



**Focus**

**Project:**  
*eTendering implementation using  
BravoSolution ESoP*

**Objective:**  
*Speed up the tendering process and  
improve its overall efficiency*

**Implementation period:**  
*2005*

**The British Library**



**Case study**

The British Library, established by statute in 1972, is the national library of the United Kingdom and one of the world's great libraries. It is a non-departmental public body ('NDPB'), reporting to the Department of Culture, Media and Sport. The Library currently employs around 2,200 staff and operates from 5 sites in London and Yorkshire. Its reading rooms can accommodate up to 1,200 readers at once and over 16,000 people use its collections each day. The Library receives a copy of every publication produced in the UK and Ireland and its collections include 150 million books, manuscripts, maps, magazines, prints and patents in most known languages. Approximately 3 million new items are incorporated into the British Library collections every year.



**«The BravoSolution eSourcing Managed Service has been chosen by the Office of Government Commerce after a rigorous EU Tender process. It has already been adopted by many Government Departments and I am certain that the new eSourcing solutions supplied by BravoSolution will be able to guarantee a great value added to the British Library's procurement processes.»**

John Kitching  
*Head of Contracts and Purchasing Unit (CPU), British Library*



## REQUIREMENTS



### **Increase the process speed and improve audit compliance**

The British Library Contracts and Purchasing Unit (CPU) undertakes procurement activities on behalf of all areas of the Library. Such activities, that include services, works and supplies, range from JISC funded projects to digitise historic newspaper and audio collections, to the provision of energy to Library sites and the supply of microfilm for archiving academic theses. Historically these procurements have been conducted via labour intensive paper-based procedures, with buyers requiring significant administrative support to process and distribute tender returns and to archive the resulting contracts. Similarly, communications with tenderers have been conducted via a combination of telephone, email and hard-copy documents, creating records management and audit issues. Key objectives for the Library are to improve the efficiency of the tendering process, to increase the speed of information distribution and decision making, to improve audit compliance and to drive competition.

## SOLUTION



### **British Library branded eTendering portal powered by BravoSolution**

The British Library has become an early adopter of the BravoSolution eSourcing Managed Service, which comprises four elements (eTendering, eEvaluation, eCollaboration and eContract Management) and is being provided under a framework agreement signed with OGCBuying.Solutions, an Executive Agency of the Office of Government Commerce. The British Library has implemented the eTendering service element, delivered as a British Library branded eSourcing portal, created, hosted and managed by BravoSolution (see [www.bl.bravosolution.com](http://www.bl.bravosolution.com)). The eTendering Service provides web-based technology allowing buyers and suppliers to manage all their interactions online, from notice publication to the creation of pre-qualification questionnaires (PQs) and invitations to tender (ITTs), and it is designed to handle online negotiations for both above and below OJEU thresholds. All communications between buyer and supplier are conducted via a secure web-based interface, providing a full audit trail of all interactions. The eTendering service is hosted by BravoSolution, with both the application software and data being held on the secure servers. In addition to providing the eTendering technology, BravoSolution also provides consultancy, training and help desk services.

## RESULTS



### **Faster decision-making and complete record of all documents and communications**

All new British Library tenders are now being conducted via the eSourcing Managed Service. Awarded eTenders include, among others, contracts for IT Training, Consultancy and Legal services. The Service, integrated with eWorking revised office procedures to create an entirely digital workflow, is presenting significant advantages over the old process. Every stage is now performed electronically, which means faster tender publication, easier management of communication with suppliers, better visibility of the progress of tendering activity and faster evaluations. Postal delays and the administrative overheads associated with dispatching tender packages, then opening, copying and distributing tender returns, have all been eliminated. The Service has also eliminated concerns regarding auditability as it retains a complete record of all documents and awarding decisions, it is already facilitating faster decision-making and significantly reducing the length of the procurement cycle. The overall results are greater transparency, speed and efficiency throughout the tender process.

London ■ Madrid ■ Milan ■ Paris ■ Rome

United Kingdom 4th Floor, 12-14 Masons Avenue ■ London EC2V 5BB  
Tel. +44 (0)20 7796 4170 ■ Fax +44 (0)20 7796 4149 ■ [info@bravosolution.com](mailto:info@bravosolution.com) ■ [www.bravosolution.com](http://www.bravosolution.com)

