
- Library staff able to view discount on specific items before confirming the order ✓
- One-off selection to a specific theme or budget ✓
- Selection on standing order basis (e.g. westerns, early readers) ✓
- Mixed category supplier selections for special collections (e.g. playgroups, Express Zone) ✓
- Template available from supplier for setting up selection profile (E) ✓
- One-off stock back-buys – supplier to select titles outside of regular agreed profiles..... ✓

RETAIL BOOKSHOP

42 **D** The Customer may sometimes find it useful to have a facility to visit a local bookshop (or local branch of a national bookshop chain) to select stock.

Do you offer a retail shop arrangement for Customer stock selection? ✓

Method statement: *If you do offer such an arrangement, please describe it here, outlining which shops or branches are available, and how it would operate.*

[Redacted content]



43 D Various facilities and services may be available to assist the Customer in obtaining maximum value from a stock selection visit to a bookshop.

Please indicate (✓) which of the following your retail shop arrangement can offer:

- On-site staff support..... ✓
- Pick list within 2 days of selection..... ✓
- Breakdown of overall expenditure within 2 days of selection..... ✓
- Running totals (£ committed) available during selection visits..... ✓
- Access to the Customer’s own catalogue during selection visits..... ✓
- EDI Quotes available for selections..... ✓
- Selected stock will be supplied serviced..... ✓
- Promotional items available (posters, non-book material)..... ✓

OTHER STOCK SELECTION METHODOLOGIES AND FACILITIES

44 D The Customer may wish to use other selection methods to identify stock they wish to procure. These are listed below, and tenderers are asked to indicate which ones they can offer, and to outline briefly any particular features or limitations in each case. Any costs associated with any of the items listed below should be stated where applicable in the Pricing Schedule.

Please indicate (✓) which of the following methodologies you offer, and use the box to give any additional relevant information:

- Weekly or fortnightly listings..... ✓
- Themed collections for one-off events, national promotions, etc..... ✓
- Standing orders based on agreed criteria (e.g. series, named authors, etc.)..... ✓
- ‘Amazon.co.uk’ or equivalent (e.g. for hard-to-source items)..... ✓
- Second hand search (e.g. for out of print titles reader request items)..... ✓
- Sale or return arrangements for specific items..... ✓

Price check (e.g. send customer alert if a high-price item has a price increase above x%)..... ✓

Please use the box below to outline any features or limitations relating to any of the above items:

REQUIREMENTS APPLICABLE TO SPECIFIC CATEGORIES OF STOCK

ADULT FICTION

45 E Please indicate which types of adult fiction material you can supply:

- Newly published and reissued hardback and paperback fiction ✓
- First novels (identified as such) ✓
- Bestseller, Heatseeker and chart fiction ✓
- Backlist titles for enduringly popular fiction authors ✓
- Graphic novels ✓
- Westerns and romances ✓
- American and other fiction published abroad ✓
- Fiction in languages other than English (D if available) ✓
- Dual language fiction ✓
- Large print fiction (D if available) ✓
- Fiction by local authors ✓

ADULT NON-FICTION

46 E Please indicate which types of adult non-fiction material you can supply:

- Broad range of hard- and paperback titles, from mainstream and specialist publishers ✓
- Back list of titles for stock revision ✓
- Recreational, leisure and cultural material ✓
- Bestseller, Heatseeker and chart non-fiction ✓
- Academic material up to and including undergraduate level ✓
- Local and regional titles ✓
- Stationery Office (or similar) materials (e.g. *Highway Code*) ✓
- Multicultural material ✓
- Multi-media items (e.g. language courses) ✓
- Maps (Ordnance Survey) ✓
- Maps (other publishers) ✓

CHILDREN'S AND YOUNG ADULT MATERIAL

47 E Please indicate which types of children's, teenage and young adult material you can supply:


- Fiction and non-fiction in hard- and paperback up to age 16 ✓
- Books by educational and academic publishers ✓
- Teenage (ages 12 to 14) fiction and non-fiction (including text books) ✓
- Teenage (age 14+) fiction and non-fiction (including text books) ✓
- Young adult (ages 16 to 19) fiction and non-fiction (including text books) ✓
- Children's and teenage material in languages other than English ✓
- Board books ✓
- Picture books ✓
- Manga and graphic novels ✓
- Other formats (e.g. talking books for children) ✓

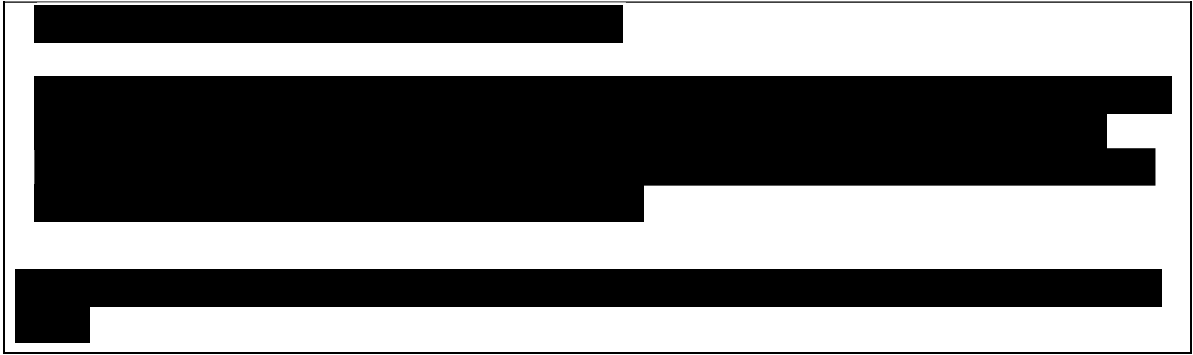
REFERENCE AND INFORMATION MATERIAL

48 E Please indicate the facilities and service you can offer to support the Customer’s reference and information material requirements:

- Supply of reference books ✓
- Tracking of title changes ✓
- Cancellation of standing orders and setting up of new ones..... ✓
- Delivery of items ready-serviced within agreed deadlines ✓
- Provision of management information (titles on subscription, expenditure, etc.) ✓
- Comprehensive online subscription tracking and management by Customer ✓
- Flexibility re individual subscription commencement dates..... ✓
- Servicing of material pre-delivery where requested by Customer..... ✓
- Customer alerts in case of delays, changes to or cancellation of publication, etc. ✓

Please use the box below to outline any features or limitations relating to your reference material subscription management service:





AUDIO-VISUAL MATERIALS (DVDs)

49 E A number of authorities have identified a requirement for these materials. Please indicate which types of audio-visual materials and supporting services you can supply:

DVDs and Blu-Ray:

- Feature films ✓
- Children's titles ✓
- Television titles ✓
- Special interest DVDs ✓
- World cinema ✓
- Stock selected by supplier according to agreed profile ✓
- Electronic ordering and tracking ✓
- Items delivered fully serviced ✓
- Visits by supplier's representative (with advance information on forthcoming releases) ✗
- Provision of supporting point-of-sale material ✓

8 PRICING SCHEDULE

TO BE COMPLETED BY TENDERER

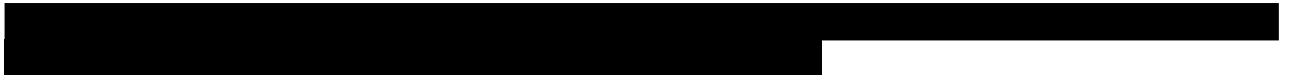
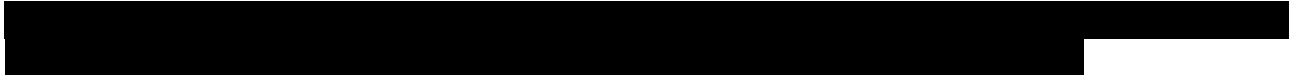
NOTES:

- a) All prices (etc.) entered in this pricing schedule must be exclusive of VAT.
- b) In the event that a contract is awarded to the tenderer, the Customer will not be liable to pay any charges which are not clearly shown in this pricing schedule, or which have not been expressly agreed with the Customer in advance.
- c) Evaluation of pricing (for books) will be focused on discounts off publishers' RRPs, and net payable price plus servicing costs (and stock selection charges where applicable). Evaluation will **NOT** include services which are unlikely to be used frequently (such as 'Amazon', retail shop, and other supplementary items).

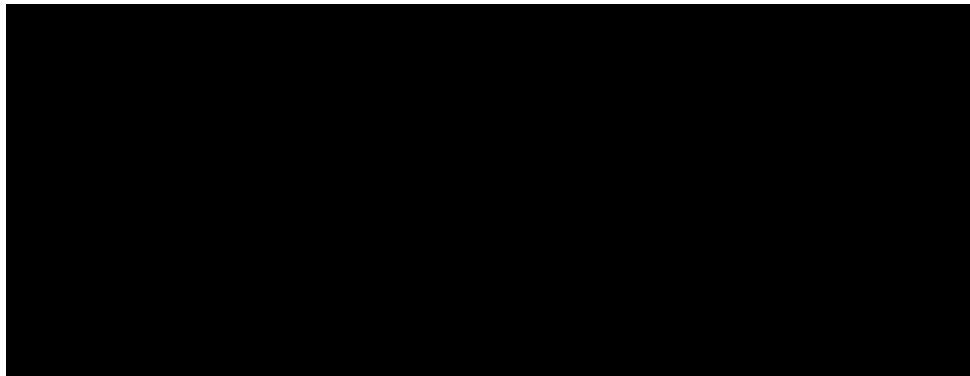
INSTRUCTIONS FOR PRICING:

- a) The member authorities should be treated as a single entity for the purpose of pricing, which should be based on the total estimated values of business detailed in Table 3 on page 5 of this document.
- b) Tenderers may quote to supply just certain categories of stock, as well as offering terms for the supply of the entire requirement (with or without DVDs).
- c) The normal delivery of stock in accordance with each authority's requirements must be included within the terms tendered, except in special circumstances (e.g. 'fast track' service).

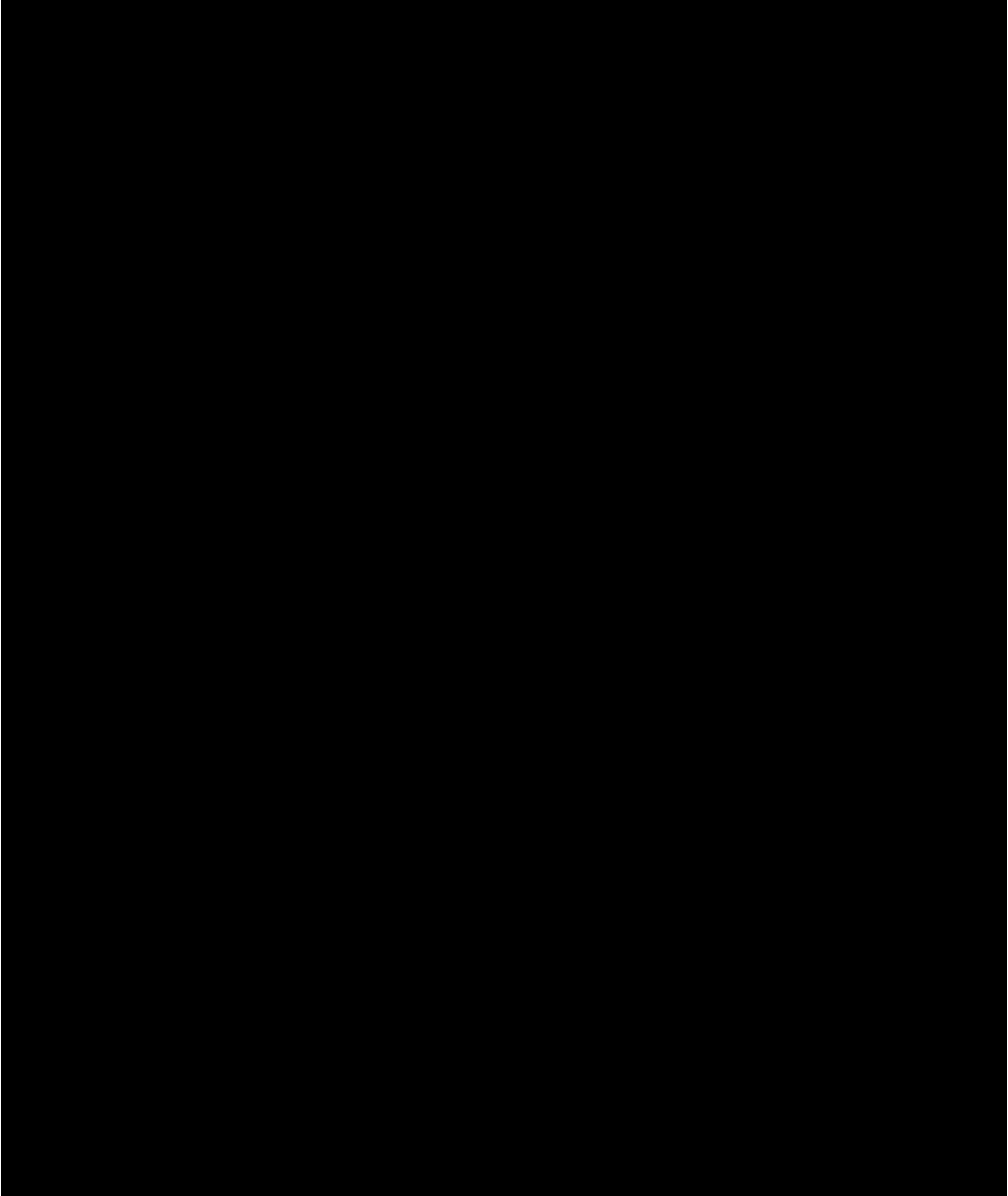
- 1 Discounts off publishers' RRP for books:** Please complete the table below to show the discounts offered off the publisher's recommended retail price for books. For the purpose of this table, please include all West Mercia Consortium authorities' requirements.



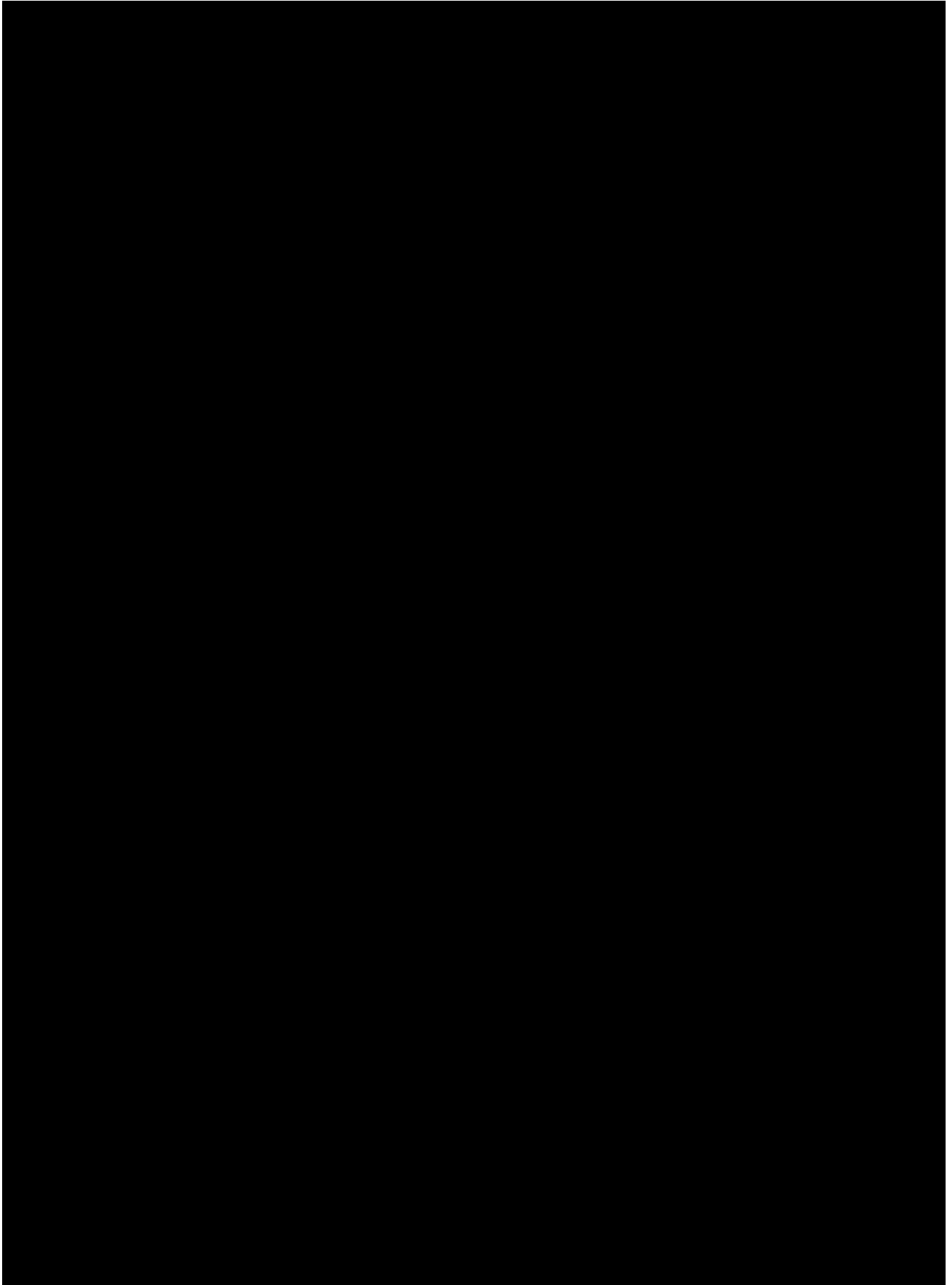
- 2 DVDs:** Please describe your pricing terms for the supply of DVDs.

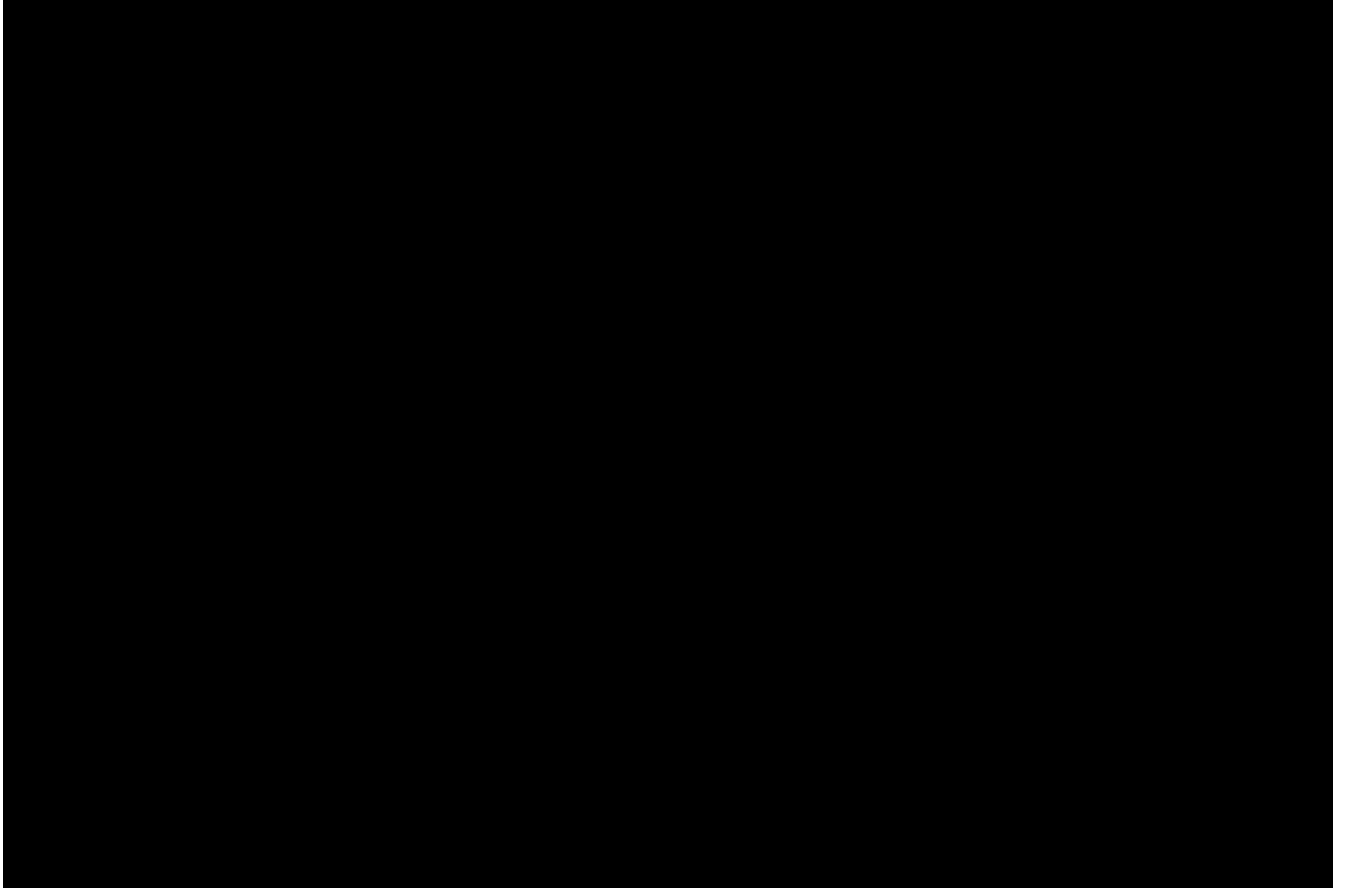


- 3 **Servicing:** Please state in the tables below your price in pence per volume for servicing items in accordance with each authority's specification. This includes RFID.

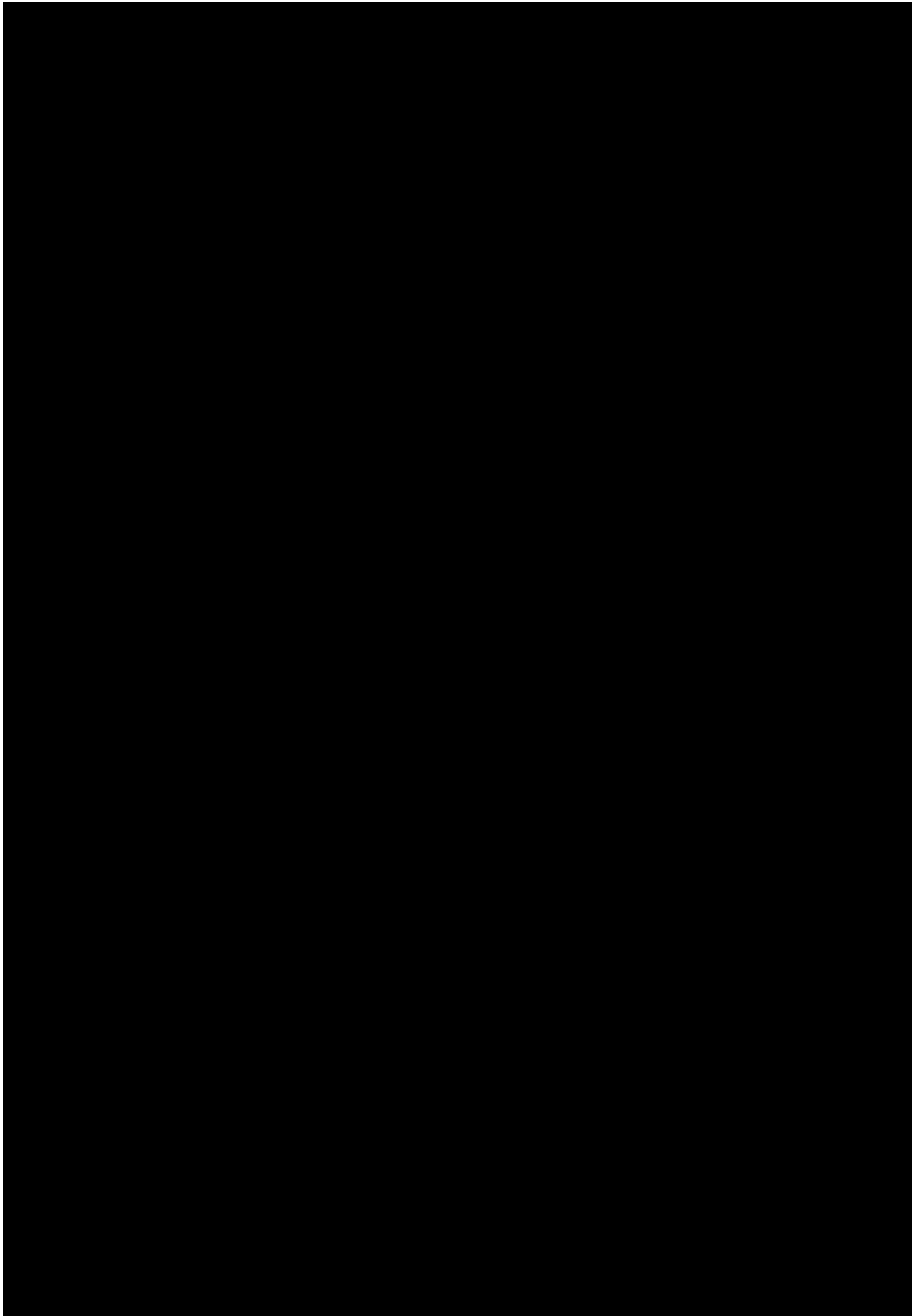


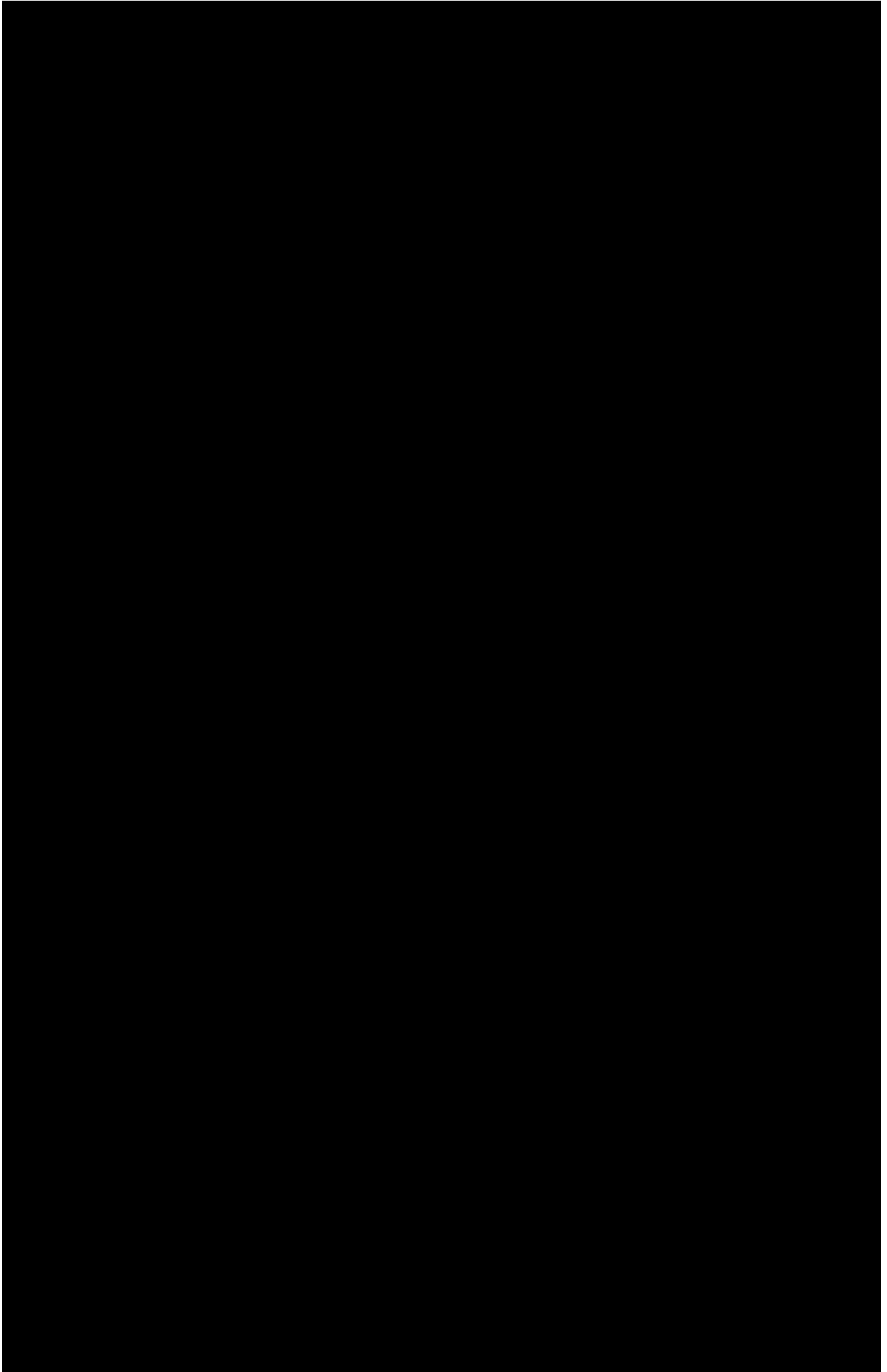
- 5 **Stock selection:** We assume that your website is provided free of charge for customer authorities to access and use (please state if this is not the case). It may be however that you would make an additional charge, or apply a reduced discount, for certain other stock selection facilities. Please detail any such charges or discount reductions here:





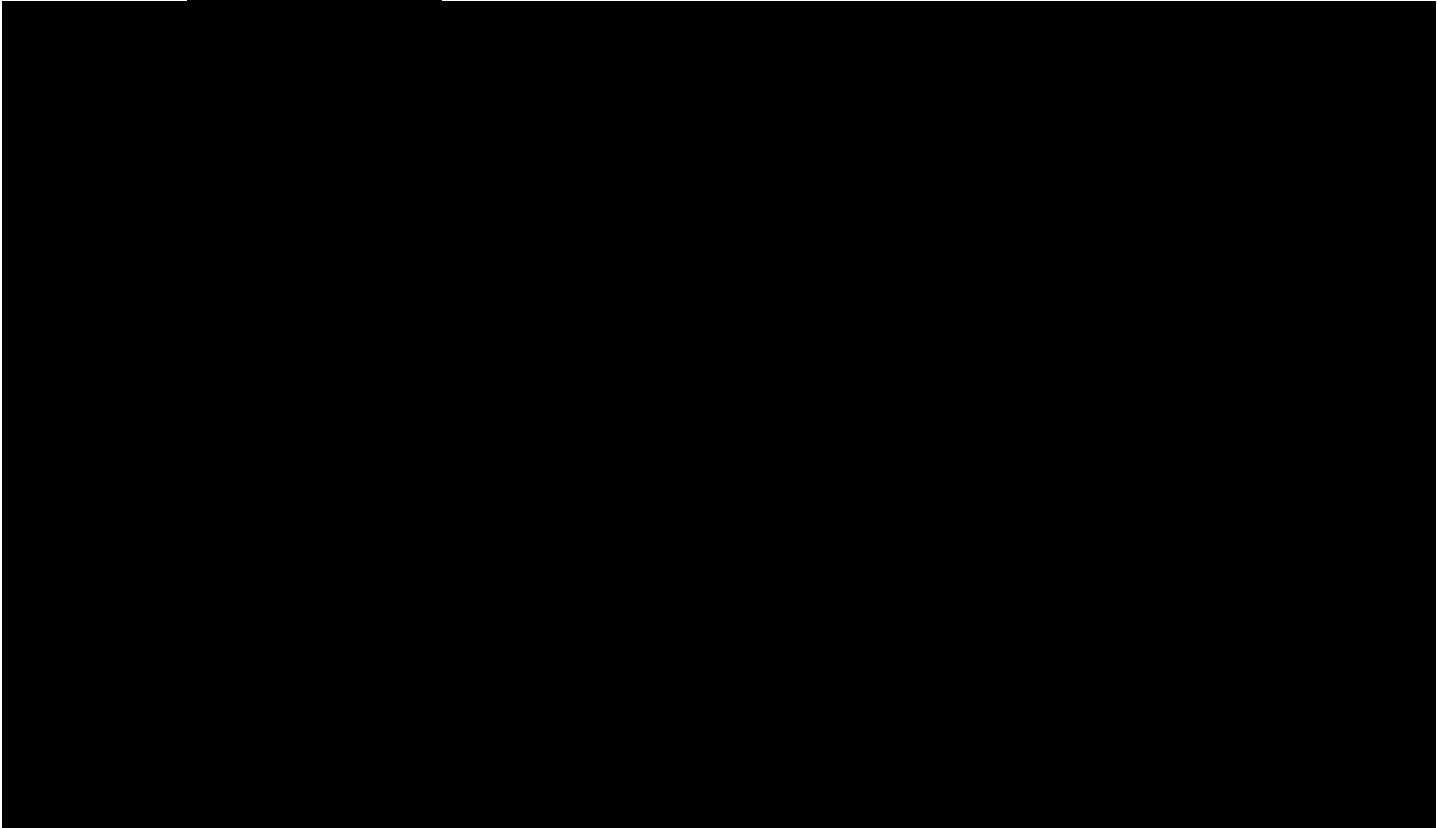
- 6 **Other chargeable services:** Please state your pricing terms for providing the following services which support book supply:

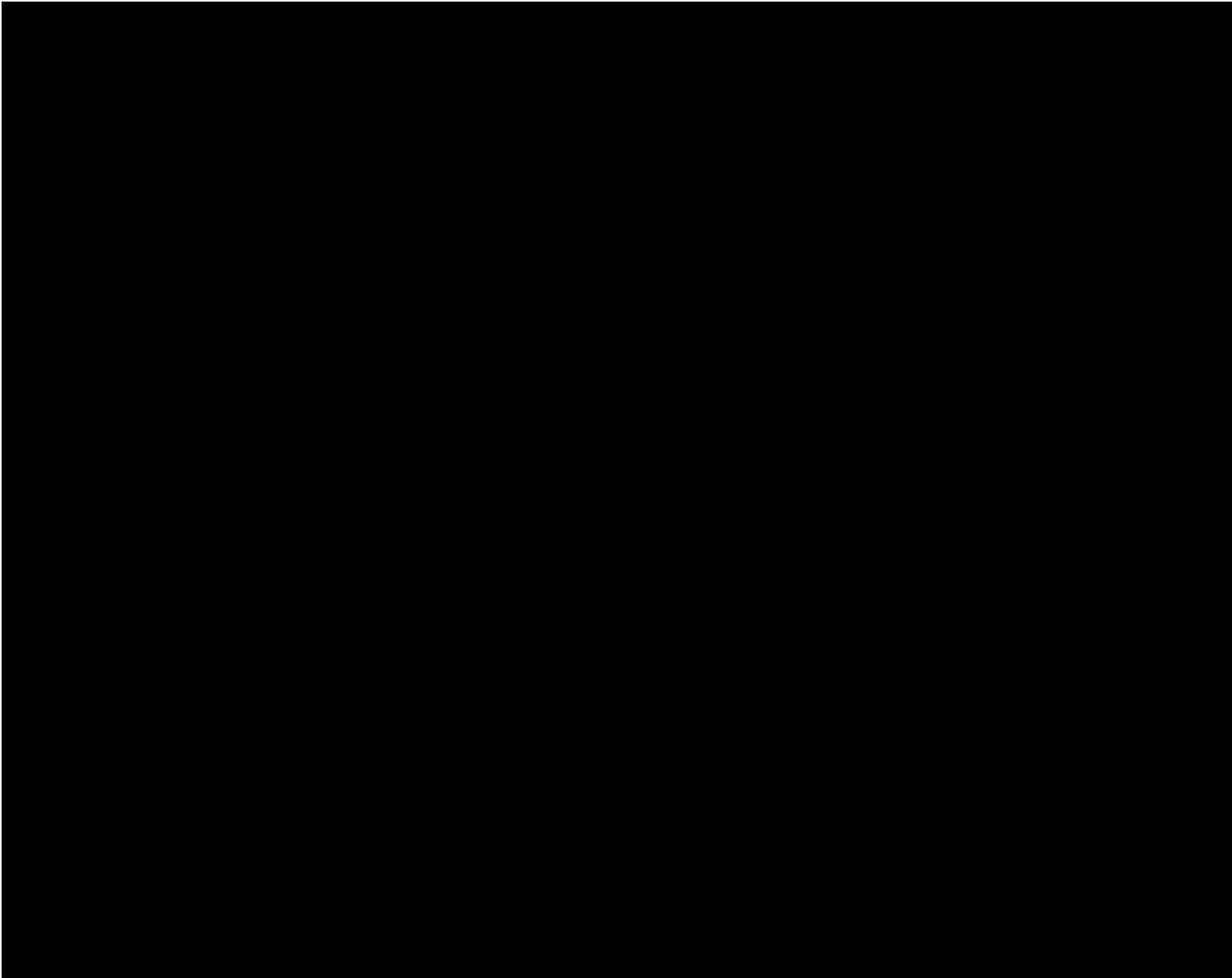


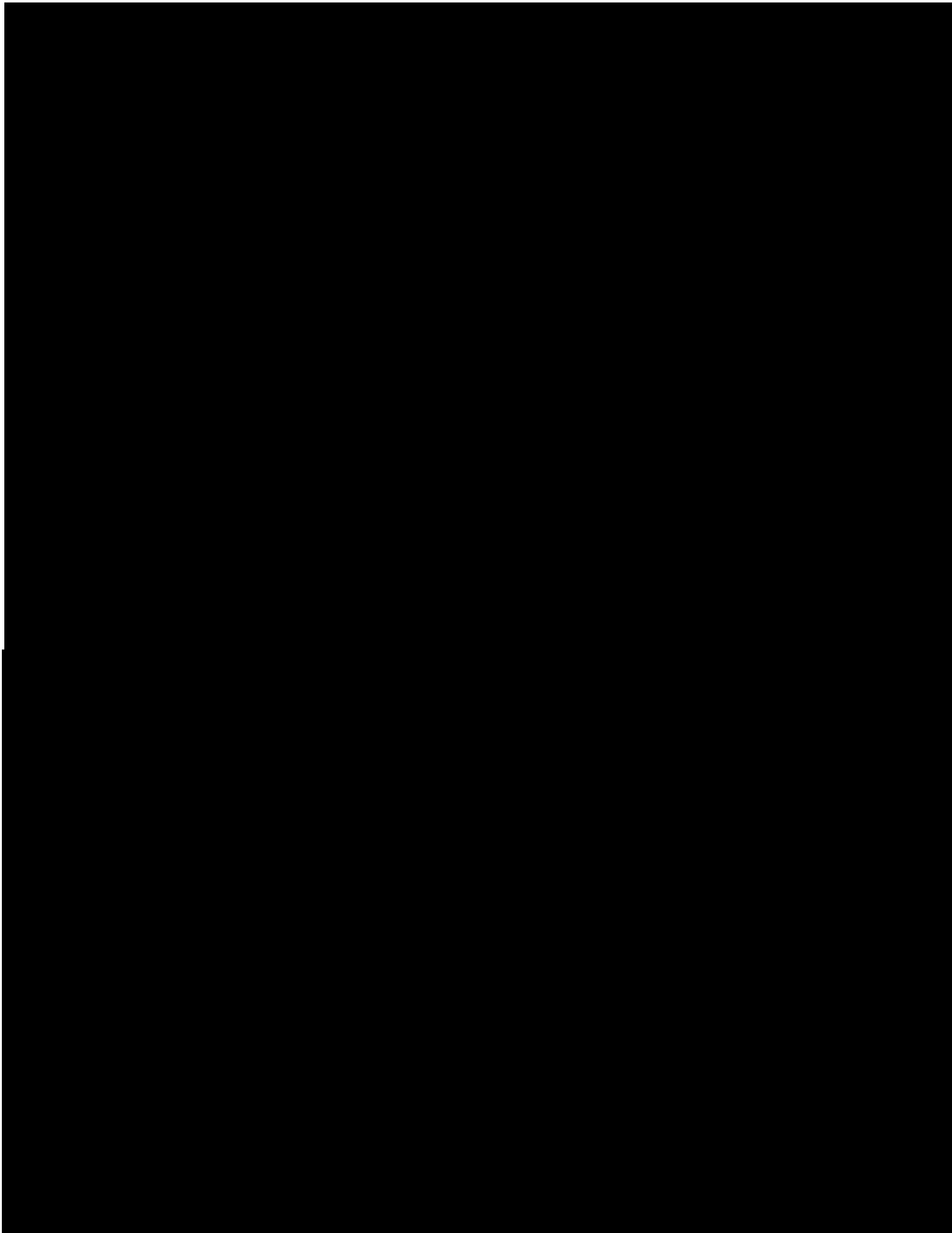


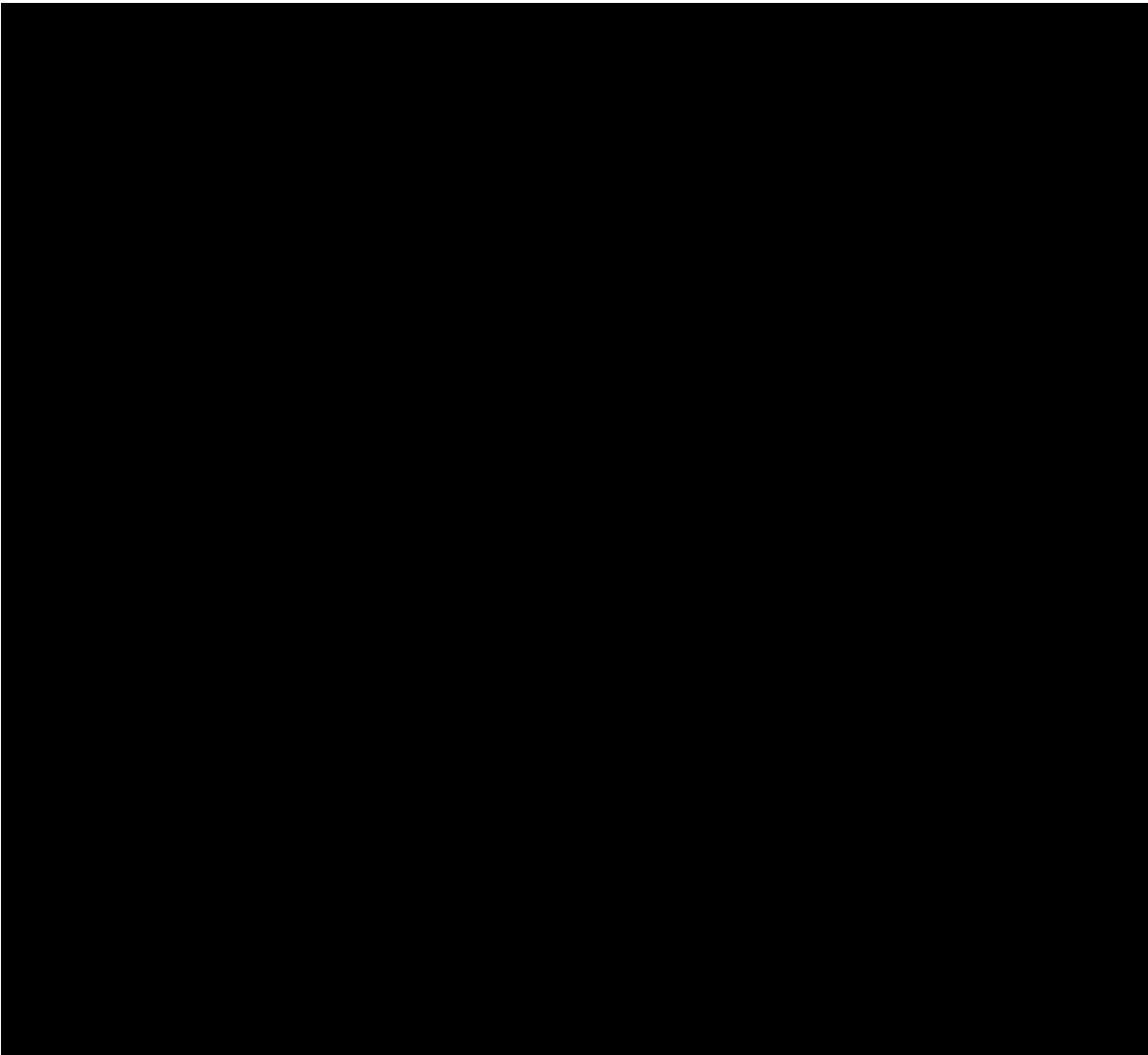


- 7** **List of titles:** Please complete the table(s) below (for the stock categories you are tendering to supply). This will be used to help verify the results of the price evaluation.









9 QUALIFICATION OF OFFER

TO BE COMPLETED BY TENDERER

If the tenderer has doubts as to the meaning of any of the Conditions of Contract or any other part of this invitation to tender document or the proposed contract(s), the interpretation upon which the tenderer relies should be set out below. Similarly, if the tenderer wishes to tender on terms other than those set out in the documents enclosed, then such variation should also be set out below.

Please delete A or B as appropriate:

A

OR **B We wish to make the following qualification(s) of our offer:**

[Redacted content]



10 FORM OF TENDER

TO BE COMPLETED BY TENDERER

In response to the invitation to tender issued by the Customer for the supply of library stock:

- 1 we acknowledge that tender exercise is being conducted as a further competition exercise under the national framework agreement reference 376F established by the Eastern Shires Purchasing Organisation, and that any contract awarded pursuant to this further competition exercise shall be governed by the terms and conditions of the said framework agreement.
- 2 we hereby offer to supply on receipt of an order placed under the contract goods and services of the kind offered in my/our tender and in respect of which my/our tender is subsequently accepted by the Customer.
- 3 we undertake that this offer shall remain valid and open for acceptance for a period of 120 days from the date of submission unless specifically withdrawn in writing.
- 4 we confirm that if our Tender is accepted we will, if required, upon demand:
 - (a) Produce evidence that all relevant insurances and compliance certificates with relevant legislation and policy are held and in force;
 - (b) Sign a formal contract document.
- 5 We accept that unless and until a contract is prepared and executed, this tender, together with the written acceptance thereof by or on behalf of the Customer shall constitute a binding agreement between ourselves and the Customer.
- 6 We undertake to perform any contract awarded as a result of this Tender in strict conformity with the conditions of contract thereof.
- 7 We understand that the Customer is not bound either to accept any Tender it receives, or to reimburse in any circumstances any costs incurred by us in participating in the tender process.

11 FREEDOM OF INFORMATION EXCLUSION SCHEDULE

TO BE COMPLETED BY TENDERER

Tenderers should state here which items of information (if any) supplied by them in their tender they regard as confidential or commercially sensitive or which should not be disclosed in response to a request for information under the act. Tenderers should state why they consider the information to be confidential or commercially sensitive.

Disclosure of information is however ultimately at the sole discretion of the Customer

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



Eastern Shires Purchasing Organisation

INVITATION TO TENDER

**Secondary Competition conducted under
ESPO Framework Agreement 376F on behalf of the**

**West Mercia Library Stock Consortium
(Shropshire Council on behalf of itself and
Herefordshire Council, Staffordshire County
Council, Telford & Wrekin Council and
Worcestershire County Council)**

**AMC 005 - Contract for the Supply of
Library Stock Materials**

1 April 2015 to 31 March 2018

Closing date for submission of tenders:
noon 4th February 2015

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1	Introduction and summary of requirement 3
2	Procurement procedure and evaluation of tenders..... 7
3	Conditions of tender 11
4	Instructions to tenderers 13

(Note that the detailed specification of requirements is given at section 7, within the part of this document which tenderers should complete.)

The following sections 5 to 11 are to be completed by tenderer

5	Tenderer contact details..... 15
6	Scope of tender 16
7	Specification of requirements, including tenderer's response 17
8	Pricing schedule 35
9	Qualification of Offer 44
10	Form of tender..... 45
11	Freedom of Information Act exclusion schedule..... 46

1 INTRODUCTION AND SUMMARY OF REQUIREMENT

1.1 This invitation to tender has been issued by or on behalf of the following organisation:

Name of organisation:	The West Mercia Library Stock Consortium (Shropshire Council on behalf of itself and Herefordshire Council, Staffordshire County Council, Telford & Wrekin Council and Worcestershire County Council) See explanatory notes below concerning the membership and formal status of the consortium.
Contact address for the purpose of this tender:	www.delta-esourcing.com Access Code: 75733UX23C

1.2 The tender exercise is being conducted as a further competition under the framework agreement reference 376/F/14 established by the ESPO which came into effect on 1st April 2014.

Tenderers' questions

- 1.3 Any queries about this invitation to tender document, the tender process or the proposed contract should be directed to the above-named person, using the contact details shown.
- 1.4 Answers to questions of a material nature will be circulated in a timely way to all prospective tenderers, in order to maintain fairness in the tendering process. For this reason, the deadline for asking questions is **28th January 2015**.

The West Mercia Consortium

- 1.5 The West Mercia Consortium comprises a group of 5 library authorities in the West Midlands region, established for the purpose of jointly tendering their stock supply contracts. The current members are:
- Herefordshire Council
 - Shropshire Council
 - Staffordshire County Council
 - Telford & Wrekin Council
 - Worcestershire County Council
- 1.6 The consortium is a voluntary collaboration between the members, who agree to comply with a set of collaborative tendering principles based on the recognition of the mutual benefits arising from working together. Although the tender process is carried out jointly, there is no legal partnership agreement between the authorities, and each member enters its own contract with the appointed supplier(s).
- 1.7 In this invitation to tender document, the term 'Customer' should be interpreted as meaning, as context requires, any one or all of the West Mercia Consortium member authorities.
- 1.8 Tenderers should note the following two points concerning membership of West Mercia Consortium, and the implications for any contract(s) awarded as a result of this tender exercise:
- i) Like most local authority statutory services, the way library services are delivered comes under review from time to time. As a result, different arrangements may evolve, which may see part or all of an authority's service handed over to other parties actually to deliver. Such an event would not necessarily preclude use of the contract by such other parties. The right is however reserved for any West Mercia Consortium member authority to give six months' notice of its intention to withdraw from the contract should they implement an alternative model of service delivery which is not

compatible with continued participation. Tenderers should note that at present none of the existing West Mercia Consortium members is actively pursuing such.

ii) Conversely, new authorities may apply to join West Mercia Consortium at any time, and so gain access to the West Mercia Consortium supply contract(s). New members would normally be situated within the same geographical region but authorities located elsewhere would also be eligible.

- 1.9 Subject to the variation provisions of the framework agreement call-off terms, there is nonetheless an expectation that the contract terms will remain unchanged in the event of an existing West Mercia Consortium member authority withdrawing from the contract, or a new member joining.

Summary of the requirement

- 1.10 The Customer's library stock requirements are summarised in the following tables 1, 2 and 3. Tables 2 and 3, in particular, give the current position in respect of the existing West Mercia Consortium members, but for obvious reasons do not represent guarantees that nothing will change during the term of the contract. Stock funds, particularly, are likely to come under periodic review. Once a contract is let, however, its terms shall remain unchanged unless varied in accordance with the variation provisions of the framework agreement call-off terms.

Table 1: Contract term (applicable to Herefordshire, Shropshire, Telford & Wrekin, Worcestershire, subject to 1.8 above)

<i>Start date of the contract:</i>	Supply to commence on 1st April 2015.
<i>Duration of contract:</i>	Three years commencing on above date.
<i>Extension option:</i>	Up to two years in addition to the above duration (extension may be implemented in increments at the Customers' option).

Table 1A: Contract term (applicable to Staffordshire, subject to 1.8 above)

<i>Start date of the contract:</i>	Supply to commence on 1st October 2015.
<i>Duration of contract:</i>	Two years and six months commencing on above date.
<i>Extension option:</i>	Up to two years in addition to the above duration (extension may be implemented in increments at the Customers' option).

Table 2: Key details (member authority specific)

	Herefordshire Council	Shropshire Council	Staffordshire County Council	Telford & Wrekin Council	Worcestershire County Council
<i>Library managment system:</i>	Capita integrated library system	Axiell Open Galaxy	Axiell Open Galaxy	Axiell Open Galaxy	Capita
<i>RFID system used:</i>	3M in 7 libraries	3M in 1 branch	Bibliotheca in 16 main libraries	Intellident in 5 libraries (9 in total)	Bibliotheca in 21 static libraries; 1 Schools Library Service, and 1 Mobile Library Service
<i>Stock to be delivered to:</i>	1 central location	1 central location (This may change to multiple locations during the course of the contract)	40 libraries plus one support location	1 central location (this may change to up to four locations during the course of the contract)	21 libraries plus 1 Schools Library Service
<i>Delivery times:</i>	Monday to Friday 9.30am to 12pm 2pm to 4.30pm	8.30am to 4.30pm	During specific library opening times.	During specific library opening times.	During specified library opening times (varies for each branch)
<i>Delivery limitations:</i>	10kg max box weight	10kg max box weight	10kg max box weight	10kg max box weight	10kg max box weight
<i>Stock selection methods required:</i>	Website Themed collections Book prizes	Supplier selection Website Themed collections	Supplier selection Website Themed collections	Supplier selection Website Themed collections	Supplier selection Website Access to Retail/Shop
<i>EDI requirements:</i>	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations	Ordering Quotes Fulfilment Invoicing Acknowledgements Cancellations

Table 3: Stock categories and estimated year 1 expenditure

	Herefordshire Council	Shropshire Council	Staffordshire County Council	Telford & Wrekin Council	Worcestershire County Council
<i>Adult fiction</i>	£48,000	£64,000	£300,000	£32,000	£80,000
<i>Adult Non-fiction</i>	£34,000	£35,000	£100,000	£18,000	£68,000
<i>Junior Fiction/Non-fiction/Picture books/Teenage</i>	£37,000	£35,000	£185,000 (includes SLS spend)	£37,000	£60,000
<i>Ref standing order</i>	£2,000	£6,000	£21,000	£3,000	£3,000
Total per authority:	£121,000	£140,000	£606,000	£90,000	£211,000
<hr/>					
<i>DVDs</i>	£12,000	£9,000	Nil	Nil	£40,000

Based on the above, the indicative total contract values for the first year of the new contract are:

Books £1,168,000

CDs and DVDs £61,000

Grand total £1,229,000

Notes

- 1 AF and ANF categories include both paperback and hardback books.
- 2 The requirement for DVDs may diminish during the contract term. For this reason any contracts awarded for these products will be on an until further notice basis, and may be terminated at any time should the requirement no longer exist.

2 PROCUREMENT PROCESS AND EVALUATION OF TENDERS

2.1 Because this tender process is being conducted as a further competition under ESPO framework agreement 376/F/14, there is no pre-qualification stage. All suppliers included in the framework have effectively already pre-qualified. The invitation to tender has been sent only to those suppliers included in the framework for the categories of stock called for by the Customer.

Tender timescale

2.2 The further competition is being conducted in accordance with the following indicative timescale:

- Invitation to tender issued..... 7th January 2015
- Deadline for receipt of questions 28th January 2015
- Closing date for receipt of tendersnoon 4th February 2015
- Contractor(s) identified and appointed 27th February 2015
- Supply commences 1st April 2015

Layout and scoring of tenders

2.3 The detailed specification of requirements is set out Section 7, which also serves as the document to be completed by tenderers, and will constitute their tender offer. Most of the requirements are set out in the form of statements, in response to each of which tenderers should indicate with a 'Y' or 'N' (for 'yes' and 'no' respectively) to indicate whether or not they can meet the requirement. In some instances, tenderers should simply tick boxes to indicate features offered, etc.

2.4 Requirements are shown as either 'essential' or 'desirable', and tenders will be scored as follows: a 'yes' for an essential requirement will score 7 points on the scoring range below and a 'yes' for a desirable requirement will score 3 points on the scoring range below. A 'no' will score zero points.

2.5 In a small number of cases, tenderers are asked to provide a short method statement to describe how they would meet a particular requirement. These method statements will also all be scored on a scale of 0 to 10 points, where:

Scoring Criteria - Adequacy of response	Score
Very high standard with no reservations at all about quality	10
High Standard	9
Good Standard; acceptable with minor reservations	7
Acceptable; there are significant reservations but not sufficient to warrant rejection	3
Not Acceptable	0
<i>(scores of 8,6,5,4,2,1 cannot be achieved)</i>	

2.6 Pricing is covered in Section 8 of the document, the main component of which relates to books, in the form of discounts offered by the tenderer off the publisher's recommended retail price, together with a price for servicing. The tenderer may offer pricing options based on different scopes of award (e.g. to permit singling out of particular stock categories).

2.7 This is supplemented by further questions relating to non-book materials, and to various other priced options.

Evaluation criteria

2.8 In the evaluation of tenders, 'price' and 'quality' will be assessed separately, weighted as follows:

- Price: 60%
- Quality:..... 40%
- TOTAL: 100%

Price evaluation

2.9 To evaluate price, we shall apply the tendered discount and servicing costs to a typical title or range of titles in order to ascertain an actual cost of supply. The tenderer achieving the lowest actual cost will score the maximum available points, and higher-priced tenders will be scored lower, according to the formula $(\text{lowest price} / \text{tendered price}) \times \text{maximum available score}$.

So if the lowest price is £10 for Adult Fiction, it scores the full 240 marks available. A price of £12 for Adult Fiction will score $(10/12) \times 240 = 200$.

The way in which the various price elements of the tender will be scored has been explained above. Each section within the tender will carry sub-weighting within the 60% available for 'price'. These sections and their respective weightings are:

Section	Weighting / Max Marks Available
Adult Fiction	24% / 240 max marks
Adult Non - Fiction	15% / 150 max marks
Children's	18% / 180 max marks
DVDs	3% / 30 max marks
Total for price	60% / 600 max marks

2.10 We will not include in the evaluation any special terms applicable for, say, use of local retail shops, or second-hand copy search, or whatever, as whilst such facilities may be 'nice to have', they are unlikely to be a significant component of the contract.

2.11 To help us verify our price evaluation results for books, tenderers are asked to indicate in a list of recent book titles actually purchased by West Mercia Consortium members the retail price, the discount applicable and the net payable price. For DVDs tenderers are asked to state the actual price at which each title in a list of recent releases would have been supplied. These lists of titles are found within Section 8, pricing schedule.

Quality evaluation

2.12 The way in which the various 'non-price' elements of the tender will be scored has been explained in paragraphs 2.4 and 2.5 above. Each question topic (or groups of question topics) within the tender will carry a sub-weighting within the 40% available for 'quality'. These question topics, groupings and their respective weightings are:

Section	Award Criteria	Weighting / Max Marks Available
Operation and administration	Servicing and processing of stock	1% / 10 max marks
	RFID	1% / 10 max marks
	Bibliographic and cataloguing data	1% / 10 max marks
	Ordering and order management	1% / 10 max marks
	Delivery	1% / 10 max marks
	Receipting	1% / 10 max marks
	Fast track and part orders	1% / 10 max marks

	Invoicing	1% / 10 max marks
	Returns and cancellations	1% / 10 max marks
Speed of Supply		11% / 110 max marks
General Support	Management information	2% / 20 max marks
	Reader development and stock promotion	2% / 20 max marks
	Customer relationship and service improvement	2% / 20 max marks
Stock Selection	Website	4% / 40 max marks
	Supplier selection	4% / 40 max marks
Range of stock offered (within each stock category)		6% / 60 max marks
Total for quality		40% / 400 max marks

2.13 The evaluation will be carried out principally on the basis of the tenders submitted. There are however two supplementary steps which will be carried out to help validate the process:

- Website evaluation: Using the guest login details supplied by the tender, evaluators may ‘test drive’ your website in order to gain insights into its look and feel, and general user friendliness.
- Interviews with tenderers may also be used. We are reserving the option not to hold these if having carried out the above stages it is not felt that they would add further useful insight. If they do go ahead, however, they will take the form of a short presentation (perhaps including a website demonstration) plus a question and answer session.

2.14 No separate scores are reserved for any of the above two supplementary steps. Instead, insights gained will be used by evaluators to moderate the scores resulting from the original ‘paper’ evaluation of tenders. This moderation may be up or down. In order to be consistent with the overall quality evaluation scheme, the moderation would operate at the level of individual questions. Although arithmetically complicated, in the interests of transparency it is explained thus:

Where the question concerned is of a ‘tick box’ nature and (if ticked) will therefore have scored 3 or 7 points (depending on whether it is *desirable* or *essential* respectively) evaluators may change the score or award a zero if the website test partly or wholly fails to provide verification. (In principle, the reverse may also apply – i.e. if a box is not ticked, but the test suggests the functionality concerned does in fact exist.) Where the question is addressed by a method statement and will therefore have been scored on a 0 to 10 scale, evaluators may reduce or increase the original score as appropriate. In all cases, the revised scores will be fed into the overall quality calculation, to give a revised total score out of 400.

For some topics (website and range of stock being amongst them) the moderation process will be used to reflect the degree of satisfactoriness with which the supplier meets a ‘tick box’ requirement. For example, in response to question 47 (addressing the types of adult fiction available) the tenderer may have ticked the box to indicate that they offer *graphic novels*, but on exploring this evaluators discover that whilst such titles are indeed offered, the range is far smaller than is reasonably required. They may therefore reduce the 7 to a 3 or 0, depending on the degree of inadequacy.

2.15 Except for items flagged merely as *desirable*, if (following moderation where applicable) a tender scores zero for any one or more individual questions, this will create grounds for rejecting that tender, regardless of its other merits or its overall score. (Scoring zero for a *desirable* requirement does *not* create such grounds.) Rejection is not mandatory, however, and it will not be invoked

lightly; but it may be invoked if in the reasonable opinion of the evaluators the deficiency is such that meeting the contract requirements in a satisfactory way could be significantly impaired.

Award of contract

- 2.16 The contract (or contracts) will be awarded to the supplier (or suppliers) which achieve the highest scores in the evaluation process. (The right is however reserved to make no award of contract.)
- 2.17 Tenderers who do not offer the whole range of stock categories required will not be penalised for this, as each stock category will be separately assessed and contracts will be awarded on the relevant merits in each case.
- 2.18 However the aim of West Mercia Consortium members is to secure the optimum overall outcome for each member, whether this is a single- or multiple-supplier solution. This may mean that the award is split by category for the entire consortium.

3 CONDITIONS OF TENDER

3.1 INTERPRETATION

In these conditions of tender, the term 'the Customer' shall mean the body detailed in paragraph 1.7 on page 3 of this invitation to tender document. 'ESPO' means the Eastern Shires Purchasing Organisation, of Barnsdale Way, Grove Park, Enderby, Leicester LE19 1ES.

3.2 REPRESENTATIONS

a) A tenderer may contact the officer of the Customer nominated herein to obtain any further information about the requirements of the contract or the tendering procedures if these are not evident or clear from the documents supplied to tenderers.

b) No representation by any officer of the Customer or of ESPO nor any representation at all other than one contained in the contract documents about any matter which has a bearing on the contract shall constitute a term or condition of the contract nor a representation which gives the contractor grounds for rescinding the contract or claiming damages for misrepresentation.

3.3 TENDERS EXCLUDED

a) No tender will be considered for acceptance if the tenderer has indulged or attempted to indulge in any corrupt practice or canvassed the tender with any member or officer of the Customer or of ESPO. If a tenderer has, unknown to the Customer or of ESPO, indulged or attempted to indulge in such practices and the tender is accepted, then grounds shall exist for the termination of the contract and the claiming of damages from the contractor.

b) It is unlikely that any tender will be accepted which (a) is incomplete or inaccurately or inadequately completed or which purports to impose conditions other than those provided in the contract documents and (b) is delivered out of time or in a manner other than specified in these Instructions.

3.4 FORM OF TENDER AND QUALIFICATION OF OFFER

a) The tender will be set out as described in the *Instructions to Tenderers* section.

b) If the tenderer has any doubts as to the interpretation of anything stated in this invitation to tender or in the draft contract conditions in Appendix A hereto, they should set out in Section 9 'Qualification of Offer' the interpretation on which they wish to rely.

c) If the tenderer wishes to tender on terms which vary in any respect from those set out in this invitation to tender and the draft conditions set out in Appendix A hereto, such variation shall be detailed in Section 9 of this tender 'Qualification of Offer'.

d) The Customer shall at its sole discretion determine the acceptability or otherwise of any such qualification of offer, save that before rejecting any tender which is unacceptably qualified the Customer will give the tenderer concerned an opportunity to withdraw the qualification.

3.5 ACCEPTANCE

a) Acceptance of tender will be made by or on behalf of the Customer. The Customer is not bound to accept any tender or to make any award of (framework) contract.

b) The successful tenderer shall, if required to so do, execute a written agreement with the Customer. Until the execution of any such agreement, and for as long as the absence thereof persists, the successful tender together with the written acceptance thereof by or on behalf of the Customer shall constitute a binding agreement in the terms of the contract documents.

3.6 CANVASSING

Any tenderer who directly or indirectly canvasses any member or official or agent of the Customer or of ESPO concerning the award of the contract or who directly or indirectly obtains or attempts to obtain information from any such person concerning any other tender or proposed tender shall be disqualified.

3.7 COLLUSIVE TENDERING

In submitting a tender against this contract, the tenderer confirms that they have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement

with any other person. The tenderer also certifies that at no time, before or following the submission of the tender, has the tenderer carried out any of the following acts: i) communicating to a person other than the person calling for the tenders the amount or approximate amount of the proposed tender, except where such disclosure, in confidence, of the approximate amount of the tender is necessary to obtain insurance premium quotations required for the preparation of the tender; ii) entering into any agreement or arrangement with any person that he shall refrain from tendering or as to the amount of any tender to be submitted; iii) offering or paying or giving or agreeing to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above. The context of this clause the word 'person' includes any persons and anybody or association, corporate or unincorporated; and 'any agreement or arrangement' includes any such transaction, formal or informal, and whether legally binding or not.

3.8 FREEDOM OF INFORMATION ACT

The Freedom of Information Act 2000 requires the Customer to disclose information it holds on request. Information will only not be disclosed where a statutory exemption applies. In providing information to the Customer tenderers therefore accept that such information may be disclosable under the Act and should not provide information as part of this tender on an "in confidence" basis. Any information that the tenderer considers should not be disclosed because an exemption applies should be clearly identified as such in Section 11 of this tender document together with the reasons for claiming an exemption. However the final decision as to whether information should be disclosed or not (including the application of the public interest test) shall remain with the Customer.

3.9 LOCAL GOVERNMENT REORGANISATION

a) During the lifetime of the proposed contract, the Customer may seek to vary the scope and service delivery of the contract, should the structure of local government change in ways which necessitate such variation. Such variations may include amendments to existing Council boundaries or responsibilities, and/or to the statutory framework within which Councils provide services. Whilst no such variations are currently foreseen, the right is nonetheless reserved to vary the conditions, terms and/or specification of the contract, should such changes occur, or to assign or transfer the contract in whole or in part to any successor authority.

b) In the event that any part of the library service operation is outsourced to a third party by the Customer, then provided that third party is in its own right an eligible customer of the ESPO framework agreement it shall be entitled to access the contract in order to procure library stock materials, subject to the agreement of the supplier. The said third party shall be under no obligation to access the contract, however.

4 INSTRUCTIONS TO TENDERERS

5.1 FORMAT OF TENDERS

- a) Your tender must comprise the following completed sections of this invitation to tender document:
- Section 5: Tenderer contact details
 - Section 6: Scope of tender
 - Section 7: Specification and tenderer's response
 - Section 8: Pricing schedule
 - Section 9: Qualification of Offer
 - Section 10: Form of Tender
 - Section 11: Freedom of Information Act exclusion schedule

5.2 NO TENDER

If you do not wish to submit an offer, please destroy the invitation to tender documentation supplied to you; it is helpful if you would kindly advise ESPO of your intention not to tender. Please do not forward the document to any other third party.

Responses to Tenders including the price schedule (to be submitted separately) and any supporting information must be submitted via the Delta online tendering system before the deadline of noon on Wednesday 4th February 2015. No other format will be accepted.

Due to the use of the Delta Online Tendering system for the submission of documents an ink signature will not be requested on the ITT Documents. Any documents submitted will be subject to regulations around electronic signatures. Where signatures are requested please type in the name of the authorised person for reference.

Where the circumstances so warrant (for example in the event of a systems failure) the Authority may postpone for a reasonable period of time the closing time and date for receipt of tenders. In this event all persons from whom tenders have been invited will be notified by the same method and no tenders will be opened until the revised date.

If you have any technical difficulties or queries relating to the Delta e-sourcing system please contact: Delta helpdesk helpdesk@delta-ets.com or call 0845 270 7050 for further assistance.

Prior to the date for the submission of tenders, the Authority may issue additional information or corrections to amend the requirements defined within the Tender Documents. Receipt of such amendments must be promptly acknowledged by the Tenderer via the Delta email system.

Please ensure that you allow plenty of time when responding to the ITT. It is best practice to ensure all final documents are uploaded to the Vault at least two hours before the closing time to ensure that any inadvertent technical issues do not prevent tender submission. If you are uploading multiple documents you will have to individually load one document at a time or you can opt to zip all the documents in an application like WinZip.

When uploading documents tenderers should ensure that the titles of all documents are the same as the original document with the name of the company inserted at the beginning. This will facilitate the downloading and distribution of responses to the evaluation panel.

Tenderers uploading additional information requested in the Company/Financial/Capability Questionnaire should ensure that the titles of all documents are preceded with the name of the Company.

Please Note: When uploading a document to the Vault, you should NOT upload from a shared drive or have ANY symbols in the file name (e.g. &). If you do either of the above, the document may not upload successfully and you will get an error message stating the document has an illegal filename. The file should also remain a standard word document rather than being converted to a Word 2007 template.

THE FOLLOWING SECTIONS (SECTIONS 5 TO 11) SHOULD BE COMPLETED BY TENDERERS

- In completing Section 7 of the document, please...
 - State 'Y' or 'N' ('yes' or 'no') in each box where asked 'Can you meet this requirement?';
 - Tick the box where requested to do so (or leave blank, as appropriate)
 - Provide a method statement where you are requested to do so. There is no word limit for such method statements, so please aim to be comprehensive but concise.
- You do not need to complete any sections which relate to materials you are NOT tendering to supply. You may simply leave all such sections and questions blank.
- NOTE: E = essential requirement
 D = desirable requirement

5 TENDERER CONTACT DETAILS (AND CLIENT REFERENCES)

TO BE COMPLETED BY TENDERER

Information required	Tenderer's response
Name of tendering organisation	Peters Bookselling Services
Full trading address to which correspondence relating to this tender should be sent	120 Bromsgrove Street Birmingham West Midlands B5 6RJ
Organisation website address	www.peters-books.co.uk
Person dealing with this tender	Name: [REDACTED] Job title: Account Manager Telephone: 0121 666 6646 Mobile phone if applicable: Email: [REDACTED]
Guest login and password to permit evaluators to access and 'test drive' your stock selection website.	www.petranet.co.uk Login: [REDACTED] Password: [REDACTED] [REDACTED]

6 SCOPE OF TENDER

TO BE COMPLETED BY TENDERER

Please tick the relevant boxes to indicate the categories of stock that you are tendering to supply.

Stock Category	Tick (✓) as appropriate
Adult fiction	
Adult Non-fiction	
Children's fiction	✓
Children's non-fiction	✓
Reference standing orders	
DVDs	

Please tick the relevant boxes to indicate the member authorities you are tendering to supply.

ABC Member Authority	Tick (✓) as appropriate
Herefordshire Council	✓
Shropshire Council	✓
Staffordshire County Council	✓
Telford & Wrekin Council	✓
Worcestershire County Council	✓

7 SPECIFICATION OF REQUIREMENTS AND TENDERER'S RESPONSE

AUTHORITY REQUIREMENTS FOR RFID

Herefordshire	3M is installed in main libraries. All stock shall have tags installed and programmed. Tags will be supplied by the customer .
Shropshire	3M is installed in 1 library. Tags are supplied and installed by the customer . Shropshire is currently working towards a wider implementation of RFID.
Staffordshire	Bibliotheca is installed in 16 main libraries. All stock shall have tags installed and programmed. The tags will be supplied by the customer .
Telford & Wrekin	Intellident is installed in 5 libraries. All stock shall have tags installed and programmed. The tags will be supplied by the supplier .
Worcestershire	Bibliotheca RFID is installed in all libraries. All stock shall have tags installed and programmed. The security trigger is to ACTIVATED. Tags will be supplied by the supplier at discounted rate no greater than Authorities discounted purchase price .

AUTHORITY REQUIREMENTS FOR INVOICING AND DELIVERY

Herefordshire	All stock is delivered to a single headquarters location. Each delivery must be accompanied by a delivery note (enclosed or attached). Invoices to be delivered to headquarters location.
Shropshire	Currently all stock is delivered to a single headquarters location. Each delivery must be accompanied by an invoice (enclosed or attached). Delivery notes are not required (but it is not a problem if supplied). Shropshire is likely to require Direct Delivery to branches during the course of the contract.
Staffordshire	Stock for 40 locations should be delivered direct to the library concerned. Stock for part-time libraries and mobiles should be delivered to one separate location. Deliveries must be made during the relevant location's public library opening times (details to be provided). Deliveries must be accompanied by delivery notes, but not invoices (which should be sent to a separate address).
Telford & Wrekin	Currently all stock is delivered to a single headquarters location. This may change to up to four locations during the duration of the contract. Each delivery must be accompanied by an invoice (enclosed or attached) and a delivery note.
Worcestershire	Stock for all locations should be delivered direct to the library concerned. Deliveries must be made during the relevant location's opening times (details to be provided). Deliveries must be accompanied by delivery notes, but not invoices (which should be sent to a separate address).

GENERAL REQUIREMENTS

SERVICING AND PROCESSING OF STOCK

- 1 **E** All stock must be delivered 'serviced' in accordance with the servicing specifications supplied as appendices to this document. **Can you meet this requirement?**.....
- 2 **E** For each stock item, the Customer requires the supplier to supply, fit and activate an RFID tag. **Can you meet this requirement?**.....
- 3 **D** There may be individual items which the Customer does not wish to be serviced or RFID fitted. Any such requests will be stated in the relevant order. **Can you meet this requirement?**.....

RFID

- 4 **E** Please see the authority specific requirements at the start of this Specification, and confirm that you can meet these requirements by **ticking the boxes as appropriate:**

- Herefordshire Council
- Shropshire Council
- Staffordshire County Council.....
- Telford and Wrekin Council
- Worcestershire County Council

If there are any requirements you cannot meet, please detail these here:

[REDACTED]

BIBLIOGRAPHIC AND CATALOGUING DATA

- 5 **E** The Customer requires that relevant bibliographic data be provided in a timely way in respect of each stock item supplied (where relevant). **Can you meet this requirement?**.....

Method statement: *Please describe your arrangements for the supply of bibliographic data, and address any licensing implications for the Customer:*

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

- 6 E The Customer requires MARC records (where relevant) for each stock item supplied. This may entail making automated variations to standard data (and to Dewey classifications) where requested. **Can you meet this requirement?**

Method statement: *Please outline any issues with or limitations on the varying of standard data or Dewey classifications:*

[Redacted]

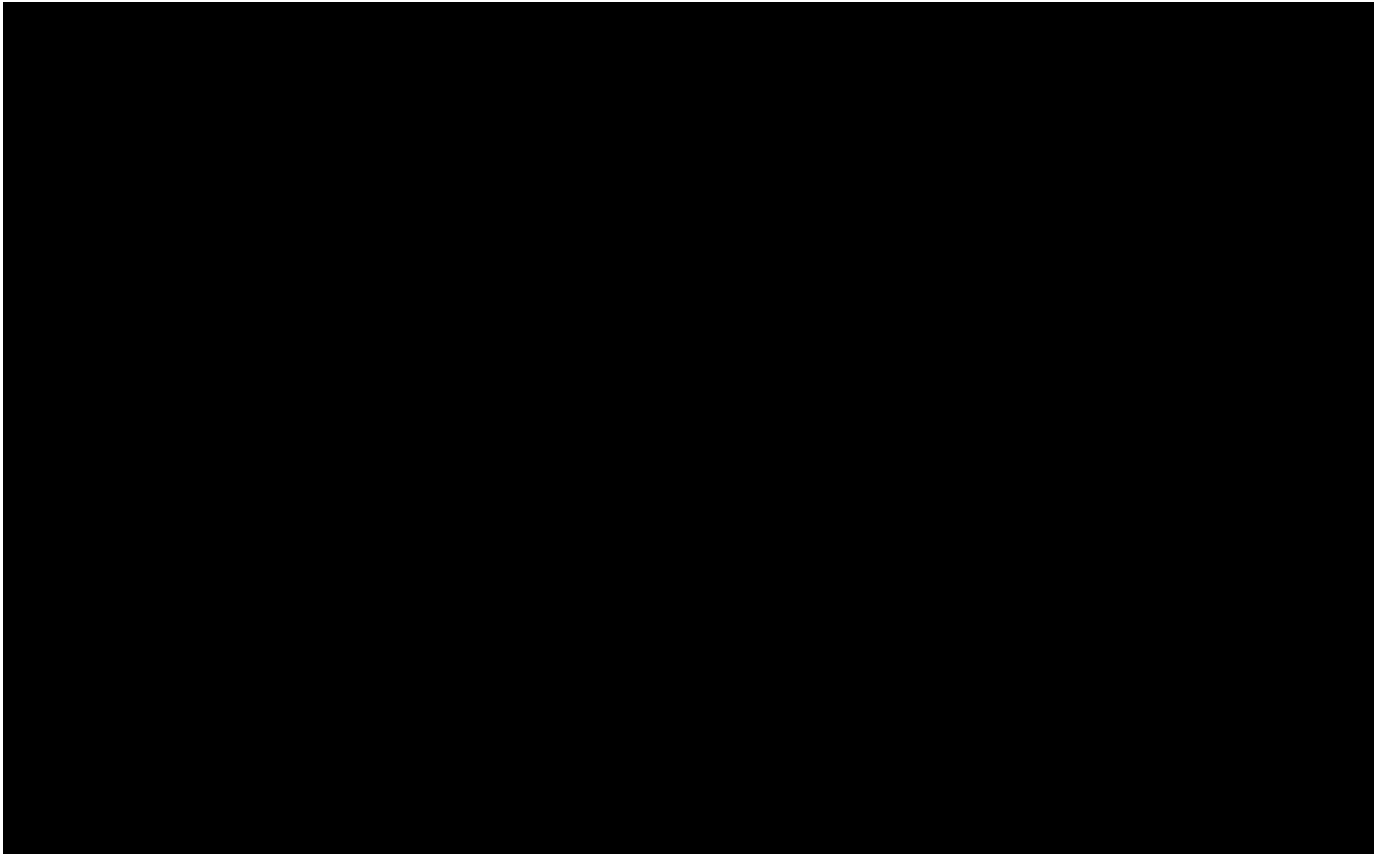
- 7 D Are you able to make MARC records available for automated transfer direct to the library system, for instance by making records available on your ftp server? **Can you meet this requirement?**

ORDERING AND ORDER MANAGEMENT

- 8 E The Customers' current library management systems (LMS) are detailed in the Introduction. **Please confirm that you are able to integrate as required with these LMS systems**

Method statement: *Do you have any specific observations concerning such integration?*

[Redacted]



- 9 **E** The Customer will use electronic data interchange (EDI) as the principal way of placing and managing orders. Where applicable, this will be linked to mechanisms for stock selection, such as websites, supplier selection, standing orders, etc., and integrated with the Customer's library management system (LMS).

Please tick the relevant boxes to indicate which processes you can provide electronically:

- Stock order placing
- Order acknowledgements
- Quotes messaging
- Fulfilment
- Invoicing
- Cancellations

- 10 **D** Occasionally, the Customer may need to use alternative ordering methods (email, fax, etc.)

Can you meet this requirement?

- 11 **E** Urgent orders and reader requests, or orders which become urgent after being placed, should be given priority or fast-track treatment as soon as identified.

Can you meet this requirement?

DELIVERY

- 12 **E** The stock delivery requirements (locations and times) for all ABC members are detailed in the Introduction. **Can you meet these requirements?**
- 13 **E** Individual parcel weights must not exceed 10Kg. **Can you meet this requirement?**.....
- 14 **E** A delivery note (or copy invoice) must accompany each consignment.
Can you meet this requirement?.....
- 15 **E** Items should be packed in reusable containers or cardboard boxes that can be recycled. All internal packaging used in boxes must be able to be recycled.
Can you meet this requirement?.....
- 16 **E** Pallets or similar (if any) should be removed at the time of delivery.
Can you meet this requirement?.....
- 17 **E** No boxes or packages should be left unattended or unsigned for.
Can you meet this requirement?.....
- 18 **E** Overall, the Customer seeks reassurance that its delivery requirements, in respect of all the above points of detail, will be met, and that you will make appropriate arrangements to ensure this.

Method statement: *Please outline the arrangements you propose to make to effect delivery of stock. In particular, this should clarify if you intend to use contracted carriers (instead of your own transport) and whether you propose to deliver on fixed days, or 'as and when' a consignment is ready. You should also detail any authority-specific requirements which you cannot meet.*

[Redacted text block]

- 19 **E** Each box delivered should be labelled, and the label must show the following information:

Supplier name	Customer name
Order number	Stock category
Invoice number	Box number within consignment (e.g. 'Box 1 of 3')
'Urgent' where applicable	

Can you meet this requirement?.....

Is there any information in the above list that you CANNOT include in the box label?

[Redacted text block]

RECEIPTING

20 **E** The Customer’s stock receipting arrangements are as follows:

- Ownership of goods will pass to the Customer upon delivery and receipt by the authority in accordance with these instructions.
- All goods will be received and signed for by authorised personnel, as ‘unseen’ (the signature confirming receipt of the number of boxes in the consignment).
- Goods will not be considered as received unless and until signed for.
- The receiving officer may, at her/his discretion, elect to examine the goods at the time of delivery, if there are reasonable grounds for so doing (e.g. previous deliveries have been incorrect, or boxes appear damaged).

Can you comply with this requirement?

Do you have any comments or concerns about meeting these requirements?

‘FAST TRACK’ AND PART ORDERS

21 **D** The Customer may sometimes require items (including single items) on an urgent basis, for which a ‘fast track’ delivery service may be needed, such as same day or overnight courier.

Method statement: *Please describe any arrangements you offer for meeting this request.*

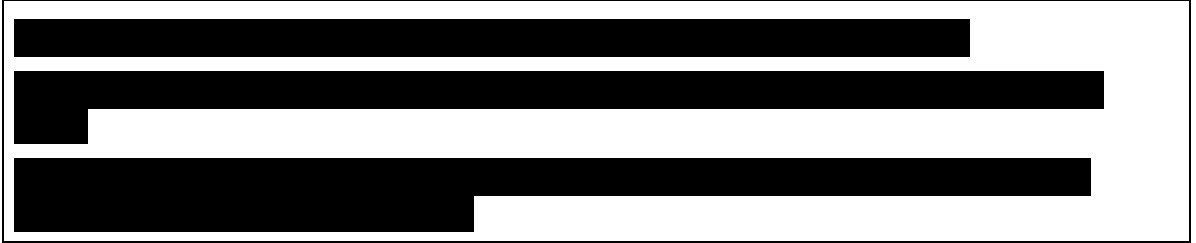
22 **D** Part orders: This refers to where the supplier cannot supply the full number of copies of a particular title ordered by the Customer in a single order. The Customer can receive part orders rather than waiting until the complete number of copies is available, provided that there is an indicator (e.g. in the delivery note) to indicate this is a part order.

The stock that is supplied should ideally be split equitably between the awaiting branches, and outstanding items should be regularly reported on.

Can you supply part orders?..... **YES**

Are there elements of the above arrangements that you cannot meet, or do you have any other comments on part orders?

commercial info



INVOICING

23 **E** Please see the authority specific requirements at the start of this Specification, and confirm that you can meet these requirements by **ticking the boxes as appropriate**:

- Herefordshire Council
- Shropshire Council
- Staffordshire County Council.....
- Telford and Wrekin Council
- Worcestershire County Council

If there are any requirements you cannot meet, please detail these here:

24 **E** Each invoice shall show the following information:

- Customer name
- Order number
- Order line number
- Order date
- Invoice number
- Invoice date
- ISBN
- Author
- Title
- Price per item
- Discount per item
- Servicing cost
- Number of items on invoice
- VAT (separately)
- Gross invoice value

Payment of undisputed invoices will normally be made by cheque or BACS within 30 days of their receipt by the Customer.

Can you meet these requirements?

Please detail any information you CANNOT show in invoices:

None.

- 25 **D** Invoices will ideally:
- Be issued by EDI
 - Be arranged in alphabetical order by author within each order number on the invoice
 - Be consolidated where the authority so requires
 - Show date of publication (particularly for items supplied pre-publication)
 - Show VAT for audio visual material separately from books
 - Option for invoices for items which are VAT-able to be issued separately from non-VAT items.
 - Unpaid invoices to be reported to the authority during the same financial year where possible.

Can you meet these requirements?

Please detail any of the above which you CANNOT meet:

RETURNS AND CANCELLATIONS

- 26 **E** The supplier should check that stock ordered by the Customer is generally suitable for use in a public library environment in terms of its binding and general robustness, and should advise the Customer if it believes that an item ordered may fail to withstand such use.

Do you accept this obligation?

- 27 **E** Items will be returned by the Customer to the supplier if they:
- Have been supplied or selected in error by the supplier.
 - Are faulty or damaged on receipt by the authority.
 - Have poor bindings.
 - Are incorrectly serviced.
 - Do not fit the selection criteria set out in the supplier selection schedule (if applicable).

The Customer will have a period of time following receipt of an item in which to advise the supplier that it is faulty (in any of the above respects). For books, this period is 2 months, and DVDs it is 2 weeks. Upon receiving such advice, the supplier will arrange to collect the item concerned and at the Customer’s option will within 10 days either replace it with a perfect copy, or issue a credit note to the previously invoiced value of the item. If a replacement item is no longer available, the order concerned is considered cancelled, and a credit note issued.

Can you meet these requirements?

Are there any aspects of the above returns requirements that you CANNOT meet?

- 28 **E** Orders should be automatically cancelled by the supplier and confirmed in a printed report or via EDI in the following circumstances:

- The publisher advises that it has decided not to publish an item which the Customer has already ordered in advance.
- All or some copies of an ordered item are simply not forthcoming and the order therefor remains wholly or partly unfulfilled. Cancellation in such circumstances may be deemed to have happened when the delay exceeds 6 months from the item's expected publication or release date.

The supplier must advise the Customer of any orders which it is proposing to cancel, so that the Customer has an opportunity to override the cancellation if they so wish.

Can you comply with this requirement?

29 **E** The Customer may sometimes need to cancel an item in other than the above-mentioned situations (for example, if an item simply were no longer wanted).

Method statement: *What are your terms and arrangements for the Customer to cancel an order?*

[Redacted content]

SPEED OF SUPPLY

30 **E** The Customer's speed of supply performance level requirements are:

- Books ordered pre-publication: 85% of titles to be received before publication date
100% of titles to be received by 5 days after publication
Average supply time 3 days ahead of publication
- Books ordered after publication: 100% of titles to be received within 10 days of ordering
- Foreign language books: 90% of in-stock items delivered or reported on within 20 days
90% of non-stock items delivered or reported on within 40 days
- DVDs pre-release: 100% of titles received before release if un-serviced
100% of titles received within 5 days of release if serviced

Can you comply with this requirement?

Method statement: *Please describe your supply chain arrangements, explaining how these assist you in meeting the above performance undertakings.*



MANAGEMENT INFORMATION

31 E The Customer requires management information reports which will ideally include data relating to the following measures:

Speed of supply: % of orders supplied per category within the specified speed of supply target.

Order breakdown: % of items ordered pre-publication.

Order fulfilment: % of orders satisfied, % of cancelled and % of orders ordered pre-publication.

Current financial year spending totals *including*:

- expenditure to date
- value of outstanding orders
- value of orders placed
- value of orders supplied.

Average cost: mean average price of items supplied by category.

Average discount per category (books): Mean average % discount provided per book by category.

Standing orders: monthly forecast of the likely cost of standing orders, with discount.

Year-end forecast: prediction of outstanding orders, indicating likelihood of supply by year end.

The format of reporting will either via the Customer's account on the supplier's website, or by spreadsheet emailed to the Customer.

Can you meet these requirements?

Method statement: *Please detail any of the above MI requirements which you cannot meet.*

READER DEVELOPMENT AND STOCK PROMOTION

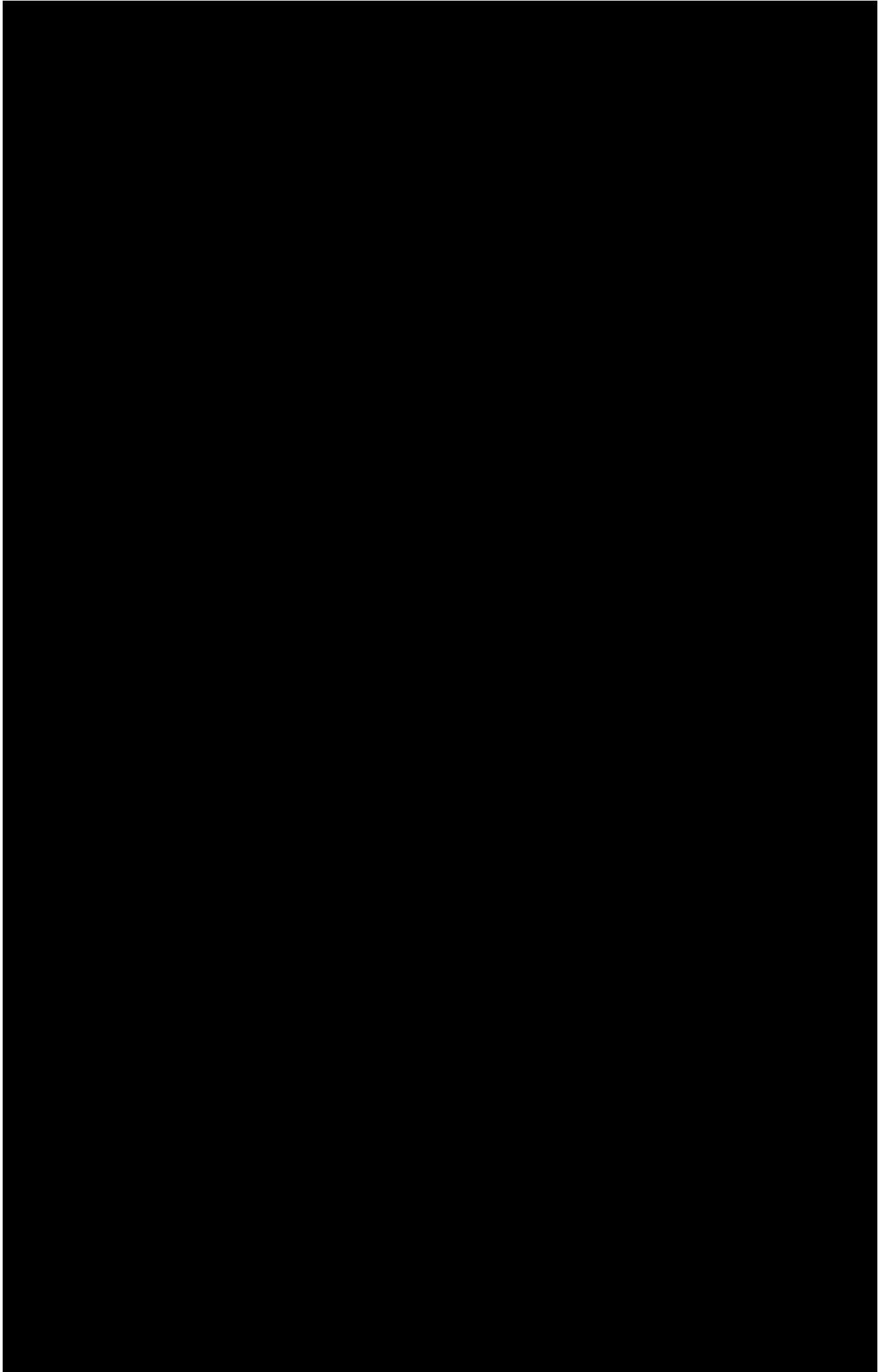
32 D The Customer recognises that the supplier may be able to assist libraries in their reader development activities, and in the general promotion of library services and stock. The types of inputs which some library suppliers may be able to offer include:

- Provision of publishers’ promotional material such as posters, leaflets, point-of-sale materials, social media feeds, etc.
- Support for local and national events and initiatives (for example National Poetry Day, new library openings, Booker Prize awards, etc).
- Arranging of author visits.
- Offer of sale-or-return stock to support author visits.
- Provision of supplier-generated material such as themed leaflets, newsletters for librarians, publisher and author information, etc.
- Communicating a general awareness of relevant themes and initiatives in the fields of libraries, publishing and bookselling; and generally ‘horizon scanning’ and alerting library authorities to relevant trends.

IMPORTANT: The support envisaged is that which represents ‘added value’ – that is, it comes free of additional charge, and without adversely affecting discounts, etc.

Method statement: *Please outline what support (if any) you are able to offer.*

[Redacted content]




CUSTOMER RELATIONSHIP AND SERVICE IMPROVEMENT

33 D The Customer aims to build strong and constructive working relationships with its suppliers, to help ensure that contracts and supply chains operate efficiently, that accounts are actively managed, and that the requirements and expectations described in this tender document are delivered. Amongst the ways in which these goals might be achieved from an account management viewpoint are:

- Identification by the supplier of named person(s) with an understanding of the Customer’s account, whom the Customer’s own staff can generally contact during normal office hours.
- An aim to acknowledge all queries within one working day, and provide an answer within five working days.
- Opportunities for library staff to meet and discuss relevant topics with specialists (e.g. the supplier’s buyers).
- Contract performance review meetings (at an agreed frequency, and held in person, online, by teleconference, or as mutually agreed).
- Regularly reviewing the training needs of library staff on how to use the supplier’s website, and the supplier selection facilities available.
- Wider service improvement aims might be realised by assistance by the supplier in supply chain issues – e.g. by the supplier making representations to publishers and distributors to improve reporting and speed of supply.
- Assisting the Customer to manage stock more effectively.
- Sharing as far as appropriate examples of good practice in other authorities of which the supplier is aware.
- Creating opportunities for user groups to convene (i.e. to meet with others of the supplier’s client authorities).

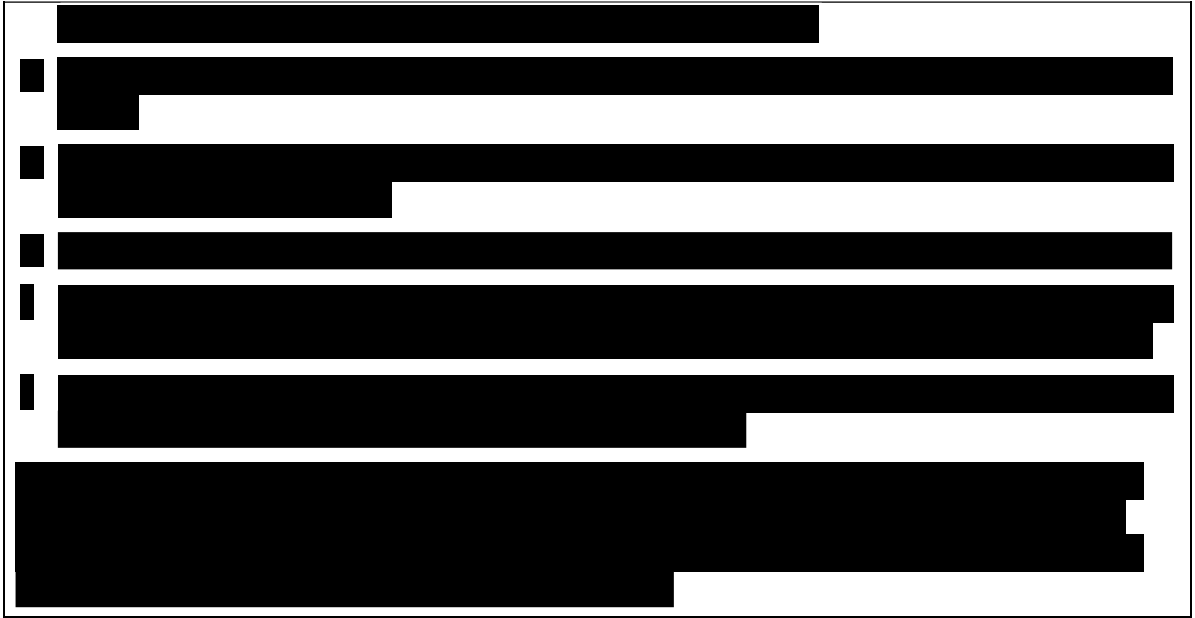
Do you envisage working broadly in the ways described above?

Do you have anything further to add on the matter of customer relationship management:





STOCK SELECTION REQUIREMENTS

Table 2 in the Introduction lists the stock selection methodologies required by ABC member authorities.

WEBSITE

34 E The Customer requires a function-rich stock selection website, whose **search** features will ideally include the following.

Please indicate (✓) which features your website offers:

Searchable by...

- Title
- Author.....
- ISBN.....
- Dewey number
- Publisher
- Series.....
- Genre or subject
- Keywords
- Language.....

Search filters to include...

- Publication date
- Category of stock.....
- Price.....
- Publication status (e.g. pre-publication, in print, out of print, in stock, etc.).....
- Format.....
- 'Star' rating (or similar)
- Grading and predicted popularity.....
- Genre or subject
- Age ranges (for children's and young people's material).....

Searches can be sorted and displayed in order of...

- Title
- Author.....
- Publication date
- Dewey number
- 'Star' rating (or similar)

Do you have anything to add or clarify concerning website searching capability?

[Redacted content]



35 D The website's **item description and display** features will ideally include the following.

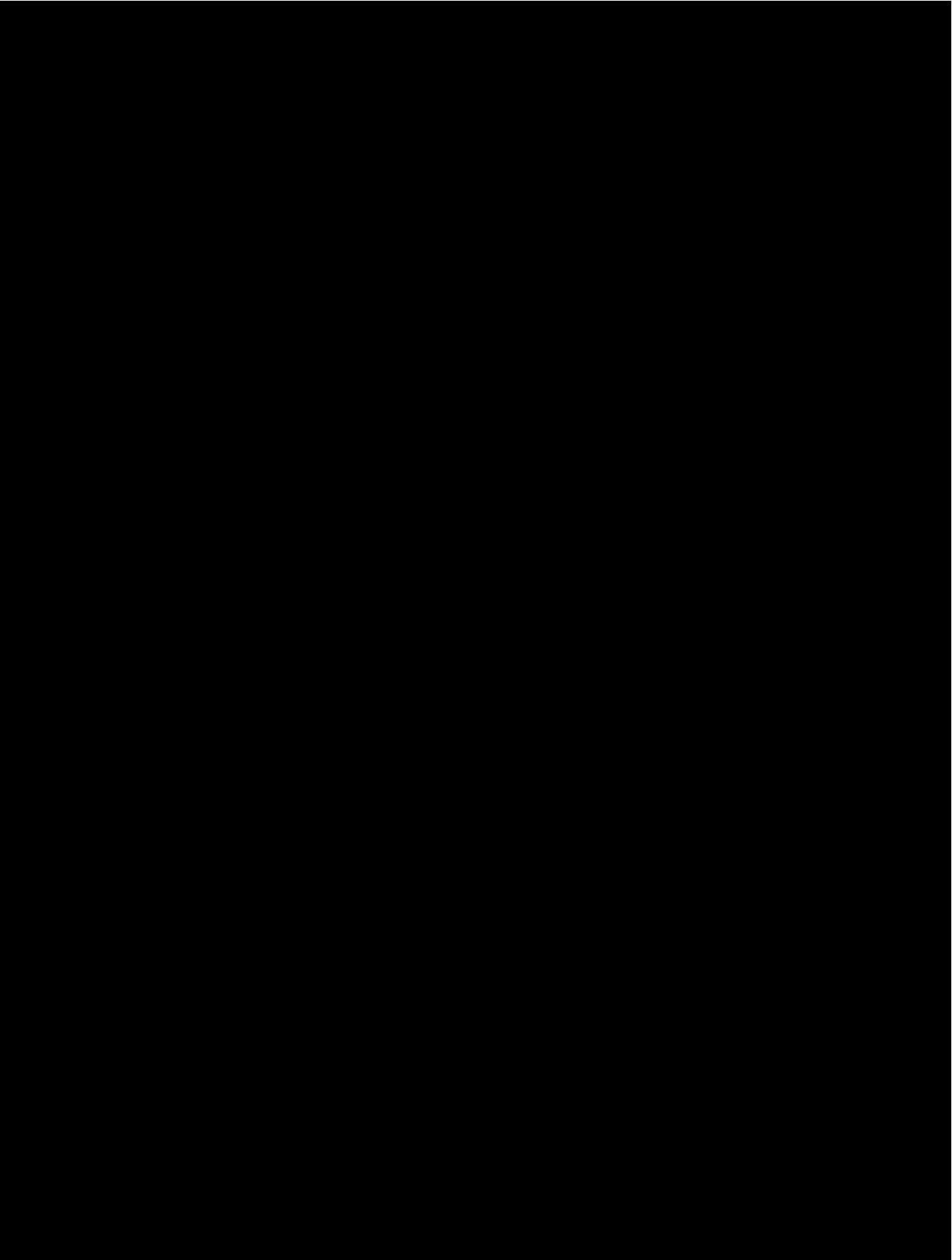
Please indicate (✓) which features your website offers:

Description features...

- Front cover image (E)
- Contents page image
- Example images of inside pages and double page spread
- Annotations, reviews, library suitability
- Grading and predicted popularity
- 'Already ordered' indicator (to avoid unintended duplication)
- 'Already included in basket but not yet ordered' indicator (including in other users' baskets)
- Item in stock indicator (with number of copies available)
- Age and ability range (for children's and young people's material)
- Discount available
- Edition
- Link to information on previous publications and series details

Do you have anything to add or clarify concerning website description and display capability?

[Redacted text block]



36 E The website's **stock selection assistance** features will ideally include the following.

Please indicate (✓) which features your website offers:

Stock selection assistance features...

- Book prize long-list and short-list titles
- Subject themed and special interest lists
- Bestseller lists

- Highlights and alerts for librarians (e.g. new titles by selected authors).....
- Links to relevant items (e.g. literacy and reading, trends, bookselling, etc.)

Do you have anything to add or clarify concerning website stock selection assist capability?

[Redacted text]

37 E The website's **order management** features will ideally include the following.

Please indicate (✓) which features your website offers:

Order management features...

- Ability to download or export MARC records in UKMARC and MARC21
- Ability for library staff to create multiple lists (i.e. multiple baskets, trolleys, etc.)
- Ability to bookmark places on lists
- Ability for lists to be saved for future review (ideally email-able to library colleagues)
- Display of running and final total cost of each list (trolley, etc.), including discounts
- Ability to allocate items to branch, user define branch groups, collections, rotation plans, etc.....
- Ability to allocate items to specific budgets
- Support for EDI quotes

Order placing functionality, to include:

- Automatic alert to specified staff when list (trolley, etc.) forwarded for approval.....
- Tracking of orders by order number
- Tracking of orders by individual title
- Tracking of orders by ISBN
- Chasing of orders via website
- Retention of order history (accessible to staff)

Do you have anything to add or clarify concerning website order management capability?

[Redacted text]

[Redacted content]

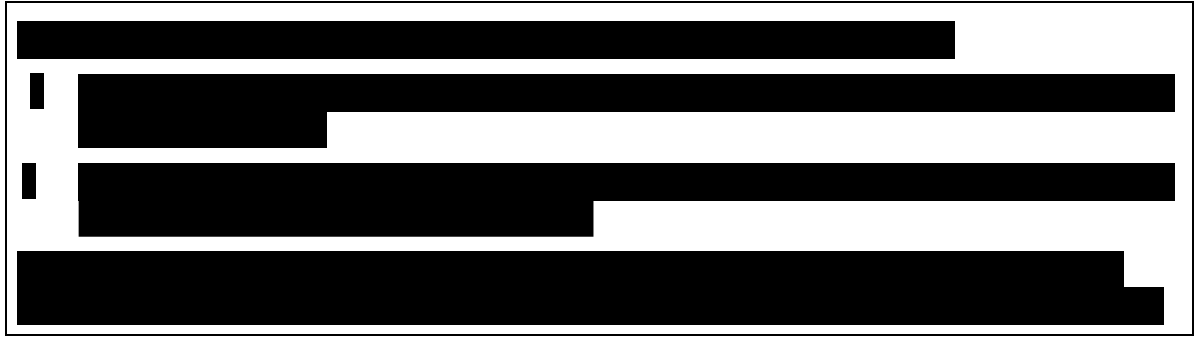
38 D The website's **management information** features will ideally include the following.

Please indicate (✓) which features your website offers:

Management information features...

- Net and gross totals of business placed in total and by category (for defined periods of time).....
- Net and gross totals of stock invoiced in total and by category (for defined periods of time).....
- Number of items ordered, supplied and outstanding
- Average prices and discounts of items supplied.....

Do you have anything to add or clarify concerning website management information capability?



39 E The website's **security** features will ideally include the following.

Please indicate (✓) which features your website offers:

Security features...

Ability for library authorities to set and amend appropriate levels of access for staff members...

Secure logins and password systems.....

SUPPLIER SELECTION

- 40 **E** The Customer may wish the supplier to select stock on the Customer's behalf, in accordance with a profile to be agreed.

Please indicate (✓) for which categories of stock you offer a supplier selection service:

- Adult fiction
- Adult non-fiction
- Children's fiction
- Children's non-fiction
- Children's picture and board books.....
- Children's curriculum material
- Reference and information material.....
- Books in foreign languages.....
- Books in foreign languages.....
- Dual language books.....
- DVDs.....

- 41 **D** Which of the following specific features and functions does your supplier selection process offer or support? The Customer will not necessarily wish to use all of these features, or may use some of them from time to time.

Please indicate (✓) which features and functions your supplier selection service offers:

- Online 'self-managed', where Customers' library staff set up online selection criteria
- Selection carried out by supplier's specialist staff (E).....
- Pre-publication selection of new titles (E)
- Selection of multiple copies of popular and bestselling titles (E).....
- Supplier-selected orders viewable on line (with details, images, etc).....
- Supplier selected lists available for library staff to review before order is placed
- Different profiles can be used for different types or sizes of library (E).....
- Stock rotation can be added at point of selection.....
- EDI Quotes provided / supported (E).....
- Quotes messages reflect the Customer's specification categories
- Mapping of Customer's genres and Dewey numbers to reflect these in Quotes and spine labels..
- Budgetary information available by category (showing sums committed, discounts, etc).....
- Library staff able to view discount on specific items before confirming the order
- One-off selection to a specific theme or budget.....
- Selection on standing order basis (e.g. westerns, early readers).....
- Mixed category supplier selections for special collections (e.g. playgroups, Express Zone).....
- Template available from supplier for setting up selection profile (E).....
- One-off stock back-buys – supplier to select titles outside of regular agreed profiles.....

RETAIL BOOKSHOP

- 42 D The Customer may sometimes find it useful to have a facility to visit a local bookshop (or local branch of a national bookshop chain) to select stock.

Do you offer a retail shop arrangement for Customer stock selection?

Method statement: *If you do offer such an arrangement, please describe it here, outlining which shops or branches are available, and how it would operate.*

[Redacted content]

- 43 D Various facilities and services may be available to assist the Customer in obtaining maximum value from a stock selection visit to a bookshop.

Please indicate (✓) which of the following your retail shop arrangement can offer:

- On-site staff support.....
- Pick list within 2 days of selection.....
- Breakdown of overall expenditure within 2 days of selection.....
- Running totals (£ committed) available during selection visits.....
- Access to the Customer’s own catalogue during selection visits.....
- EDI Quotes available for selections.....
- Selected stock will be supplied serviced.....
- Promotional items available (posters, non-book material).....

OTHER STOCK SELECTION METHODOLOGIES AND FACILITIES

- 44 D The Customer may wish to use other selection methods to identify stock they wish to procure. These are listed below, and tenderers are asked to indicate which ones they can offer, and to outline briefly any particular features or limitations in each case. Any costs associated with any of the items listed below should be stated where applicable in the Pricing Schedule.

Please indicate (✓) which of the following methodologies you offer, and use the box to give any additional relevant information:

- Weekly or fortnightly listings
- Themed collections for one-off events, national promotions, etc.
- Standing orders based on agreed criteria (e.g. series, named authors, etc.)
- 'Amazon.co.uk' or equivalent (e.g. for hard-to-source items)
- Second hand search (e.g. for out of print titles reader request items)
- Sale or return arrangements for specific items

Price check (e.g. send customer alert if a high-price item has a price increase above x%)

Please use the box below to outline any features or limitations relating to any of the above items:

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

REQUIREMENTS APPLICABLE TO SPECIFIC CATEGORIES OF STOCK

ADULT FICTION FICTION

NO BID FOR ADULT FICTION

45 E Please indicate which types of adult fiction material you can supply:

- Newly published and reissued hardback and paperback fiction
- First novels (identified as such)
- Bestseller, Heatseeker and chart fiction
- Backlist titles for enduringly popular fiction authors
- Graphic novels
- Westerns and romances
- American and other fiction published abroad
- Fiction in languages other than English (D if available)
- Dual language fiction
- Large print fiction (D if available)
- Fiction by local authors

ADULT NON-FICTION

NO BID FOR ADULT NON-FICTION

46 E Please indicate which types of adult non-fiction material you can supply:

- Broad range of hard- and paperback titles, from mainstream and specialist publishers
- Back list of titles for stock revision
- Recreational, leisure and cultural material
- Bestseller, Heatseeker and chart non-fiction
- Academic material up to and including undergraduate level
- Local and regional titles
- Stationery Office (or similar) materials (e.g. *Highway Code*)
- Multicultural material
- Multi-media items (e.g. language courses)
- Maps (Ordnance Survey)
- Maps (other publishers)

CHILDREN'S AND YOUNG ADULT MATERIAL

47 E Please indicate which types of children's, teenage and young adult material you can supply:

- Fiction and non-fiction in hard- and paperback up to age 16
- Books by educational and academic publishers
- Teenage (ages 12 to 14) fiction and non-fiction (including text books)
- Teenage (age 14+) fiction and non-fiction (including text books)
- Young adult (ages 16 to 19) fiction and non-fiction (including text books)
- Children's and teenage material in languages other than English
- Board books
- Picture books
- Manga and graphic novels
- Other formats (e.g. talking books for children)

REFERENCE AND INFORMATION MATERIAL **NO BID**

48 **E** Please indicate the facilities and service you can offer to support the Customer’s reference and information material requirements:

- Supply of reference books
- Tracking of title changes
- Cancellation of standing orders and setting up of new ones.....
- Delivery of items ready-serviced within agreed deadlines
- Provision of management information (titles on subscription, expenditure, etc.)
- Comprehensive online subscription tracking and management by Customer
- Flexibility re individual subscription commencement dates.....
- Servicing of material pre-delivery where requested by Customer
- Customer alerts in case of delays, changes to or cancellation of publication, etc.

Please use the box below to outline any features or limitations relating to your reference material subscription management service:

AUDIO-VISUAL MATERIALS (DVDs) **NO BID**

49 **E** A number of authorities have identified a requirement for these materials. Please indicate which types of audio-visual materials and supporting services you can supply:

DVDs and Blu-Ray:

- Feature films.....
- Children’s titles
- Television titles
- Special interest DVDs.....
- World cinema.....
- Stock selected by supplier according to agreed profile
- Electronic ordering and tracking
- Items delivered fully serviced
- Visits by supplier’s representative (with advance information on forthcoming releases)
- Provision of supporting point-of-sale material.....

8 PRICING SCHEDULE

TO BE COMPLETED BY TENDERER

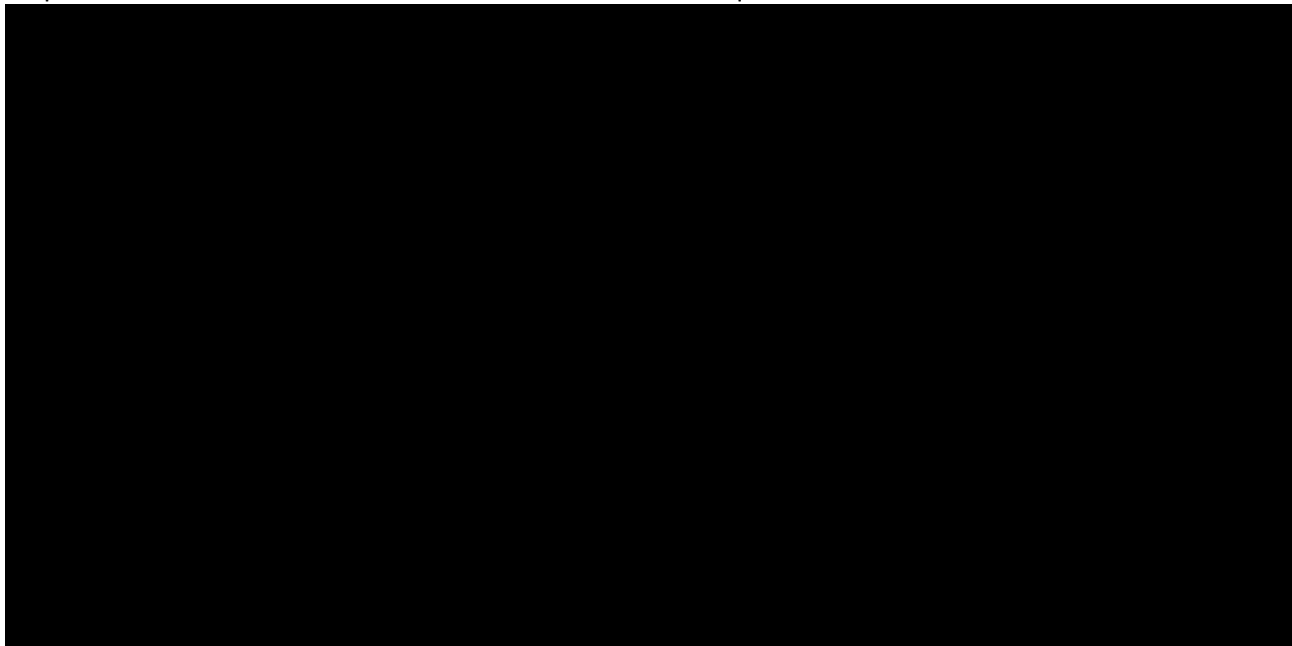
NOTES:

- a) All prices (etc.) entered in this pricing schedule must be exclusive of VAT.
- b) In the event that a contract is awarded to the tenderer, the Customer will not be liable to pay any charges which are not clearly shown in this pricing schedule, or which have not been expressly agreed with the Customer in advance.
- c) Evaluation of pricing (for books) will be focused on discounts off publishers' RRP's, and net payable price plus servicing costs (and stock selection charges where applicable). Evaluation will **NOT** include services which are unlikely to be used frequently (such as 'Amazon', retail shop, and other supplementary items).

INSTRUCTIONS FOR PRICING:

- a) The member authorities should be treated as a single entity for the purpose of pricing, which should be based on the total estimated values of business detailed in Table 3 on page 5 of this document.
- b) Tenderers may quote to supply just certain categories of stock, as well as offering terms for the supply of the entire requirement (with or without DVDs).
- c) The normal delivery of stock in accordance with each authority's requirements must be included within the terms tendered, except in special circumstances (e.g. 'fast track' service) .

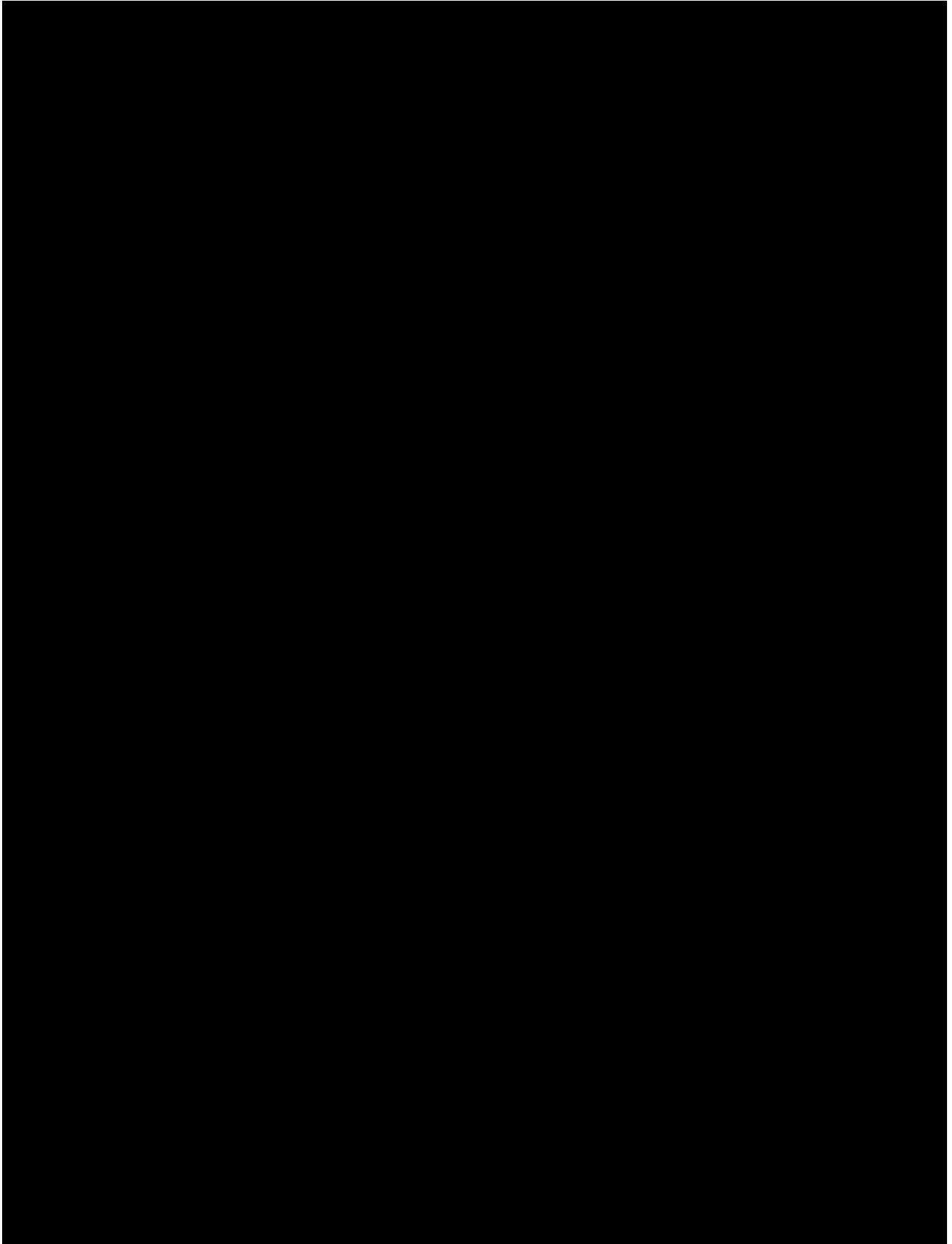
- 1 Discounts off publishers' RRP for books:** Please complete the table below to show the discounts offered off the publisher's recommended retail price for books. For the purpose of this table, please include all West Mercia Consortium authorities' requirements.



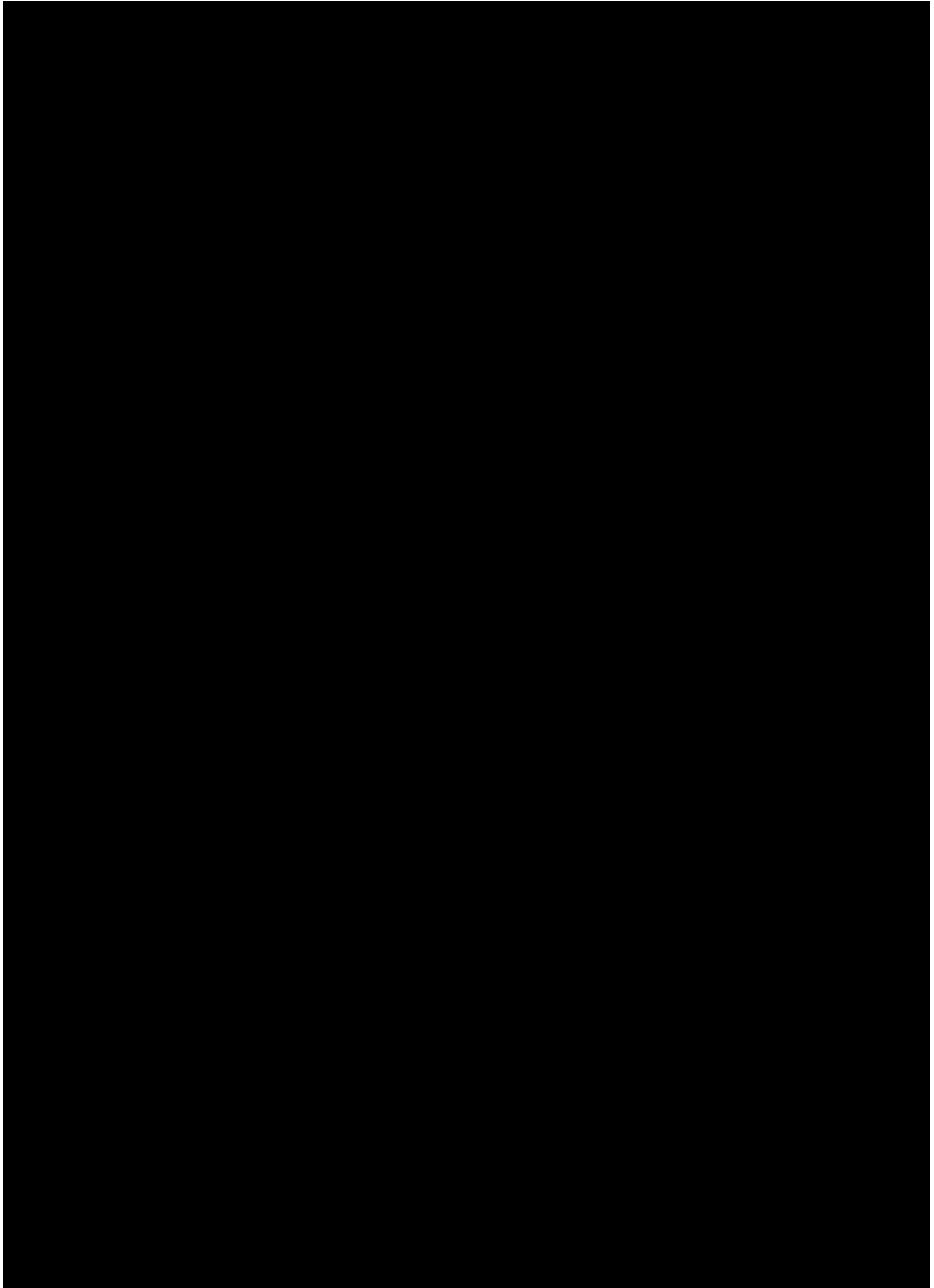
- 2 DVDs:** Please describe your pricing terms for the supply of DVDs. **NO BID**

- 3** **Servicing:** Please state in the tables below your price in pence per volume for servicing items in accordance with each authority's specification. This includes RFID.

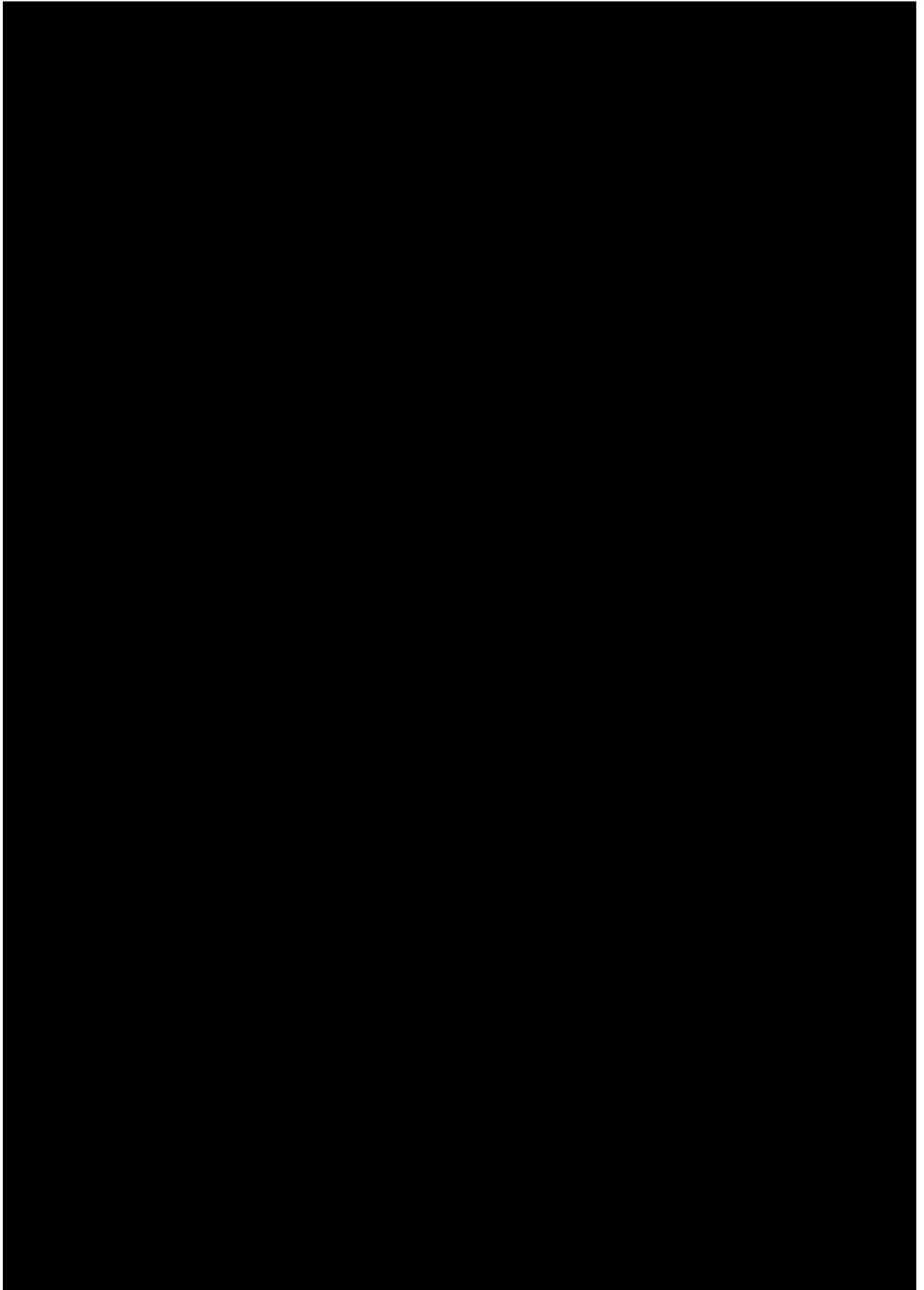
Table i) – Authority to supply all servicing materials



5 Stock selection: We assume that your website is provided free of charge for customer authorities to access and use (please state if this is not the case). It may be however that you would make an additional charge, or apply a reduced discount, for certain other stock selection facilities. Please detail any such charges or discount reductions here:



- 6 **Other chargeable services:** Please state your pricing terms for providing the following services which support book supply:



7 List of titles: Please complete the table(s) below (for the stock categories you are tendering to supply). This will be used to help verify the results of the price evaluation.

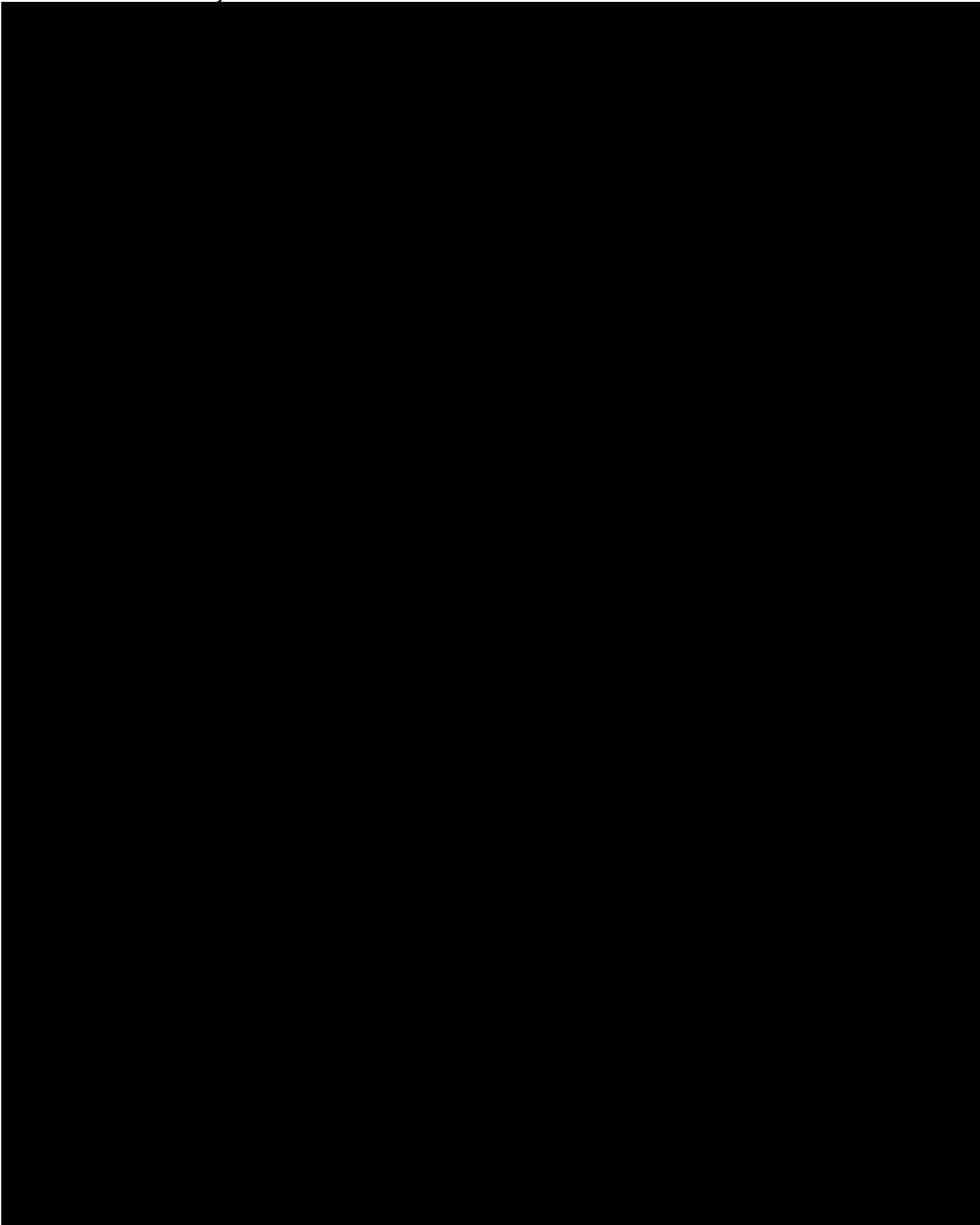
Books – Adult Fiction NO BID

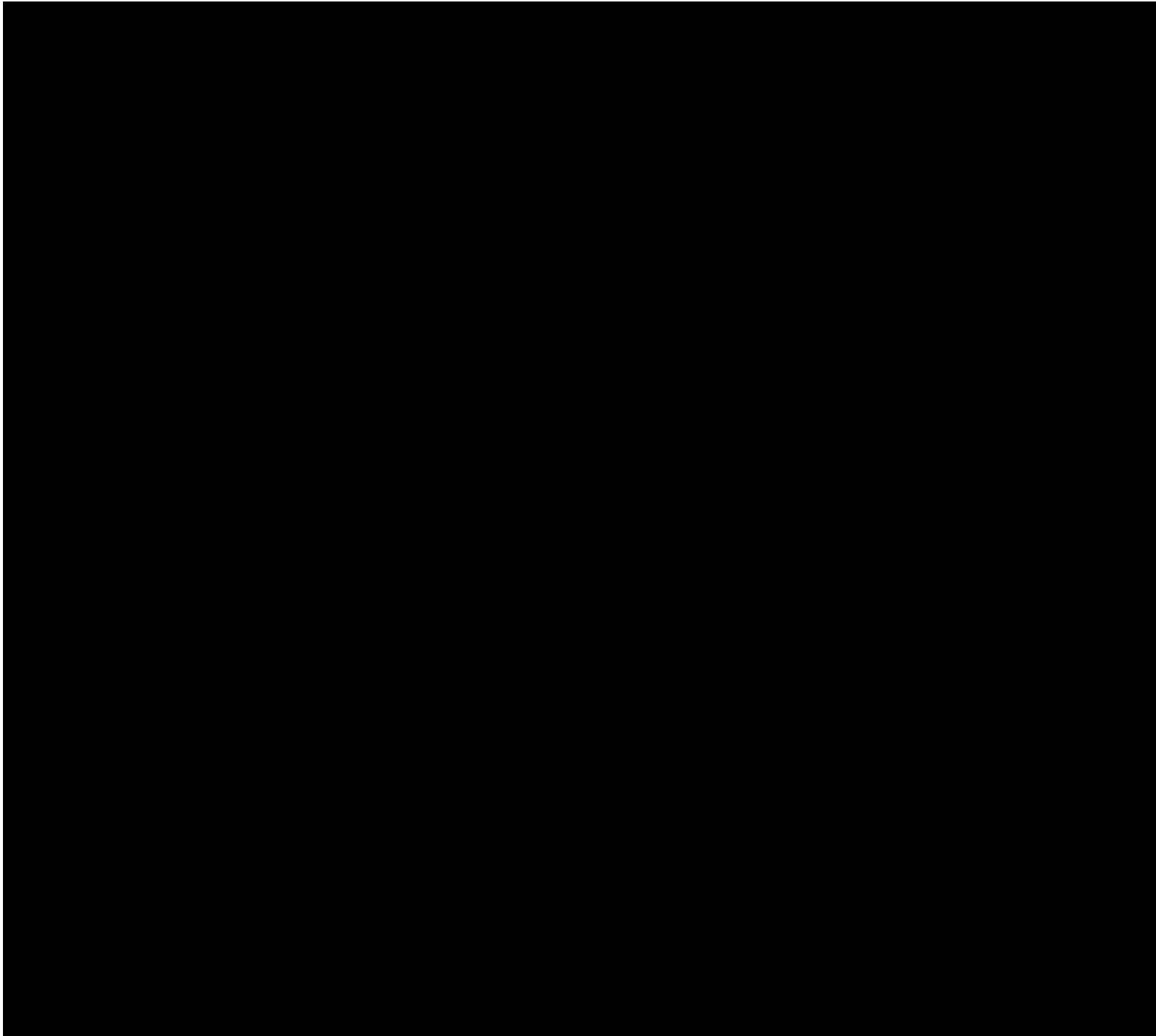
Title	Author	ISBN	Publisher	Retail Price	Level of Discount	Net Payable Price
Can't find my way home	Thompson, Carlene	9.78E+12	Severn House			
The zig zag girl	Griffiths, Elly	9.78E+12	Quercus			
Maverick's mate	Hagen, Lynn	9.78E+12	Siren Publishing			
A crimson warning	Alexander, Tasha	9.78E+12	C & R Crime			
Arkansas bushwackers		9.78E+12	Robert Hale			
The sound of broken glass	Crombie, Deborah	9.78E+12	William Morrow			
Mother Load	Paretsky, Sara	9.78E+12	Hodder & Stoughton			
The Dancing detective	Widdecombe, Ann	9.78E+12	S I Createspace			
Totals for each basket						

Books – Adult Non-fiction NO BID

Title	Author	ISBN	Publisher	Retail Price	Level of Discount	Net Payable Price
Museums and biographies: stories, objects, identities	Hill, Kate editor	9.78E+12	Boydell Press			
Fathomless riches, or, how I went from pop to pulpit	Coles, Richard	9.78E+12	Weidenfeld & Nicolson			
The war that ended peace: how Europe abandoned peace for the First World War	MacMillan, Margaret	9.78E+12	Profile Books			
Manual of plant grafting: practical techniques for ornamentals, vegetables and fruit	MacDonald, Peter	9.78E+12	Timber Press			
New selected poems 1988-2013	Heaney, Seamus	9.78E+12	Faber + Faber			
International law	Shaw, Malcolm N	9.78E+12	Cambridge University Press			
Tapping the power within: a path to self-empowerment for women	Vanzant, Ilyania	9.78E+12	Hay House			
If it's not impossible: the life of Sir Nicholas Winton	Winton, Barbara	9.78E+12	Matador			
Totals for each basket						

Books – Children's-fiction





DVDs NO BID

Title	Catalogue Number	Release Date	Price *
Fault In Our Stars	6196302000	03-Nov-14	
Mrs Brown's Boys D'Movie	8302557	27-Oct-14	
Jersey Boys	1000504892	10-Nov-14	
Transformers: Age Of Extinction	PRD1951	17-Nov-14	
How To Train Your Dragon 2	5689902000	17-Nov-14	
Hercules	PRD1952	01-Dec-14	
Expendables 3	LGDR95147	08-Dec-14	
Beauty & The Beast	BUA0218501	10-Nov-14	
Dawn Of The Planet Of The Apes	5738402000	24-Nov-14	
Total basket price			

* i.e. the price at which you would have supplied these items if contracted on your tendered terms

9 QUALIFICATION OF OFFER

TO BE COMPLETED BY TENDERER

If the tenderer has doubts as to the meaning of any of the Conditions of Contract or any other part of this invitation to tender document or the proposed contract(s), the interpretation upon which the tenderer relies should be set out below. Similarly, if the tenderer wishes to tender on terms other than those set out in the documents enclosed, then such variation should also be set out below.

Please delete A or B as appropriate:

A ~~I/We do not wish to make any qualification of offer.~~

OR **B** I/We wish to make the following qualification(s) of our offer:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

personal & commercial info

[REDACTED]

[REDACTED]

[REDACTED]

Signed:

Date: 02/02/2015

For (name of company): Peters Bookselling Services

10 FORM OF TENDER


TO BE COMPLETED BY TENDERER

In response to the invitation to tender issued by the Customer for the supply of library stock:

- 1 I/we acknowledge that tender exercise is being conducted as a further competition exercise under the national framework agreement reference 376F established by the Eastern Shires Purchasing Organisation, and that any contract awarded pursuant to this further competition exercise shall be governed by the terms and conditions of the said framework agreement.
- 2 I/we hereby offer to supply on receipt of an order placed under the contract goods and services of the kind offered in my/our tender and in respect of which my/our tender is subsequently accepted by the Customer.
- 3 I/we undertake that this offer shall remain valid and open for acceptance for a period of 120 days from the date of submission unless specifically withdrawn in writing.
- 4 I/we confirm that if our Tender is accepted we will, if required, upon demand:
 - (a) Produce evidence that all relevant insurances and compliance certificates with relevant legislation and policy are held and in force;
 - (b) Sign a formal contract document.
- 5 I/We accept that unless and until a contract is prepared and executed, this tender, together with the written acceptance thereof by or on behalf of the Customer shall constitute a binding agreement between ourselves and the Customer.
- 6 I/We undertake to perform any contract awarded as a result of this Tender in strict conformity with the conditions of contract thereof.
- 7 We understand that the Customer is not bound either to accept any Tender it receives, or to reimburse in any circumstances any costs incurred by us in participating in the tender process.

Signed: 

Date 02/02/2015

Name (please print): 

Position: Account Manager

Name of Tenderer: Peters Bookselling Services

Address: 120 Bromsgrove Street, Birmingham B5 6RJ

11 FREEDOM OF INFORMATION EXCLUSION SCHEDULE

TO BE COMPLETED BY TENDERER

Tenderers should state here which items of information (if any) supplied by them in their tender they regard as confidential or commercially sensitive or which should not be disclosed in response to a request for information under the act. Tenderers should state why they consider the information to be confidential or commercially sensitive.

[REDACTED]

[REDACTED]

Signed: [REDACTED]

Date: 02/02/2015

For (name of tenderer): Peters Bookselling Services



Bertram Library Services
Centurion House
Centurion Way
Cleckheaton
BD19 3QE

Shropshire Council
Shirehall
Abbey Foregate
Shrewsbury
Shropshire SY2 6ND

Date: 20th March 2015

Dear Sirs

AMC 005 - CONTRACT FOR THE SUPPLY OF LIBRARY STOCK MATERIALS 2015

HEREFORDSHIRE COUNCIL, SHROPSHIRE COUNCIL, STAFFORDSHIRE COUNTY COUNCIL, TELFORD & WREKIN COUNCIL AND WORCESTERSHIRE COUNTY COUNCIL

ADULT'S FICTION AND ADULT'S NON FICTION, REFERENCE STANDING ORDERS AND DVDS

SUBJECT TO CONTRACT

This is an Award Decision Notice pursuant to Regulation 32 of The Public Contracts Regulations 2006 (the "Regulations").

We are pleased to inform you that, following the evaluation process, West Mercia Library Stock Consortium proposes to accept your offer for the named stock under the above contract as set out in your recent tender.

However, this letter is not, at this stage, a communication of West Mercia Library Stock Consortium's formal acceptance of your offer. A mandatory "standstill" period is now in force pursuant to Regulation 32A of the Regulations; this period will end at midnight on 30th March 2015.

Subject to the Consortium receiving no notice during the standstill period of any intention to legally challenge the award process, the Consortium aims to conclude the award of the contracts by each Individual Authority after the expiry of the standstill period.

The award criteria for this contract were set out in full in Invitation to Tender with quality accounting for 40% of the total marks and price accounting for 60% of the total marks.

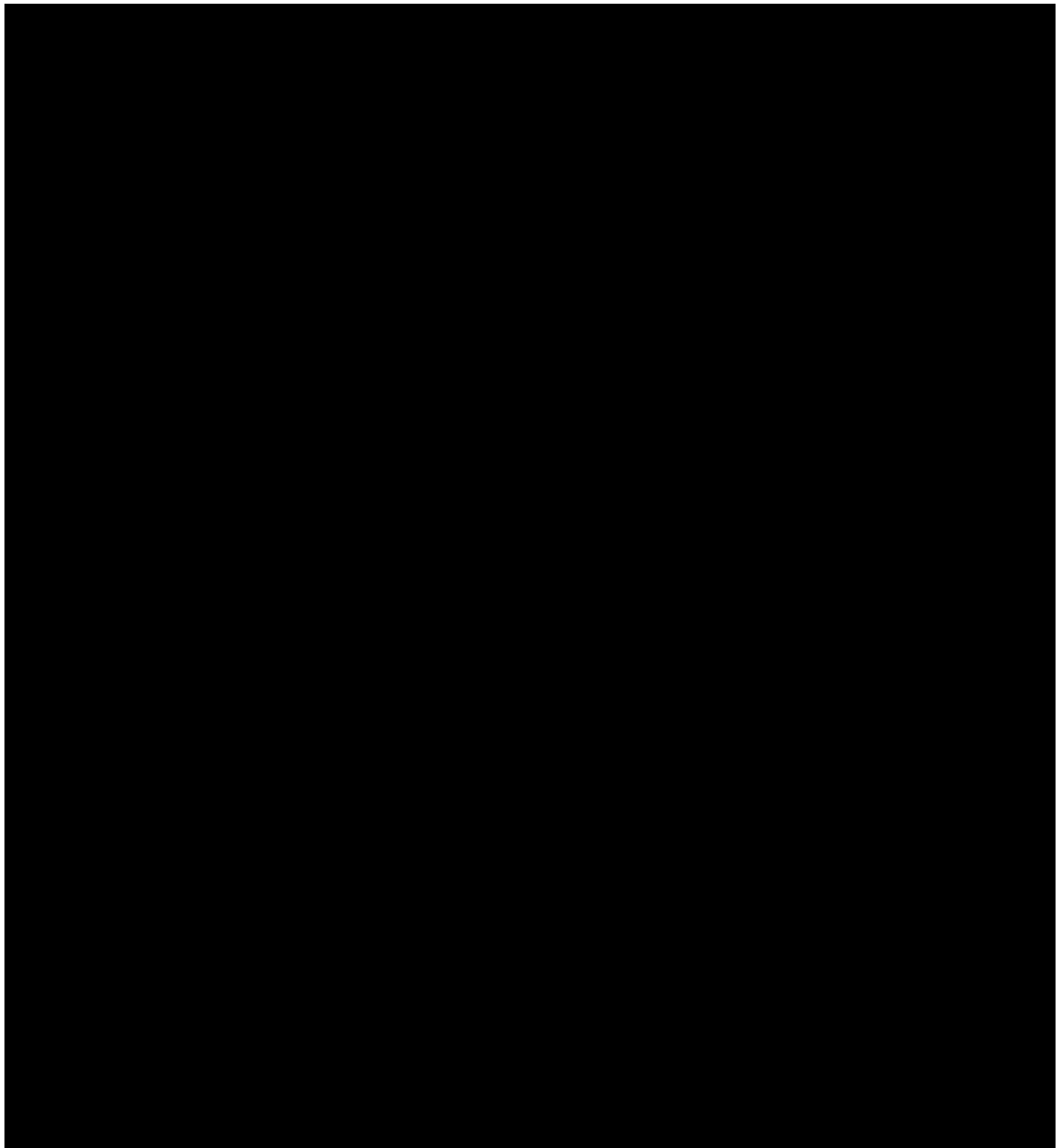
We can confirm that your tender received the following scores and ranking:

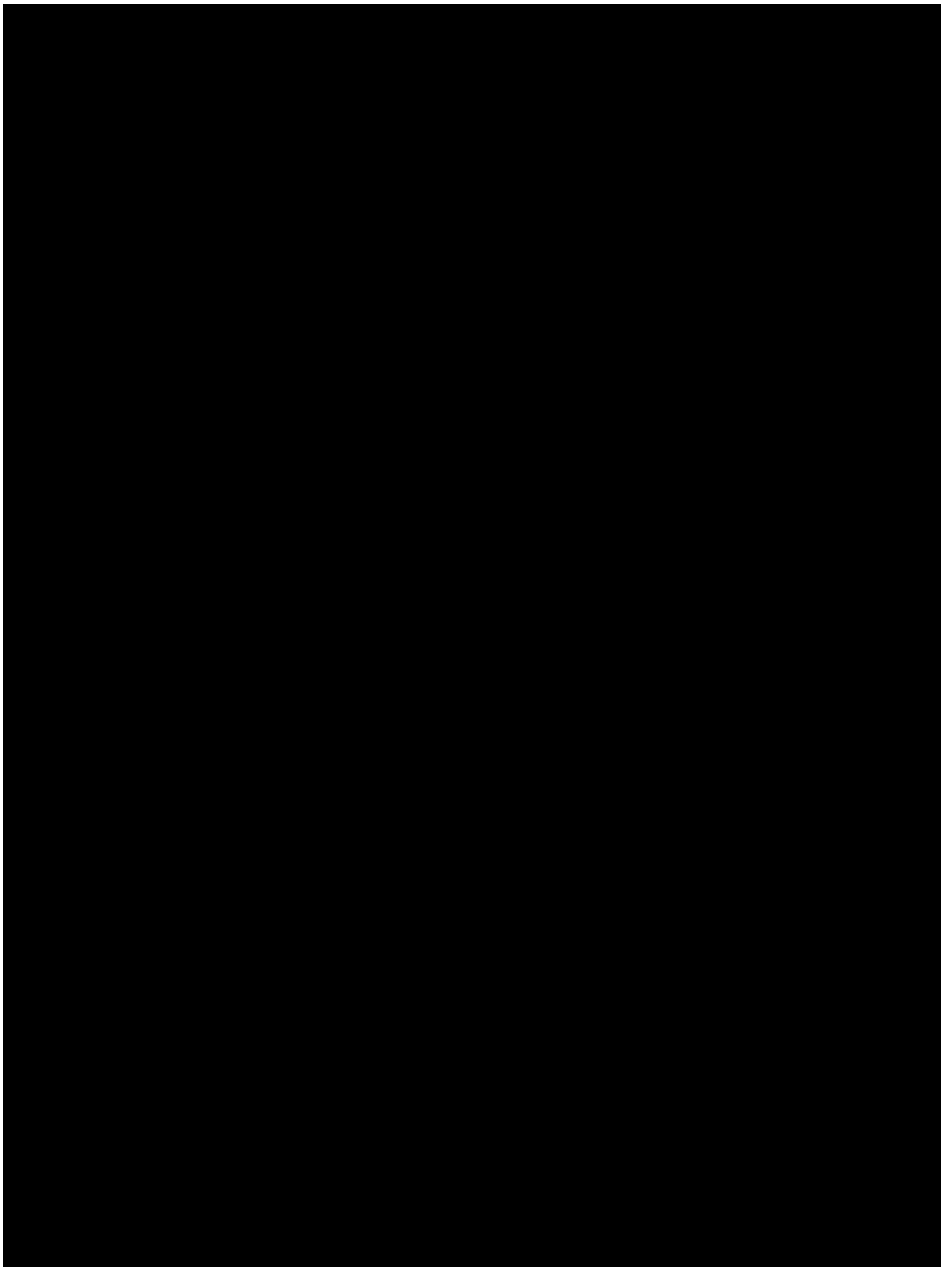


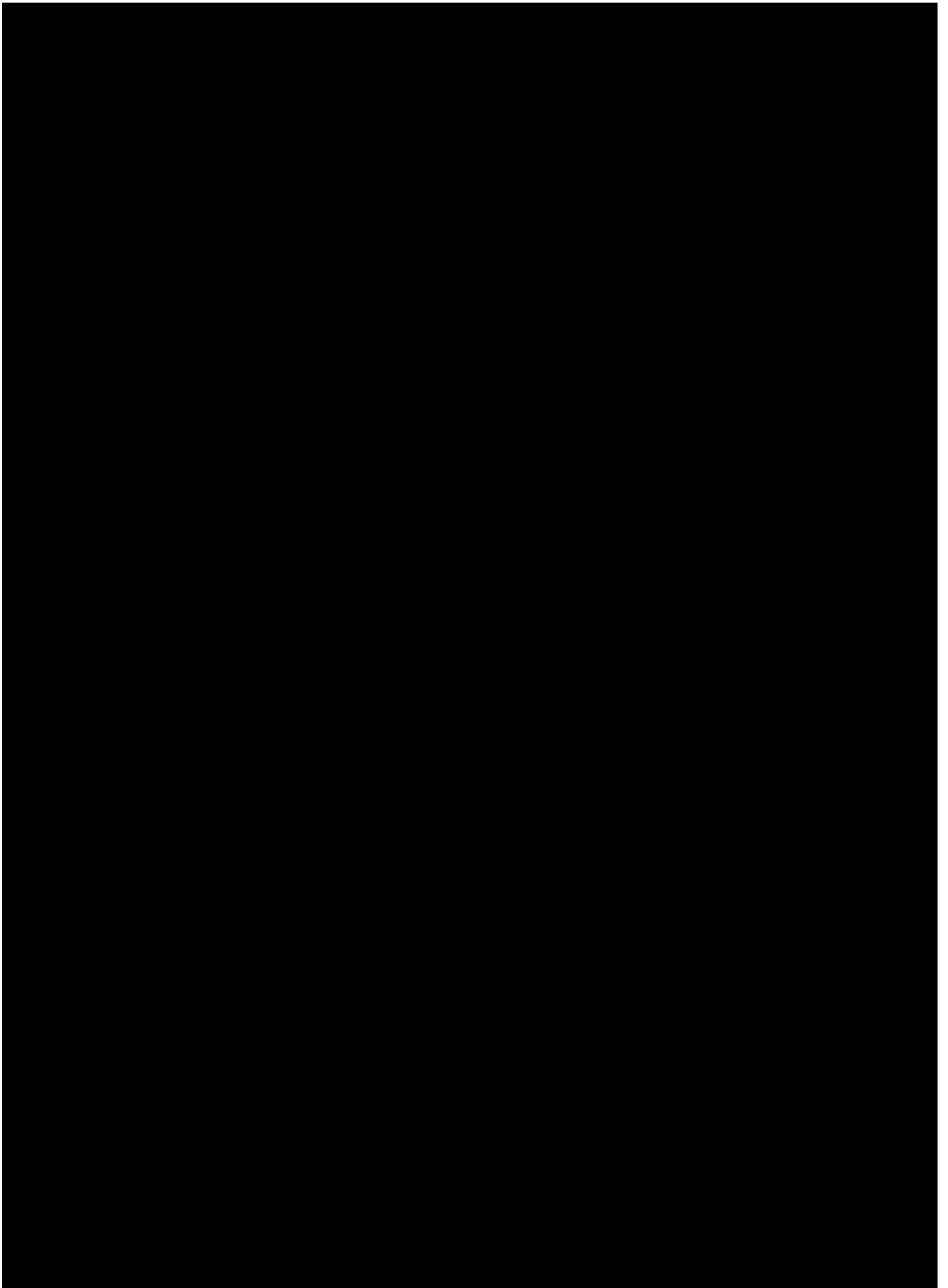
ADULT NON FICTION AND FICTION

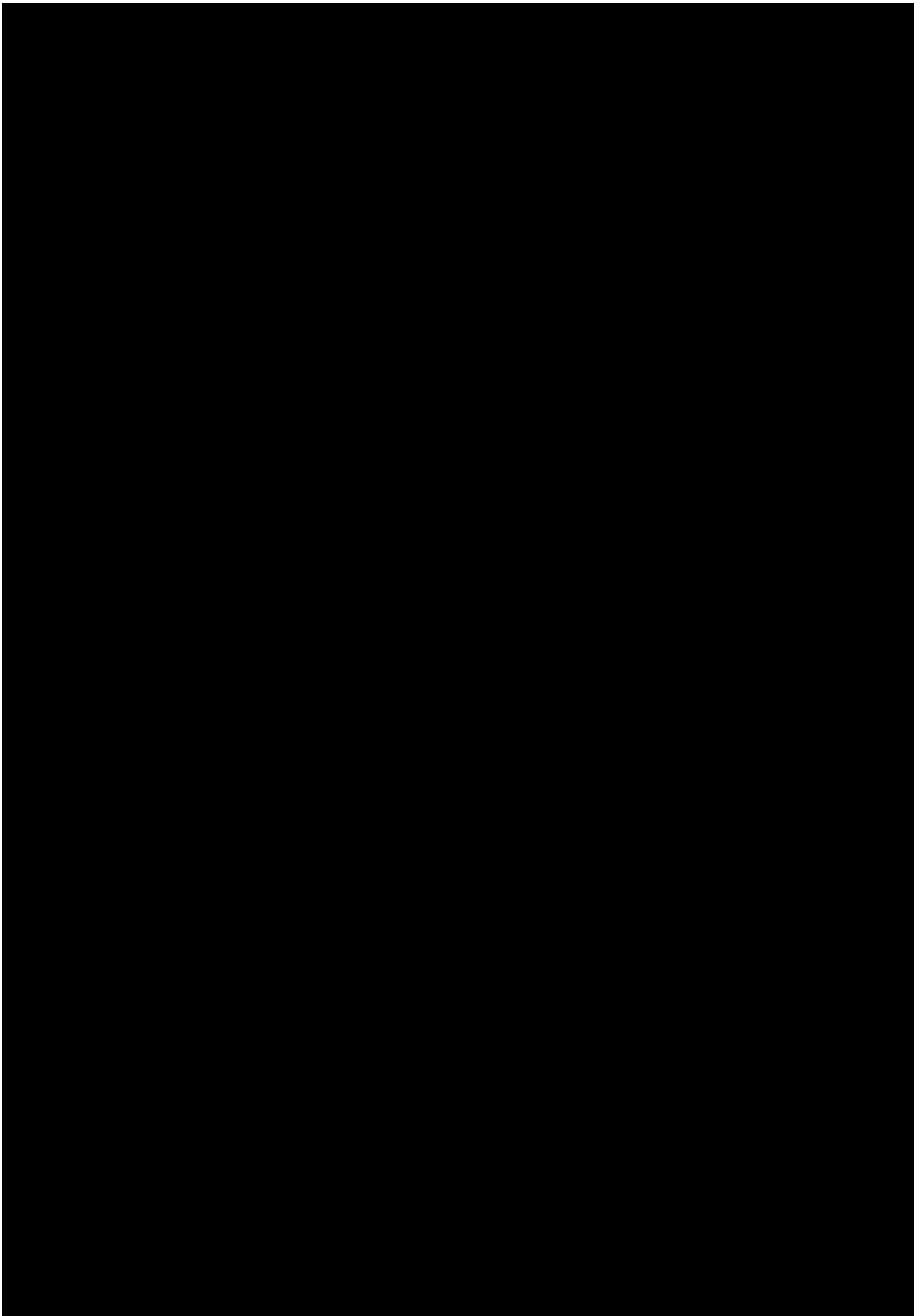
Criteria	Your Weighted Score	Highest Scoring Tenderer's Total Weighted Marks	Your Rank (out of all 2 tenders received)
Quality			
Price			
Overall			

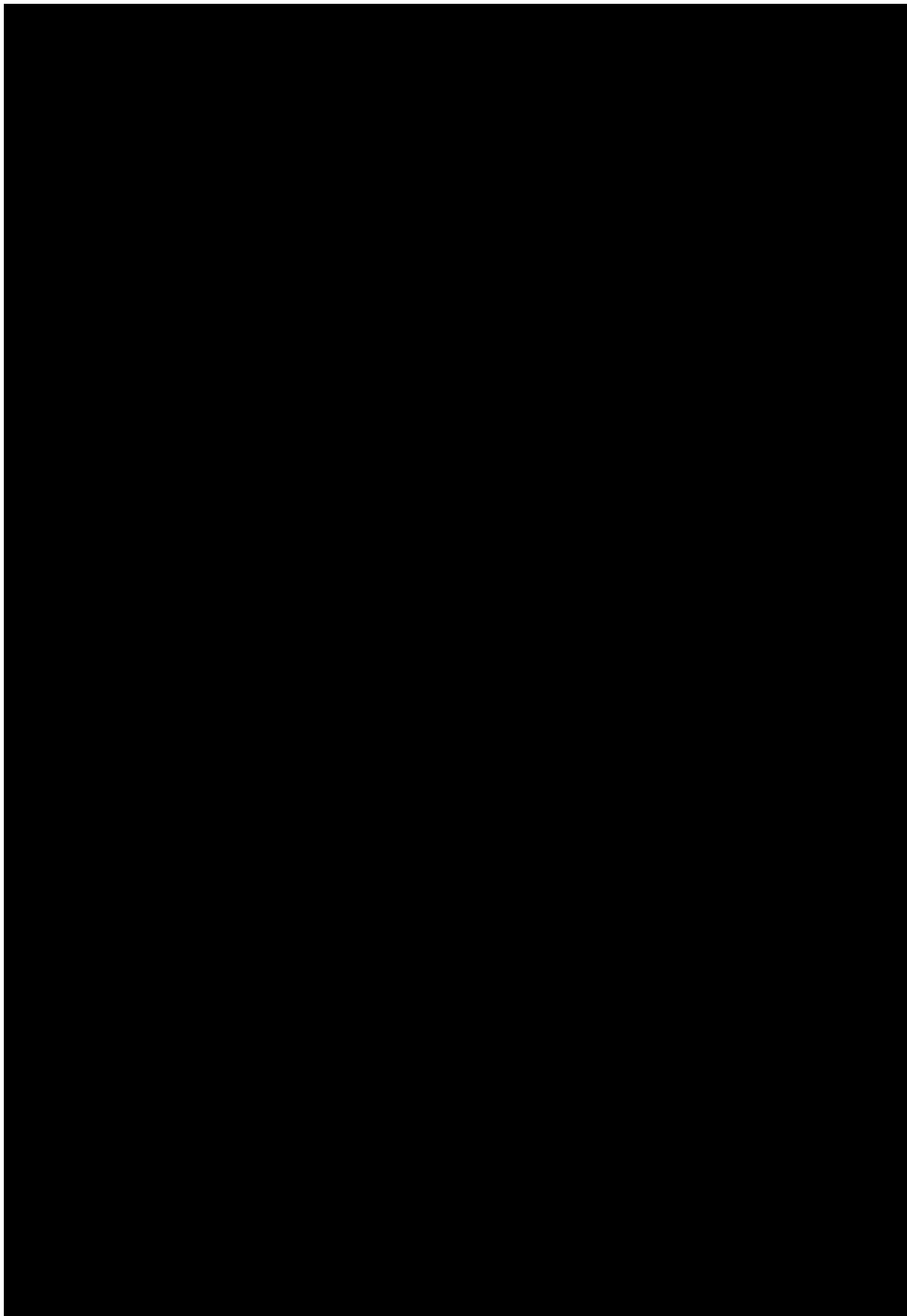
Please find details of the marks allocated to you for Quality as follows:-

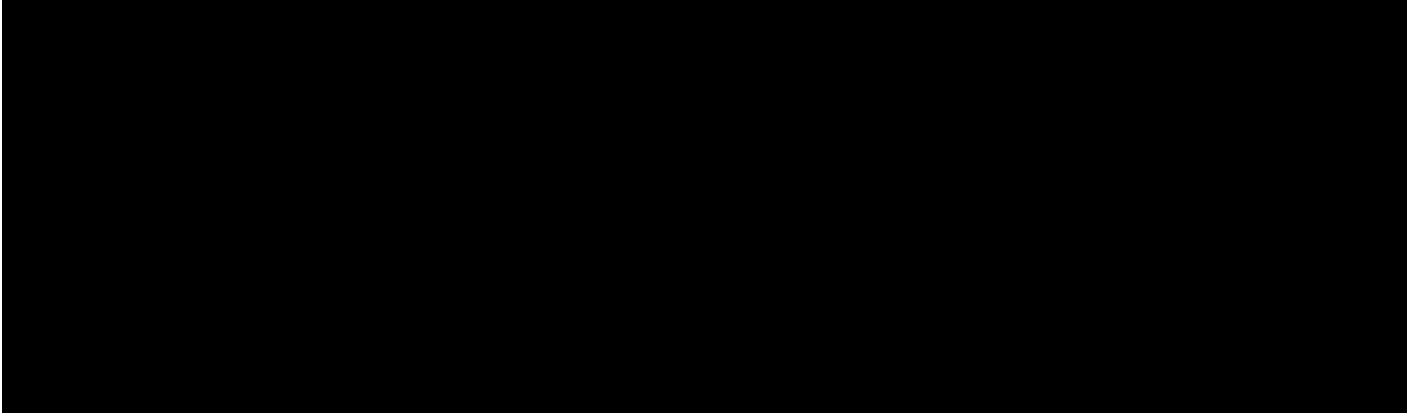






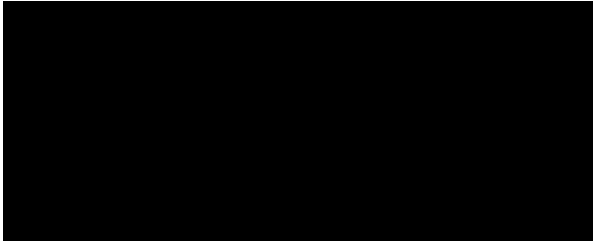






We will be in touch with you again at the end of the standstill period.

Yours faithfully



Procurement Manager
Shropshire Council



Peters Bookselling Services
120 Bromsgrove Street
Birmingham
B5 6RJ

Shropshire Council
Shirehall
Abbey Foregate
Shrewsbury
Shropshire SY2 6ND

Date: 20th March 2015

Dear Sirs

AMC 005 - CONTRACT FOR THE SUPPLY OF LIBRARY STOCK MATERIALS 2015

HEREFORDSHIRE COUNCIL, SHROPSHIRE COUNCIL, STAFFORDSHIRE COUNTY COUNCIL, TELFORD & WREKIN COUNCIL AND WORCESTERSHIRE COUNTY COUNCIL

CHILDREN'S FICTION AND CHILDREN'S NON FICTION

SUBJECT TO CONTRACT

This is an Award Decision Notice pursuant to Regulation 32 of The Public Contracts Regulations 2006 (the "Regulations").

We are pleased to inform you that, following the evaluation process, West Mercia Library Stock Consortium proposes to accept your offer for the named stock under the above contract as set out in your recent tender.

However, this letter is not, at this stage, a communication of West Mercia Library Stock Consortium's formal acceptance of your offer. A mandatory "standstill" period is now in force pursuant to Regulation 32A of the Regulations; this period will end at midnight on 30th March 2015.

Subject to the Consortium receiving no notice during the standstill period of any intention to legally challenge the award process, the Consortium aims to conclude the award of the contracts by each Individual Authority after the expiry of the standstill period.

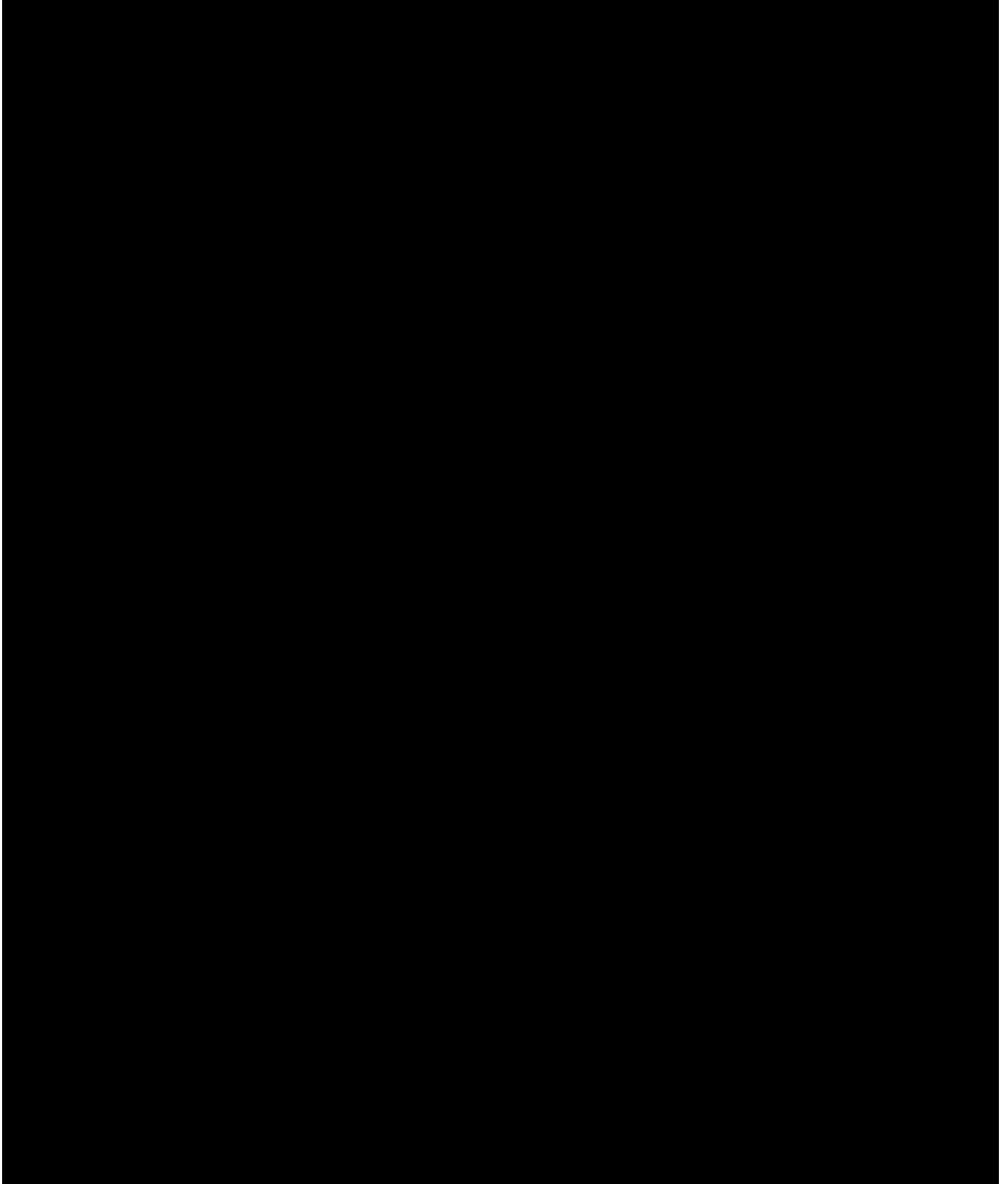
The award criteria for this contract were set out in full in Invitation to Tender with quality accounting for 40% of the total marks and price accounting for 60% of the total marks.

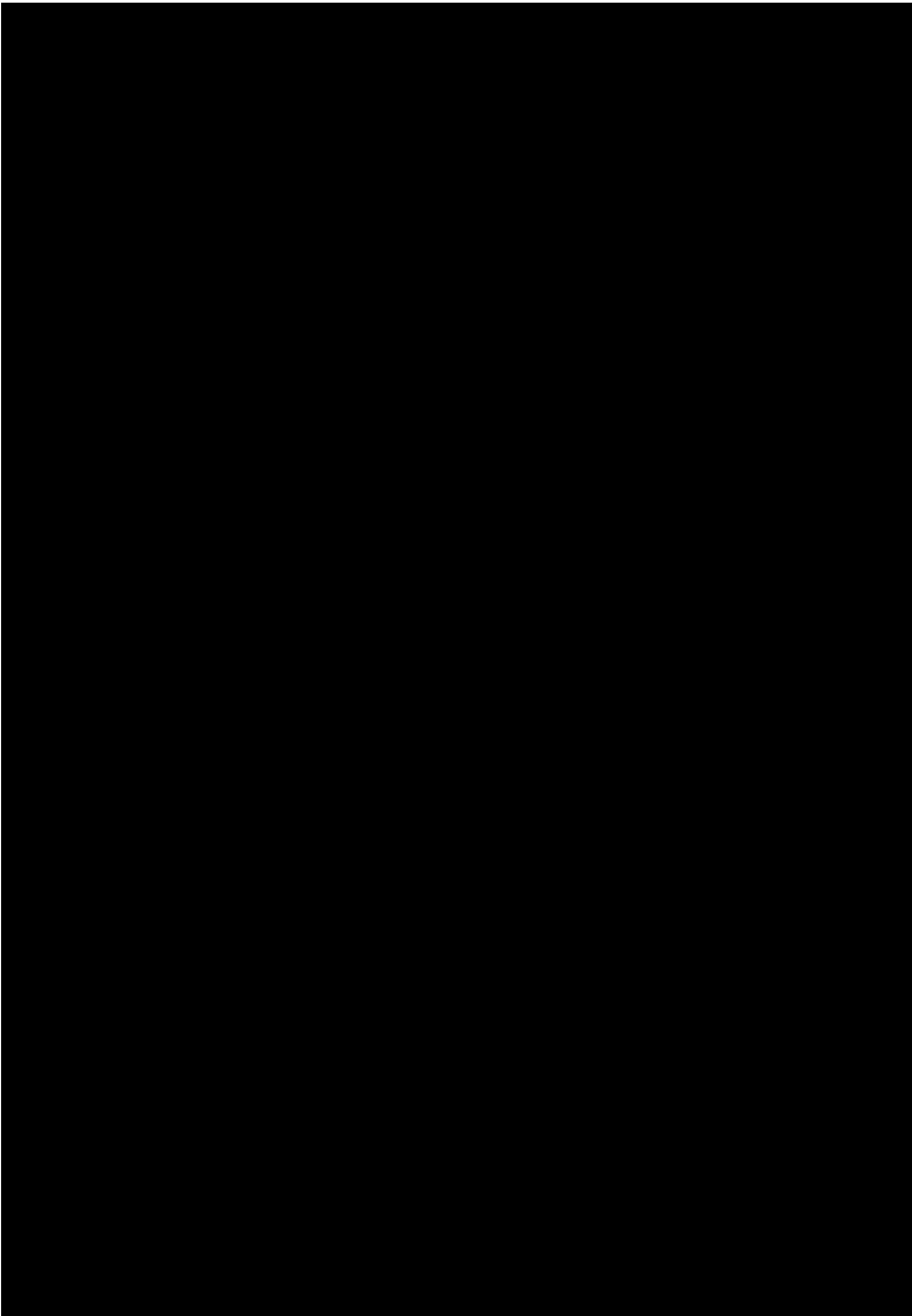
We can confirm that your tender received the following scores and ranking:

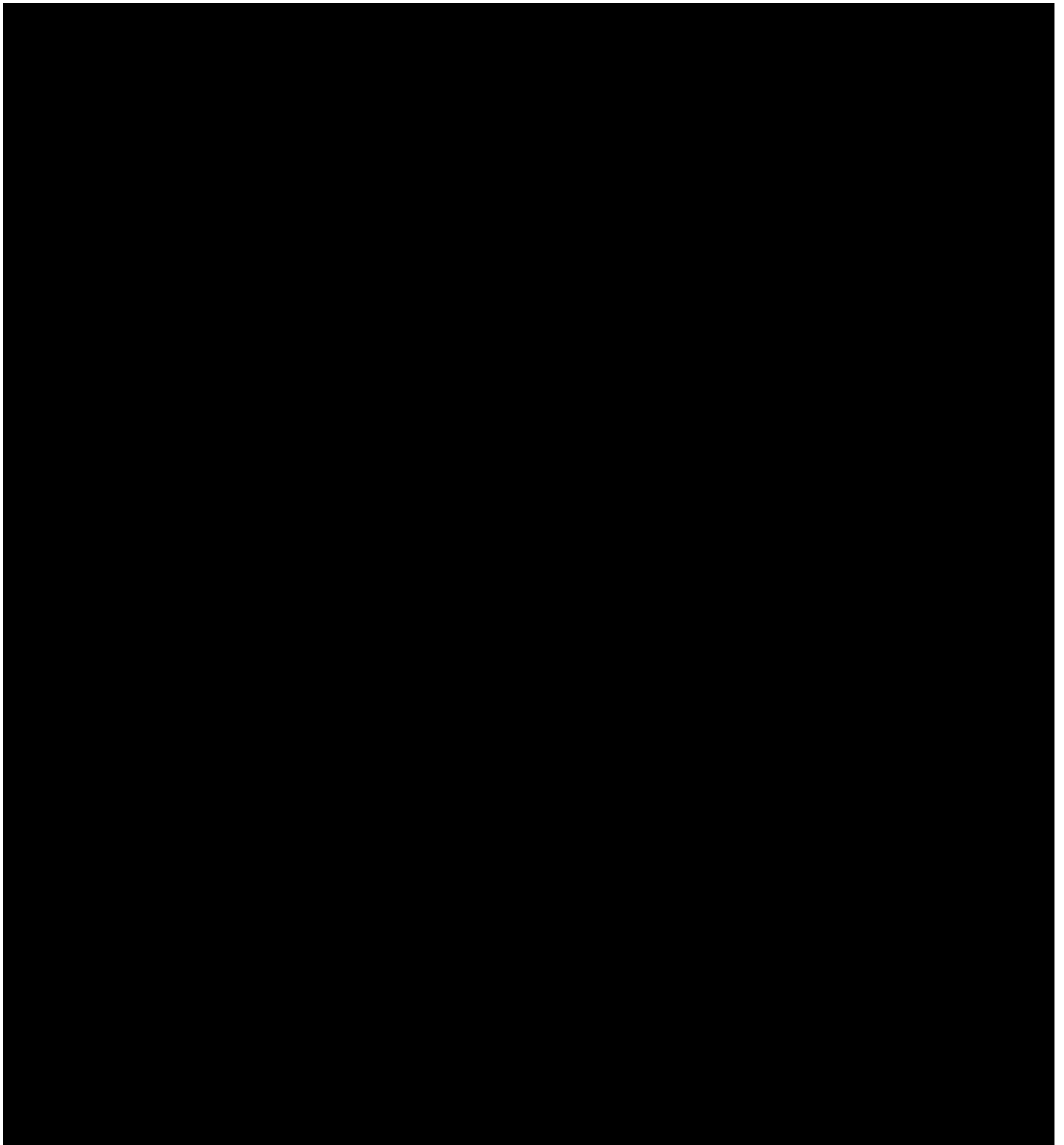
CHILDREN NON FICTION AND FICTION

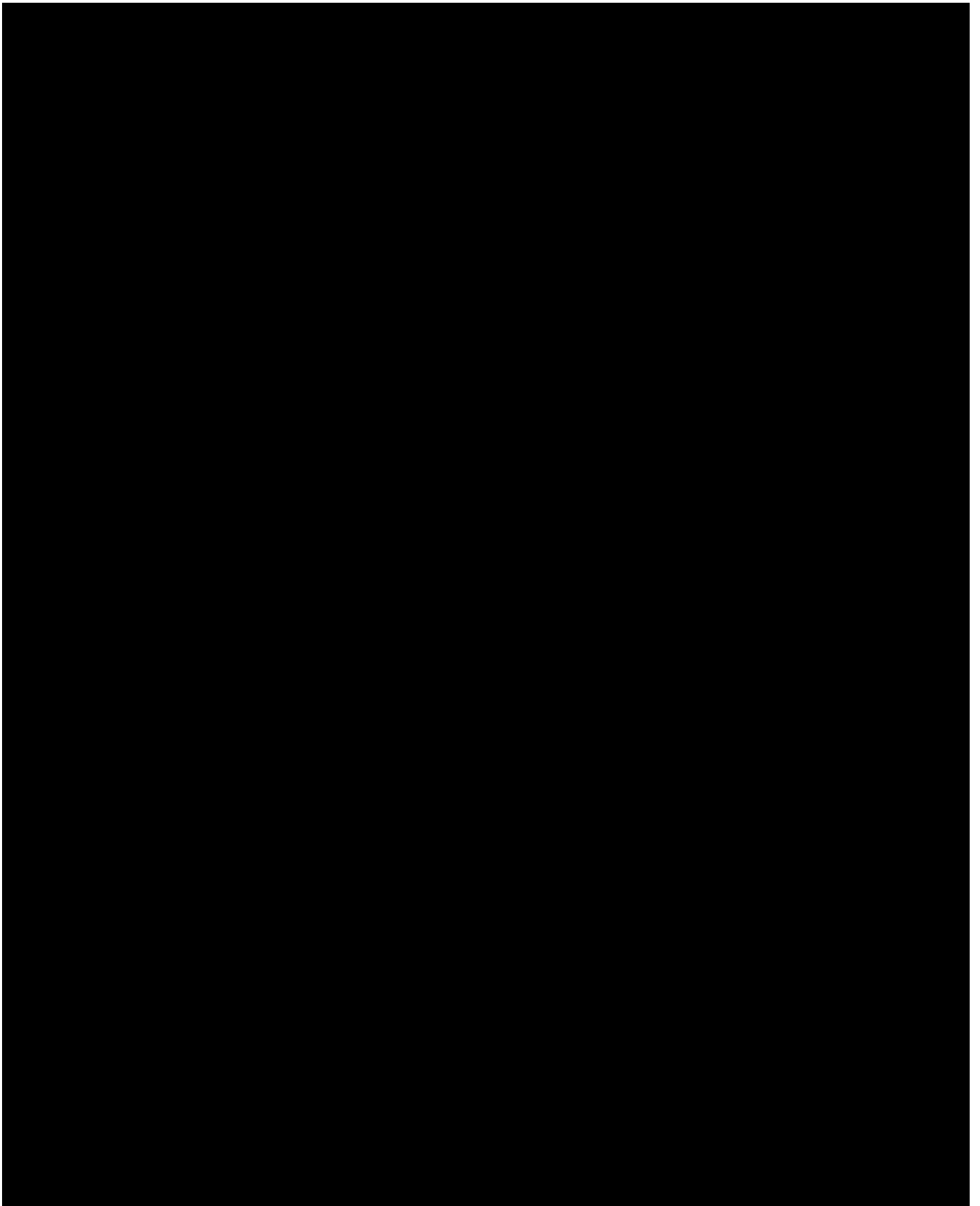
Criteria	Your Weighted Score	Highest Scoring Tenderer's Total Weighted Marks	Your Rank (out of all 3 tenders received)
Quality			
Price			
Overall			

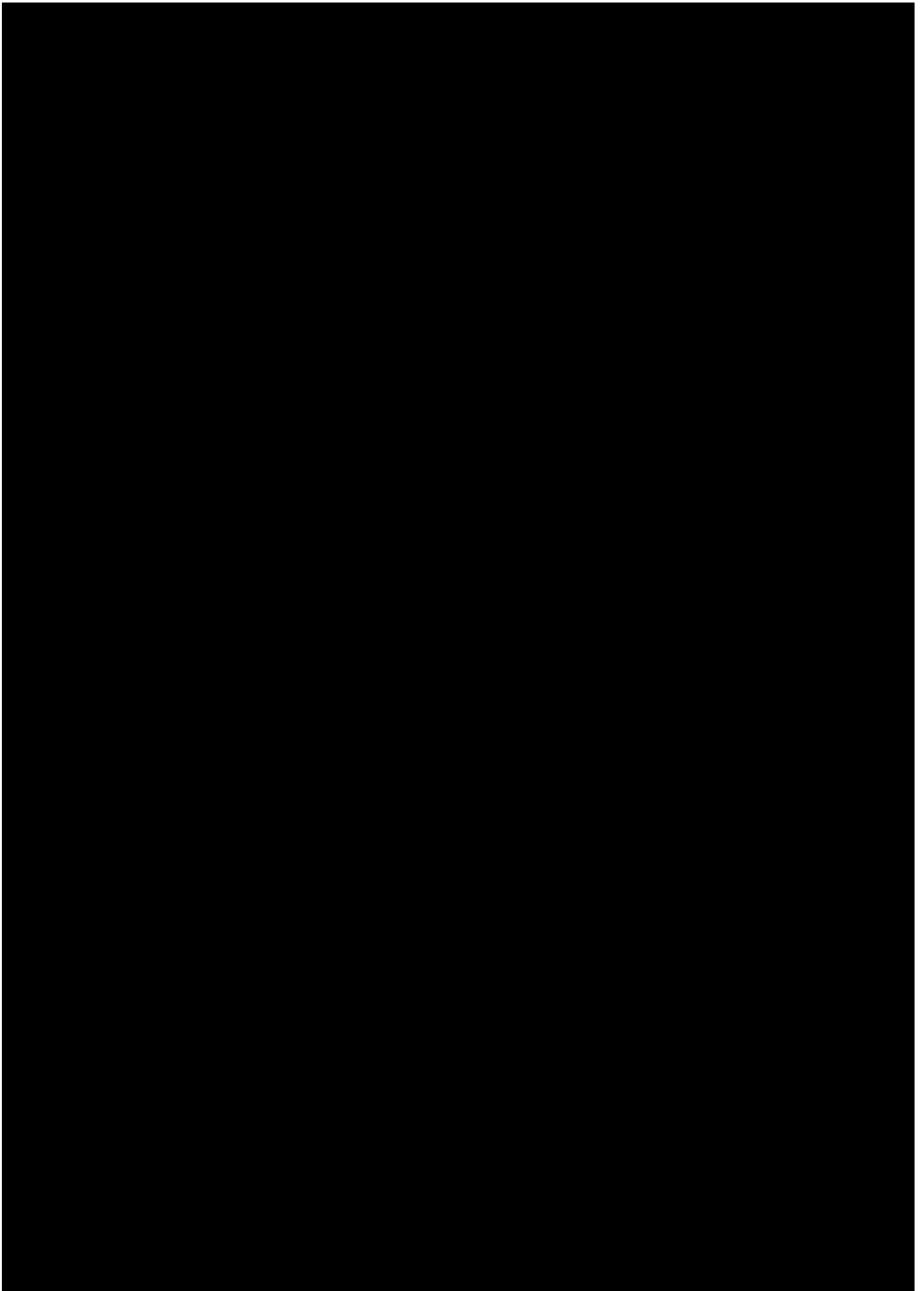
Please find details of the marks allocated to you for Quality as follows:-

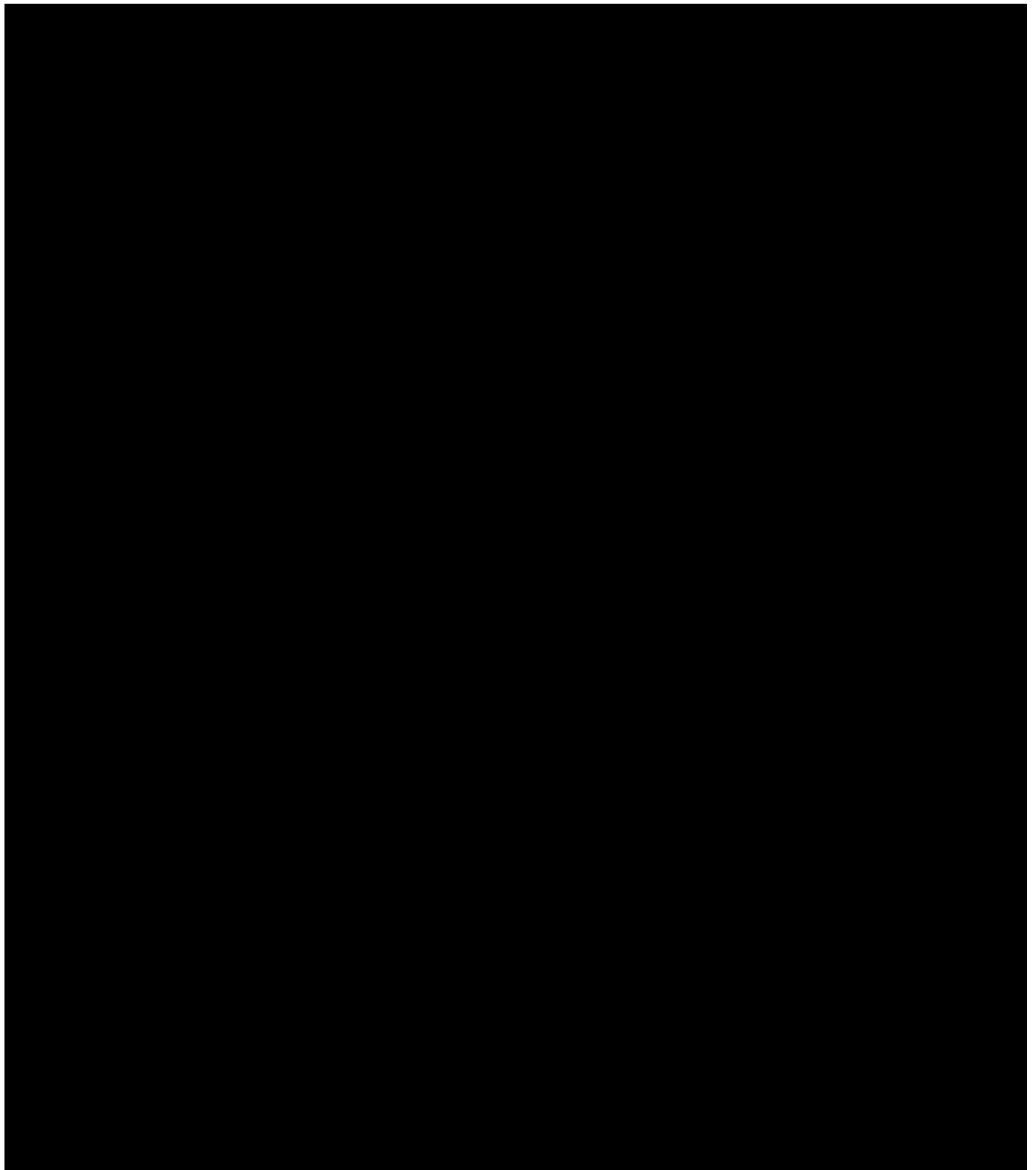






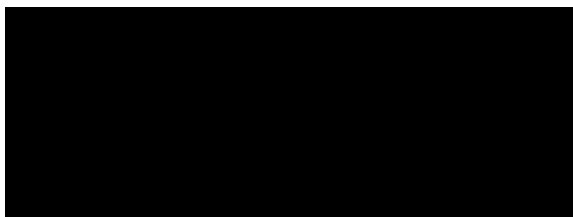






We will be in touch with you again at the end of the standstill period.

Yours faithfully



Procurement Manager
Shropshire Council