

**CABINET MEMBER FOR CULTURE AND TOURISM – EMERGENCY BUSINESS
POWERS MEETING**

**Venue: Town Hall, Moorgate
Street, Rotherham. S60
2TH**

Date: Thursday, 2nd May, 2013

Time: 10.00 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Apologies for absence.
4. Declarations of Interest.
5. Renewal of Library Management System Contract. (Pages 1 - 3)
6. Support and Maintenance for QMATIC customer flow management system. (Pages 4 - 5)
7. Date and time of the next meeting: -
 - Tuesday 4th June, 2013, to start at 10.00 am in the Rotherham Town Hall.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Culture and Tourism
2.	Date:	2 May 2013
3.	Title:	Renewal of Library Management System Contract
4.	Directorate:	Environment & Development Services

5. Summary

The purpose of this report is to seek Member approval for exemption from Standing Orders. This is to allow Capita to provide a support and maintenance contract for the Library Management System for a further year.

The Library and Information Service currently operates the Capita (Talis) Alto Library Management System. The system was implemented in 2007 and the original contract included a 5 year annual support agreement. The current support agreement came to an end on 31st March, 2013.

The Library and Information Service is extremely happy with the performance of the existing Library Management System and we need to establish a support contract with Capita to ensure continued use and support of the product.

6. Recommendations

It is recommended that:

- **The contract for support and maintenance of the Capita Library Management system to be exempt from the provisions of Standing Order 47.6.3 (requirement to invite three written quotations for contracts valued between £20,000 and £50,000) and the contract be awarded to Capita.**

7. Proposals and Details

7.1 Background

The Capita Library Management System was implemented in 2007 after a full procurement process. This included the purchase of a five year support contract, which expired in March 2013.

The Library and Information Service is very happy with the performance of the Capita system and the support service which is provided by the supplier.

RMBC's Procurement team has identified that Capita is the only supplier who is capable of providing support and maintenance of the Library Management System. Other Library Management Systems are available in the market place, but RMBC has no desire to switch products at this time. The service feels that tendering for a new Library Management System would offer no additional benefits to customers or realise efficiencies.

7.2 Capita Support Contract

A Capita annual support and maintenance contract will cost £35,000 and will begin from 1 April, 2013. All upgrades to the Library Management System are included in the support contract offered by Capita. This is beneficial for the Council and differs to other suppliers who are currently in the Library Management System market place.

In addition, Capita provides its customers with a roadmap which provides clear guidance on future planned developments. As a substantial proportion of these developments are based on customer suggestions, the library management product continues to evolve and adapt to both Council and customer requirements.

The support contract meets the needs of the Library and Information Service.

7.3 Library Management System integration

The existing Capita Library Management System is integrated to several other systems in use within the Library and Information Service on a daily basis, including:

- An automated telephone system which allows 24/7 real time renewals and sends out text messages for overdue books and reservations. This has allowed the service to reduce the number of letters posted out to customers;
- The PC booking system (netloan) which is in use at all libraries;
- Self service units which are installed at 6 libraries across the Borough;
- RFID (Radio Frequency Identification) system which has been recently implemented at the Library @ Riverside;
- At stock management level, the system is linked to Electronic Data Interchange (EDI) between the authority and suppliers. Capita are leading on this development in the market place and no other Library Management System provider offers the same level of acquisitions management. This is a managed process and saves on staff time.

If the Library and Information Service was required to complete a procurement exercise for a new system, additional resources would be required to ensure that subsequent system integrations were fully tested and effective.

Capita also provides a module that will allow connection of the Library Management System to the Council's financial system. This removes reliance on repetitive, manual data re-entry and will ensure information integrity. This is something the Stock Management team is looking to trial during the next financial year

8. Finance

The Council currently pays £35,000 for annual support and maintenance. This is covered by current library and information service budgets. Provision is built into the 2013 – 2014 budgets to extend support costs for a further year.

9. Risks and Uncertainties

A full procurement exercise for a new LMS will need to be undertaken if the support contract is not renewed. This will have a significant impact on the service, including cost implications for which there is no budget provision. There would also be impacts on systems' infrastructure, staff time, training, and helping customers access a new system.

10. Policy and Performance Agenda Implications

The provision of an appropriate Library Management System enables libraries to contribute to the delivery of corporate priorities and the Library Strategy and Customer Access Strategy.

It is worth noting that Capita place priority on developing web applications which will help with the Council's own focus on Channel Shift. The service would like to take the opportunity to explore some of these developments during 2013/14.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Legal, Finance and Procurement Services and all have confirmed agreement with the proposals.

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Culture and Tourism
2.	Date:	2 May, 2013
3.	Title:	Support and Maintenance for QMATIC customer flow management system
4.	Directorate:	Environment & Development Services

5. Summary

The purpose of this report is to seek Member approval for exemption from Standing Orders. This is to allow QMATIC to provide a support and maintenance contract for the customer flow management system which is in place at five of our Customer Service Centres across the borough.

RMBC previously held a support contract for the customer flow management system and this expired on 31 March, 2013. We need to establish a further support contract with QMATIC to ensure continued support and maintenance of the product.

6. Recommendations

It is recommended that:

- **The contract for support and maintenance of the QMATIC customer flow management system to be exempt from the provisions of Standing Order 48.1 (requirement to invite between three to six written external quotations for contracts with a value of £50,000 and above) and the contract be awarded to QMATIC.**

7. Proposals and Details

QMATIC is the customer flow management system which allows Customer and Cultural Services to effectively handle customer contact at five of our Customer Service Centres across the borough.

The company which develops and supplies the System (QMATIC) charge RMBC an annual fee for support and maintenance of the product. RMBC's contract expired on 31 March 2013. Following negotiation between QMATIC and RMBC's procurement team, QMATIC have agreed to reduce our annual support and maintenance charge. This offer is conditional on RMBC signing a 3 year contract to cover the period April 2013 to March 2016.

RMBC's Procurement and ICT teams have identified QMATIC as the only supplier who are capable of providing support and maintenance of our existing customer flow management system. Other customer queuing systems are available but RMBC has no desire to switch products at this time. The cost to change products, including hardware, software, training and SIEBEL integration work is in the region of £100,000 initial investment and this funding is not currently available within existing budgets.

As such a request is made for the provision of support and maintenance for the QMATIC customer flow systems at Riverside House, Swinton, Dinnington, Aston and Maltby to be exempt from the provisions of standing order 48.1 and the contract be awarded to QMATIC.

8. Finance

The total value of the order for the support and maintenance (3 years) is £48,120.63 + VAT.

As in previous years, this will be funded from existing Corporate ICT revenue budgets.

9. Risks and Uncertainties

As the QMATIC system has fallen out of support we may not be able to call upon the supplier to assist us in fault fixing and applying updates. This places us at risk of system downtime which would impact our ability to deliver our services.

10. Policy and Performance Agenda Implications

The QMATIC customer flow management system supports the Council's ability to deliver excellent customer services.

11. Background Papers and Consultation

Consultation has taken place with colleagues in ICT, Legal and Procurement Services.

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