

## **Scotland Excel**

**To: Executive Sub Committee**

**On: 26 January 2018**

**Report  
by  
Director Scotland Excel**

**Tender: Supply and Delivery of Library Books, Educational Textbooks and Multimedia Supplies**

**Schedule: 06/17**

**Period: 1 February 2018 until 31 January 2020 (with the option to extend for up to two 1 year periods until 31 January 2022)**

**Effective date: 19 February 2018**

### **1. Introduction and Background**

The current framework for library books, educational textbooks and multimedia supplies expired on 31 October 2017. It is proposed that this renewal framework will operate from 1 February 2018 until 31 January 2020 with an option to extend to 31 January 2022.

This framework will provide councils with a mechanism to procure a range of library books including but not limited to adult and children fiction and non-fiction books, reference books, foreign language books, audio books, large print books and DVDs. Councils will also be able to procure a wide range of educational textbooks from various publishers. Users of the framework are likely to include public libraries, schools, nurseries and community centres.

The report summarises the outcome of the procurement process for this national framework arrangement.

### **2. Scope, Participation and Spend**

As part of the strategy development, the User Intelligence Group (UIG) endorsed the inclusion of nineteen lots as summarised in Table 1.

**Table 1: Lotting Structure**

Lot No.	Description	Estimated % Spend through lot
1	Adult's Fiction & Non-Fiction Books	23%
2	Children's Fiction & Non-Fiction Books	12%
3	Reference & Foreign Language Books	7%
4	DVDs	
5	Audio Books	
6	Large Print	
7	General Books	20%
8-19	Educational Textbooks	38%

This lotting structure recognises the current landscape of the market place, and is designed to more closely align with council requirements. The lotting strategy continues to maximise opportunities for SMEs.

The framework was advertised to enable access by all 32 councils in Scotland. As detailed in Appendix 1, 31 councils, the Advance Procurement for 0 Universities and Colleges (APUC) and National Health Service Scotland (NHSS) have confirmed their intention to participate in this framework. South Ayrshire Council has confirmed that they will not participate as they operate their own in-house bookshop.

Historical spend data would suggest a forecast framework spend of c £11.4m per annum, but this was advertised with a potential value of £14 million per annum to allow for councils and other associate members to migrate over. It should be noted however that no guarantee is given of any business or any level of business under the framework.

### 3. Procurement Process

A Prior Information Notice (PIN) was published on 20 May 2017 resulting in expressions of interest from 39 companies. Market engagement led to 12 supplier meetings, which helped inform the delivery strategy in areas such as ability to service, market trends and community benefits.

The User Intelligence Group (UIG), consisting of procurement and technical representatives from the participating councils, endorsed the procurement strategy in 23 May 2017. A working group of technical representatives from the councils was formed to review the technical criteria to adopt during the tender process. This group also played an integral role in evaluating technical responses from bidders.

To ensure maximum competition, the UIG agreed that an open tender process should be used and this was advertised on the Official Journal of the European Union and the Public Contracts Scotland portal on 6 November 2017. The tender process was conducted using the Public Contracts Scotland Tender system (PCS-T).

The procurement process followed a two-stage tendering procedure. Stage one, Qualification, was conducted using the European Single Procurement Document (ESPD). Within the ESPD, tenderers are required to answer several exclusionary questions along with questions on insurance, financial standing, quality management, health and safety and environmental management.

At the second stage of the process offers were evaluated against the following criteria and weightings:

- Technical 15%
- Commercial 85%

Within the technical section, bidders were required to evidence their knowledge and experience by responding to the main technical questions, which included areas such as fair work practices, supply and delivery assurance and what commitments they would make in respect of community benefits. In addition to these questions, lot specific technical questions were also asked in relation to delivery of library staff training and processes and relationships with bookshop, distributors and publishers.

Within the commercial section, bidders were invited to offer on a lot by lot basis, a percentage discount against Recommended Retail Prices (RRP). These discounts were for different categories of books, DVDs or publishers commonly purchased by councils.

Bidders were also invited to offer pricing for National Acquisition Group (NAG) Standard Servicing for lots 1-6, allow for library books and multimedia supplies to be “shelf ready” and jacketing capabilities for books on lots 7-19.

#### **4. Report on Offers Received**

The tender document was downloaded by 37 organisations, with 24 tender responses received.

A summary of all offers received is provided in Appendix 2.

Based on the criteria and scoring methodology set out in the tender document, a full evaluation of the compliant offers received was completed. Appendix 3 confirms the scoring achieved by each bidder.

#### **5. Recommendations**

Based on the evaluation undertaken, and in line with the criteria and weightings set out above, it is recommended that a multi supplier framework agreement is awarded to 24 suppliers across the 19 lots as outlined in Appendix 3.

The 24 recommended suppliers provide the choice, scope and range of library books, educational textbooks and multimedia supplies required by councils as well as representing best value and providing geographical coverage. These

24 suppliers also represent a mix of micro, small, medium and large organisations, with 9 of the recommended suppliers classified as SMEs and 7 of the recommended suppliers classified as micro businesses.

## **6. Benefits**

### **Savings**

Scotland Excel conducted a benchmarking exercise for councils based on the available historic information. The results of this benchmarking are detailed in Appendix 1.

The projected average saving across all councils is 0.13%, which equates to an estimated total saving of approximately £15k per annum based on current forecast spend levels.

### **Price Stability**

As previously stated bidders offered a percentage discount against the RRP. The recommended bidders have agreed to hold their discounts, NAGs costs (lots 1-6) and jacketing costs (lots 7-19) for the first two years of the framework.

### **Sustainable Procurement Benefits**

Within the technical section of the tender, bidders were asked to complete a method statement on assisting councils with innovative process in manufacturing and recycling and systems and processes for reducing waste.

Some solutions offered for innovative process for manufacturing and recycling included sending old textbooks to schools in Africa, use of eco-friendly inks which are vegetable base and use of fully recyclable packaging. Most bidders also stated that they manage and reduce their waste in line with the waste hierarchy (prevention, reuse, recycle, recover and dispose).

All bidders also agreed to only supplying products with paper that was compliant with the UK Government timber procurement policy.

### **Community Benefits**

Bidders were asked to detail community benefit initiatives that they would commit to deliver during the life of the framework in line with the Scottish Government's National Outcomes.

Responses received included:

- National Outcome B – We realise our full economic potential with more and better employment opportunities for our people
  - Provide large print and audio books accessible all including the blind and visually impaired.
  - Work with schools and colleges to offer mock interviews.

- Mentoring opportunities for students.
- Attend school and college career events to promote publishing as a career.
- Work experience opportunities.
- National Outcome D – Our Young people are successful learners, confident individuals, effective contributors and responsible citizens
  - Offer support for library functions and events including competition prizes and sponsorship.
  - Provide free copies of textbooks to small schools.
- National Outcome G – We have tackled the significant inequalities in Scottish society
  - Provide free content in accessible formats for pupils who have difficulty with ordinary printed text, including dyslexia, physical disabilities, blind or partially sighted.
  - Gift every child from birth to primary 1 with a bag of three books.
- National Outcome H – We have improved the life chances for children, young people and families at risk
  - Sponsorship and donations to local community initiatives and charities to encourage healthy living activities.
  - “Christmas Giving Tree” event to support children from disadvantaged backgrounds to have access to books and reading materials.
- National Outcome P – Our public services are high quality, continually improving, efficient and responsive to local people’s needs
  - Promote functions and events geared towards reading weeks to help increase the footfall in libraries.
  - Host library user groups to allow for sharing of best practice and offering support and development opportunities for libraries.

Scotland Excel will support delivery of these commitments during the lifetime of the framework and this will also be reported through ongoing contract management. Results reported on community benefits will be disseminated to councils on a six-monthly basis.

### **Fair Work Practices**

Bidders were also scored on how they will engage in fair work practices for staff employed in the delivery of this framework.

This included questioning bidders on how they avoid exploitative employment practices and improve the wide diversity of their staff. Some bidders stated that they comply with the Modern Slavery Act (2015) and the Equality Act (2010) to ensure that no requirements are imposed without justification that could disadvantage individuals. In addition, bidders were also asked for details on what training they provided for their staff, as well as how they proactively engage with them to promote empowerment so that they can fulfil their potential. Most bidders stated that they offered development programmes for their staff, which included training and courses that looked to enhance their skills and advance their careers.

For information, bidders were also asked to confirm their approach to fair work practices and the Scottish Living Wage. Of the 24 recommended suppliers:

- 2 are accredited Scottish Living Wage suppliers;
- 14 pay the Scottish Living Wage or above to all employees (except volunteers, apprentices and interns) but are not accredited; and
- 1 further supplier has agreed to provide this same commitment within the initial two-year period of the Framework Contract.

Scotland Excel will continue to monitor Fair Work Practices including the Scottish Living Wage within its contract and supplier management programme. Scotland Excel will work with all awarded suppliers who do not yet pay the Living Wage Foundation to encourage them to achieve this.

## **7. Contract Mobilisation and Management**

In accordance with Scotland Excel's established contract and supplier management programme, this framework has been classified as a level 3 arrangement in terms of both risk and spend requiring as a minimum annual supplier meetings. The UIG will be convened on a regular basis throughout the framework period.

## **8. Summary**

This framework for supply & distribution of library books, educational textbooks and multimedia supplies aims to maximise collaboration, promote added value and deliver best value. A range of benefits can be reported in relation to savings, price stability, sustainability and community benefits.

The Executive Sub Committee is requested to approve the recommendation to award this framework agreement to the suppliers as detailed in Appendix 3.

## Appendix 1 – Participation, Spend and Savings Summary Library Books, Educational Textbooks and Multimedia Supplies 07-16

Member Name	Participation in Contract	Participation Entry Date	Estimated Annual Spend (£)	Source of Spend Data	% Estimated Forecast Savings	Estimated Annual Savings (£)	Basis of Savings Calculation
Aberdeen City Council	Yes	01 February 2018	£479,660	Contract MI	0.13%	£624	Benchmarked Current Contract*
Aberdeenshire Council	Yes	01 February 2018	£524,006	Contract MI	0.13%	£681	Benchmarked Current Contract*
Angus Council	Yes	01 February 2018	£193,453	Contract MI	0.13%	£251	Benchmarked Current Contract*
Argyll & Bute Council	Yes	01 February 2018	£133,322	Contract MI	0.13%	£173	Benchmarked Current Contract*
City of Edinburgh Council	Yes	01 February 2018	£771,306	Contract MI	0.13%	£1,003	Benchmarked Current Contract*
Clackmannanshire Council	Yes	01 February 2018	£77,328	Contract MI	0.13%	£101	Benchmarked Current Contract*
Comhairle nan Eilean Siar	Yes	01 February 2018	£38,373	Contract MI	0.13%	£50	Benchmarked Current Contract*
Dumfries & Galloway Council	Yes	01 February 2018	£228,497	Contract MI	0.13%	£297	Benchmarked Current Contract*
Dumfries City Council	Yes	01 February 2018	£255,282	Contract MI	0.13%	£332	Benchmarked Current Contract*
East Ayrshire Council	Yes	01 February 2018	£302,896	Contract MI	0.13%	£394	Benchmarked Current Contract*
East Dunbartonshire Council	Yes	01 February 2018	£240,314	Contract MI	0.13%	£312	Benchmarked Current Contract*
East Lothian Council	Yes	01 February 2018	£136,501	Contract MI	0.13%	£177	Benchmarked Current Contract*
East Renfrewshire Council	Yes	01 February 2018	£349,960	Contract MI	0.13%	£455	Benchmarked Current Contract*
Falkirk Council	Yes	01 February 2018	£294,619	Contract MI	0.13%	£383	Benchmarked Current Contract*
Fife Council	Yes	01 February 2018	£459,008	Contract MI	0.13%	£597	Benchmarked Current Contract*
Glasgow City Council	Yes	01 February 2018	£1,235,876	Contract MI	0.13%	£1,607	Benchmarked Current Contract*
Highland Council	Yes	01 February 2018	£449,639	Contract MI	0.13%	£585	Benchmarked Current Contract*
Inverclyde Council	Yes	01 February 2018	£159,251	Contract MI	0.13%	£207	Benchmarked Current Contract*
Midlothian Council	Yes	01 February 2018	£154,055	Contract MI	0.13%	£200	Benchmarked Current Contract*
North Ayrshire Council	Yes	01 February 2018	£323,184	Contract MI	0.13%	£420	Benchmarked Current Contract*
North Lanarkshire Council	Yes	01 February 2018	£880,434	Contract MI	0.13%	£1,145	Benchmarked Current Contract*
Orkney Islands Council	Yes	01 February 2018	£18,728	Contract MI	0.13%	£24	Benchmarked Current Contract*
Perth & Kinross Council	Yes	01 February 2018	£187,323	Contract MI	0.13%	£244	Benchmarked Current Contract*
Renfrewshire Council	Yes	01 February 2018	£429,808	Contract MI	0.13%	£559	Benchmarked Current Contract*
Scottish Borders Council	Yes	01 February 2018	£146,343	Contract MI	0.13%	£190	Benchmarked Current Contract*
Shetland Islands Council	Yes	01 February 2018	£51,185	Contract MI	0.13%	£67	Benchmarked Current Contract*
South Ayrshire Council	No						
South Lanarkshire Council	Yes	01 February 2018	£719,471	Contract MI	0.13%	£935	Benchmarked Current Contract*
Stirling Council	Yes	01 February 2018	£127,113	Contract MI	0.13%	£165	Benchmarked Current Contract*
The Moray Council	Yes	01 February 2018	£156,862	Contract MI	0.13%	£204	Benchmarked Current Contract*
West Dunbartonshire Council	Yes	01 February 2018	£174,787	Contract MI	0.13%	£227	Benchmarked Current Contract*
West Lothian Council	Yes	01 February 2018	£398,315	Contract MI	0.13%	£518	Benchmarked Current Contract*
Associate Members	Yes	01 February 2018	£1,328,741	Contract MI	0.13%	£1,727	Benchmarked Current Contract*
<b>Totals</b>			<b>£11,425,640</b>		<b>0.13%</b>	<b>£14,853</b>	

Asterisk (\*) denotes confirmation TBC





## Appendix 2 - SME Status

Company Name	SME Status	Location	Lots Offered
Askews and Holts Library Services Ltd	Medium	Preston	1-4
Bertram Trading Limited t/a Bertram Library Services	Large	Norwich	1-3
Blackwell Limited	Large	Oxford	1-4, 7-19
Books Asia Ltd	Micro	Bradford	3
Bright Red Publishing Ltd	Micro	Edinburgh	8
A T Little & Sons Ltd t/a Browns Books for Students	Medium	Kingston-upon-Hull	1-2, 7-19
Changeover Ltd t/a Moovies Distribution	Small	Worksop	4
Glowworm Books + Gifts Limited	Micro	Broxburn	7-19
Harper Collins Publishers Limited	Large	Glasgow	10
Hodder & Stoughton Limited t/a Hodder Gibson	Large	Glasgow	11 and 18
John Smith & Son Group Ltd	Medium	Ringwood	7
Kelvin Books Limited	Small	Glasgow	7-19
Library Magna Books Limited	Small	Skipton	5 and 6
Oxford University Press	Large	Oxford	7, 14 and 15
Pearson Education Ltd	Large	London	7 and 16
Peters Limited	Medium	Birmingham	2, 7-19
Prim-Ed Publishing Limited	Small	County Wexford	17
Scholastic Ltd	Large	Southam	7 and 14
Scotia and Chameleon Books Ltd	Micro	Kilsyth	2, 4, 5, 7-18
Star Books	Micro	Stanmore	3
TeeJay Publishers	Micro	Barrhead	19
Trans UK Supplies Ltd	Micro	Iver	4
Ulverscroft Large Print Books Ltd	Medium	Anstey	5 and 6
Waterstones Booksellers Limited	Large	London	7-16 and 18



### Appendix 3 - Scoring and Recommendations (Asterisk (\*) denotes recommended supplier)

Lot 1 - Adult Fiction & Adult Non-Fiction Books	
Bidder	Final Score
Bertram Trading Ltd t/a Bertram Library Services*	94.93
Askews and Holts Library Services Ltd*	93.87
A T Little & Sons Ltd t/a Browns Books for Students*	91.23
Blackwell Limited	62.61

Lot 2 - Children's Fiction & Children's Non-Fiction Books	
Bidder	Final Score
Peters Limited*	92.73
Askews and Holts Library Services Ltd*	92.57
A T Little & Sons Ltd t/a Browns Books for Students*	90.35
Bertram Trading Ltd t/a Bertram Library Services*	87.66
Blackwell Limited	62.08
Scotia and Chameleon Books Ltd	41.82

Lot 3 - Reference and Foreign Language Books	
Bidder	Final Score
Star Books*	92.20
Books Asia Ltd*	82.00
Askews and Holts Library Services Ltd*	53.93
Bertram Trading Ltd t/a Bertram Library Services*	52.93
Blackwell Limited	36.63

Lot 4 - DVDs	
Bidder	Final Score
Trans UK Supplies Ltd*	96.06
Changeover Ltd t/a Movies Distribution*	89.94
Askews and Holts Library Services Ltd*	43.56
Blackwell Limited	16.63
Scotia and Chameleon Books Ltd	4.04

Lot 5 - Audio Books	
Bidder	Final Score
Library Magna Books Limited*	91.47
Ulverscroft Large Print Books Ltd*	90.51
Scotia and Chameleon Books Ltd*	86.68

Lot 6 - Large Print Books	
Bidder	Final Score
Library Magna Books Limited*	92.36
Ulverscroft Large Print Books Ltd*	90.20

Lot 7 - General Books	
Bidder	Final Score
Glowworm Books + Gifts Limited*	91.86
A T Little & Sons Ltd t/a Browns Books for Students*	88.59
Peters Limited*	67.64
Kelvin Books Limited*	65.43
Waterstones Booksellers Limited*	59.12
Pearson Education Ltd*	53.93
Scholastic Ltd*	52.47
Blackwell Limited*	48.67
John Smith & Son Group Ltd*	46.75
Scotia and Chameleon Books Ltd*	40.11
Oxford University Press*	39.49

Lot 8 - Bright Red Publishing	
Bidder	Final Score
Bright Red Publishing Ltd*	91.96
Glowworm Books + Gifts Limited*	91.86
A T Little & Sons Ltd t/a Browns Books for Students*	83.77
Kelvin Books Limited*	82.96
Waterstones Booksellers Limited*	78.13
Peters Limited*	76.10
Blackwell Limited*	67.96
Scotia and Chameleon Books Ltd	32.74

Lot 9 - Capstone Global Library	
Bidder	Final Score
Glowworm Books + Gifts Limited*	91.86
Kelvin Books Limited*	70.96
A T Little & Sons Ltd t/a Browns Books for Students*	67.10
Waterstones Booksellers Limited*	61.46
Blackwell Limited*	54.63
Scotia and Chameleon Books Ltd*	46.07
Peters Limited	30.11

Lot 10 - Harper Collins	
Bidder	Final Score
Glowworm Books + Gifts Limited*	91.86
A T Little & Sons Ltd t/a Browns Books for Students*	88.21
Harper Collins Publishers*	76.29
Waterstones Booksellers Limited*	73.68
Blackwell Limited*	50.19
Kelvin Books Limited*	46.52
Scotia and Chameleon Books Ltd*	41.63
Peters Limited	27.89

Lot 11 - Hodder Gibson	
Bidder	Final Score
A T Little & Sons Ltd t/a Browns Books for Students*	97.10
Blackwell Limited*	94.63
Glowworm Books + Gifts Limited*	91.86
Hodder & Stoughton Limited t/a Hodder Gibson*	88.36
Waterstones Booksellers Limited*	81.46
Kelvin Books Limited*	78.96
Peters Limited	50.11
Scotia and Chameleon Books Ltd	46.07

Lot 12 - Jolly Learning	
Bidder	Final Score
A T Little & Sons Ltd t/a Browns Books for Students*	97.10
Kelvin Books Limited*	70.96
Glowworm Books + Gifts Limited*	61.86
Waterstones Booksellers Limited*	61.46
Peters Limited*	60.11
Blackwell Limited*	54.63
Scotia and Chameleon Books Ltd	26.07

Lot 13 - McGraw Hill	
Bidder	Final Score
A T Little & Sons Ltd t/a Browns Books for Students*	97.10
Waterstones Booksellers Limited*	89.89
Blackwell Limited*	77.38
Glowworm Books + Gifts Limited*	74.61
Kelvin Books Limited*	61.16
Peters Limited	41.48
Scotia and Chameleon Books Ltd	37.44

Lot 14 - Nelson Thornes	
Bidder	Final Score
Scholastic Ltd*	90.90
A T Little & Sons Ltd t/a Browns Books for Students*	87.50
Blackwell Limited*	78.63
Glowworm Books + Gifts Limited*	75.86
Oxford University Press*	70.43
Scotia and Chameleon Books Ltd*	70.07
Kelvin Books Limited*	62.16
Waterstones Booksellers Limited*	59.46
Peters Limited	42.11

Lot 15 - Oxford University Press	
Bidder	Final Score
A T Little & Sons Ltd t/a Browns Books for Students*	97.10
Waterstones Booksellers Limited*	78.13
Blackwell Limited*	52.73
Glowworm Books + Gifts Limited*	47.10
Oxford University Press*	44.53
Scotia and Chameleon Books Ltd*	44.17
Kelvin Books Limited*	41.44
Peters Limited	29.16

Lot 16 - Pearson Education	
Bidder	Final Score
A T Little & Sons Ltd t/a Browns Books for Students*	94.02
Pearson Education Ltd*	89.67
Blackwell Limited*	76.17
Kelvin Books Limited*	74.04
Glowworm Books + Gifts Limited*	65.71
Waterstones Booksellers Limited*	65.31
Peters Limited	38.84
Scotia and Chameleon Books Ltd	36.84

Lot 17 - Prim-Ed Publishing	
Bidder	Final Score
A T Little & Sons Ltd t/a Browns Books for Students*	97.10
Glowworm Books + Gifts Limited*	91.86
Kelvin Books Limited*	81.36
Blackwell Limited*	78.63
Prim-Ed Publishing Ltd*	74.98
Scotia and Chameleon Books Ltd*	70.07
Peters Limited	42.26

Lot 18 - Rising Stars UK	
Bidder	Final Score
A T Little & Sons Ltd t/a Browns Books for Students*	97.10
Glowworm Books + Gifts Limited*	69.00
Waterstones Booksellers Limited*	59.08
Kelvin Books Limited*	58.58
Peters Limited*	57.73
Blackwell Limited*	52.73
Hodder & Stoughton Limited t/a Hodder Gibson*	46.46
Scotia and Chameleon Books Ltd*	44.17

Lot 19 - Teejay Publishers	
Bidder	Final Score
Teejay Publishers*	89.38
Blackwell Limited*	87.36
Glowworm Books + Gifts Limited*	66.41
Kelvin Books Limited*	65.51
Peters Limited	46.62
A T Little & Sons Ltd t/a Browns Books for Students	17.10