

Market consultation

Stichting BiSC

Shared library system

Market consultation on proposed procurement of 'shared library system'



1. Introduction

1.1 General information contracting authority

The PSIs (Provincial Support Institutions) BiSC, ProBiblio, Cubiss and Rijnbrink have signed an agreement to cooperate extensively for the operation and management of a library system for libraries spread over seven provinces. The cooperation is aimed at continuing to serve all libraries within the working areas of the participating PSIs well in the field of library automation of library tasks by providing continuity, modern functionality, cost control and expertise and opportunities for joint innovations. The libraries within the working area of the cooperating PSIs and additionally from two other provinces have issued a mandate to the said PSIs to conduct this market consultation in preparation for a tender. In total, this concerns about 100 libraries.

A PSI carries out provincial tasks for one or more provinces. For instance, they support all library organisations in the respective provinces, support education and are committed to innovation of local libraries. Some tasks in relation to library automation have added the local libraries to the PSIs, such as library system management and supplier management. The PSIs also handle the logistics of physical materials between library branches (interlibrary loan).

The System of Public Library Facilities Act (Wsob) brings the Public Libraries, the PSIs and the National Library of the Netherlands (KB) together in one network. The national, provincial and regional governments are jointly responsible for implementing the Act. The PSIs have the legal task of innovating library work in the Netherlands. As a network partner of the KB, they also contribute to the creation of the joint national collection plan.

1.2 Reason for market consultation

BiSC, in cooperation with ProBiblio, Rijnbrink and Cubiss (celebrated hereafter collectively Partnership), plans to tender for a 'common library system' in 2023.

The Partnership values the opinion of market parties and wants to consult them before launching a tender. In preparation for the tender, an open market consultation will therefore be held. In the market consultation, market parties will be asked for information that can help in the elaboration of the tender. The information and knowledge gathered can contribute to a better tender.

The tender is expected to be published in mid-2023.

1.3 Objectives

The objective of the market consultation is to test whether the call for tenders matches the market's capabilities:

- *whether the assignment is feasible and the set preconditions are realistic;*
- *what future developments, products and parties there are in the market;*
- *whether the market has a solution for a functionally asked question;*
- *whether the stated need leads to the optimal solution for the own organisation;*
- *which possibilities market parties see for meeting minimum requirements with less available budget.*

2. Market consultation conduct and conditions

2.1 The rules of the game

The following provisions apply to the market consultation. By participating in the market consultation, the participating party declares that it unreservedly agrees to all the provisions mentioned.

- This market consultation is expressly not part of a tender procedure. Nor is it an invitation to tender for the proposed tender for which this market consultation serves as preparation.

- Market parties are not obliged to participate in this market consultation. Refraining from participating in this consultation does not lead to exclusion from the tender procedure that may follow the consultation.
- No rights can be derived from (participation in) the consultation, nor will participation in the consultation lead to any advantage or disadvantage in the tendering procedure that may follow afterwards.
- Participating parties cannot claim reimbursement of any costs incurred in the context of the market consultation.
- The Partnership always observes that there is a level playing field for all market participants. This means, inter alia, that:
 - participation in this market consultation and the quality of the responses from participating organisation will in no way affect the position of the organisation concerned during the tender procedure;
 - the information provided by the Partnership during the market consultation will also be published at the start of the tendering procedure.
- The information provided by the Partnership during the market consultation may differ from the information provided at a later stage for the purpose of the tender procedure.
- The Partnership reserves the right to use or not and at its own discretion the information obtained in the preparation of the tender documents. A (brief) summary of the findings of the consultation will be published with any future tender documents.
- By your participation in this market consultation, you agree that the information provided by you may be used without any reservation by the Partnership in (the preparation of) any tender(s). Any business confidential information provided by you will be treated as confidential. The Partnership expects you to indicate when information is confidential.

2.2 Planning

The anticipated schedule of the tender is shown in the table below. This planning is still indicative; no rights can be derived from it. The Partnership is free to decide at a later date to discontinue the market consultation and/or possible tender temporarily or permanently.

Milestone	Week number/date
Publication of market consultation	23 December 2022
Opportunity to ask questions on the market consultation procedure	Monday 16 January 2023
Answering questions on the market consultation procedure	Friday 20 January 2023
Closing date for submission of requested written information	Friday 27 January 2023 at 5:00 PM.
Any in-depth discussions	Week 8-9
Completion of market consultation	Week 10

2.3 Communication during the market consultation

Communication is preferably via the TenderNed messaging module. You can consult the messaging module for (process) questions and/or comments on the market consultation. Market parties are asked to initially respond to the questions in this document in writing. The Partnership requests you to submit the answers to the questions by Friday 27 January before 5:00 PM, preferably via the TenderNed message module.

If you do not have a TenderNed account, please submit your questions about the market consultation procedure and your answers to the questions to Pepijn Hoekstra (pepijn.hoekstra@significant.nl).

2.4 Explanatory notes

The Partnership will keep open the option of inviting market parties to provide additional verbal comments on their responses in response to the submissions. The Partnership will contact these parties and, by mutual agreement, schedule an interview of approximately one hour for in week 8 or week 9 of 2023.

2.5 Completing market consultation and report

The insights and information obtained will be used by the Partnership in preparing the tender. A (brief) summary of the consultation findings will be published with any future tender documents.

3. Question

3.1 Introduction

This market consultation document serves as a guide for a written consultation. You are kindly requested to answer the following questions in writing.

3.2 Background information

The Partnership aims to create a joint library system for the participating (100) libraries, spread over eight provinces. The prospect is that more libraries and service organisations (PSIs) will join, so that eventually a library system will emerge with national coverage. This will at least include a circulation function for lending tasks, and for those libraries that wish to do so, optionally also options/modules for ticketing, marketing and school library. The system should offer the links common in the industry, as named in the "PPT Scope". In addition, a number of links based on open standards are necessary to make the basic circulation system open to connect libraries' own modules where they do not use the optional modules and want to connect similar modules of their own. See attached overview (Appendix A - Scope).

3.3 Questions to the market

This section contains the questions posed to the parties.

Please use the attached answer sheet (Appendix B) to answer these questions.

Question 1

The Partnership wants to work from a single platform (cloud-based) for all participating libraries:

- (a) To what extent is this possible with your application(s)?
- (b) What limitations or concerns do you see?
- (c) If possible, break down this question in sub-areas:
 - (i) Functional
 - (ii) Technical
 - (iii) Licensing
 - (iv) Management

Question 2

Pricing model:

- a) What pricing models can you offer? What options do you have other than price per resident?
- b) In the case of a joint purchasing by the libraries, in what ways can you offer purchasing/price advantages?

Question 3

Offer:

- a) List clearly which modules you offer with what functionality
 - i. Through which products/modules do you intend to offer the basic system (core module)?
 - ii. Can you offer the three requested optional functionalities (ticketing, marketing, school library), and if so how?
 - iii. What other modules do you offer?
 - iv. Is it possible to "turn on or off" certain components per library (such as ticketing)?
 - v. Are additional modules/functionality to be expected in the coming years?
- b) Do you foresee the need or desirability of substantial adaptation of your solution within the next 8 years (e.g. partial redevelopment)? If yes, please briefly explain.

- c) Are you willing and able to demonstrate to tender all in scope functionality in a Proof of Concept?
- d) Are you willing and able to offer a broader offer than your own product(s) as a prime contractor?
 - i. If yes, what modules or what kind of third-party modules would you possibly consider offering linked to your own products?
- e) Are you willing to make the system openly available?
 - i. Are you willing to offer the system including relevant modern API links in all areas where libraries have or want links now and in the future?
 - ii. Please briefly explain your API vision.
- f) Are you willing and able to offer multiple links to the national digital library developed by the National Library of the Netherlands (see links as mentioned in the PPT)?
- g) Are you willing and able to offer a link with the nationwide used book ordering system developed by the NBD?
- h) Within say 2 years, are you willing and able to set up your system in such a way that the central customer data are in a separate system/database, which you will then use with your application, at no additional cost?
- i) If not, what limitations do you see?

Question 4

Securing innovation:

- a) How do you currently handle innovation (if possible, name issues such as innovation of the underlying technology, functionalities of your system, influence of customers on your product, pricing policy in terms of innovation)?
- b) What forms and level of innovation could you potentially offer if you win the tender?
- c) What trends do you see among libraries and how do you translate that into your product? Do you have a roadmap and would you like to share it with us?
- d) How can users influence content, prioritisation and planning of innovation?

Question 5

Implementation:

- a) How do you envisage the implementation (2024-2025) in the context of this partnership (possible optional scenarios), assuming 100 participating libraries?
- b) Can you roughly estimate the scope and duration of this implementation?
- c) Do you think you can handle such an implementation?
- d) In what way do you think you will implement this (e.g. with partners)?
- e) What shows that you can do this (give examples)?

Question 6

Suggestions:

- a) What questions, concerns and suggestions do you have for us in the context of the proposed tender and how we intend to approach it?
- b) If you are a non-Dutch party: do you agree with Dutch as the working language for the tender?

Question 7

Interest:

- a) Do you see your organisation and solutions as suitable enough that you would seriously consider tendering?