

Kent County Council

County Hall

Sessions House

County Road

Maidstone

Kent ME14 1XQ

Dear Sir or Madam

**RFQ for KCC Libraries, Registration and Archives – Future Service Strategy Consultation Support**

Kent County Council is inviting you to Bid for the above contract and accordingly have enclosed a Request for Quotation.

The attached document is in three parts plus appendices as follows:

Section 1 Scope and Context

Section 2 Requirement

Section 3 Contract Conditions

Appendix A Consultation Questionnaire

**Your RFQ response should reach the Kent Business Portal no later than 4pm Friday 26th October 2018.**

You are advised to read all sections carefully before Bidding. Should you have any difficulty with the RFQ, please get in contact via the Kent Business Portal.

Yours faithfully

Kent County Council



**Kent County Council Request for Quotation:**

**Future Service Strategy Consultation Support**

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**Section 1 – Requirement**

The Libraries, Registration and Archives Service (LRA) is a statutory and highly valued public service delivered through a network of 99 libraries, 6 Register Offices; 5 mobile libraries; an archive centre containing over 8.5 miles of shelving of historic archive documents; the stock distribution and support function building at Quarrywood; the information service comprising the public and KCC Member ‘Ask a Kent Librarian’ service as well as the 24 hour accessible online services.

LRA also currently delivers the record management service on behalf of KCC and is commissioned to deliver the registration service for the London Borough of Bexley and the Prison library service in Kent.

Since April 2016 LRA has been a fully internally commissioned service reporting against its contribution towards the KCC outcomes framework and demonstrating the positive impact these services have on the people and communities of Kent.

Kent County Council along with all local authorities is facing a period of unprecedented financial pressure which demands continued and sustained innovation, change and focus on positive outcomes from all services. LRA has an excellent record of meeting this challenge and hasalready achieved significant savings of approximately. £6m since 2013/14

Alongside the financial pressures Kent LRA service is experiencing significant changes in demography, spatial geography, how people want to access services and their expectations of those services, technology and IT literacy. The service also needs to look at its marketing and promotion to residents and businesses as well as developing further its commercial approach. Developing partnerships both within KCC and beyond will be key to making the most of the services’ reach into communities and to providing a more holistic, sustainable, joined up and collaborative approach to public services.

The key aims of the consultative process are to inform the future LRA strategy for the next five years. This will allow the Authority to get a view from existing customers, the wider people of Kent, staff, communities and other stakeholders to shape the final strategy. We will also consult on the specific first year proposals for a new operating model for libraries.

The consultation is scheduled to launch on3rd December 2018 for 12 weeks and run until 1st March 2019.

Consultees will be invited to submit their views on the proposals via a questionnaire available online via Kent.gov.uk and in hard copy. The hard copies will be available from all local public buildings (Libraries, Register offices and Gateways) and at appropriate KCC or LRA public events, to be confirmed

An Easy Read version of the consultation document and questionnaire will also be available.

A freepost address will be set up for the return of hard copy questionnaires.

In addition to the consultation questionnaire, we envisage holding:

* Library drop-in events at specific dates/times in every Kent district
* Telephone surveys
* Information available on Kent.gov and all LRA buildings
* Deliberative workshops

**Section 2 – Specification**

**Questionnaire and analysis**

We are seeking an external organisation to provide data entry, analysis and reporting. Specifically, the requirements are:

* Attendance at project initiation (date TBC), follow up and summing up meetings
* Review and refine draft consultation questionnaire
* Data input of hard copies of the questionnaire (including Easy Read)
* Qualitative and quantitative analysis of the questionnaire responses (including Easy Read). The questionnaire is to be developed therefore please provide the quote based on an assumption there will 25 questions in total with 5 of these requiring open text responses
* Charts and frequency / percentage tables that can be copied and pasted into Microsoft packages, for example, Word and PowerPoint
* Cross tabulation to be agreed in advance but to include equality questions, such as gender, age, ethnic group, disability etc.
* Interim results report at week 5 of the consultation
* Any alternative options raised as part of the consultation to be passed back to the service for consideration throughout the process
* Full consultation report, including the findings from all consultation activities, including letters and emails
* Presentation of report Summary to KCC Officers
* Subsequent presentation to KCC Members

**Volumes and Price Schedule**

It is very difficult to predict volumes at this stage. The questionnaires for consultations on proposals for a Charitable Trust and changes to mobile library provision received 2,143 and 1,554 responses. Hampshire received 8,972 responses when they consulted on their whole service strategy.

Please provide a cost matrix for the following scenarios:

|  |  |  |
| --- | --- | --- |
|  | **Total Cost** | **Cost per 50 additional** **responses** |
| **Data entry** |  |  |
| 50 responses |  |  |
| 150 responses |  |  |
| 250 responses |  |  |
| 500 responses |  |  |

|  |  |  |
| --- | --- | --- |
|  | **Total Cost** | **Cost per 100 additional** **responses** |
| **Analysis and Reporting** |  |  |
| 500 responses |  |  |
| 750 responses |  |  |
| 1000 responses |  |  |
| 1500 responses |  |  |
| 2000 responses |  |  |
| 2500 responses |  |  |
| 3000 responses |  |  |
| 3500 responses |  |  |
| 4000 responses |  |  |
| 4500 responses |  |  |
| 5000 responses |  |  |
| 6000 responses |  |  |
| 7000 responses |  |  |
| 8000 responses |  |  |

To help compare bids for this work, we will use analysis and reporting on 5000 questionnaires plus the cost of each additional 100 questionnaires as the main comparator between bids.

**Deliberative Workshops / Telephone Survey**

We are exploring the possibility of holding three half day deliberative workshops with residents in East, West and Mid Kent and / or a telephone survey with a larger sample of Kent residents after the initial work above is completed. The workshops would be an opportunity to explore the issues and proposals in more detail with a targeted sample of Kent residents. A telephone survey would mirror the open consultation questionnaire but would provide a response from statistically representative sample of Kent residents. The intention would be for the response sample to be bigger enough to drill down at a district level with some level of reliability.

We are seeking an external organisation to:

* Arrange workshop venues and refreshments
* Recruit workshop participants (40 per workshop), to include library users and non or less frequent users and mix of ages
* Co-design of workshop discussion guide
* Host and facilitate
* Design representative sample for a telephone survey
* Carryout telephone survey (consultant to recommend sample number)
* Analyse and report findings (to be incorporated into final consultation report).

|  |  |
| --- | --- |
| **Deliberative Workshops** | **Cost** |
| Recruitment of participants |  |
| Planning and Design of events |  |
| Venue, refreshments and facilitation of events |  |

|  |  |
| --- | --- |
| **Telephone Survey** | **Cost** |
| Sample design |  |
| Carrying out telephone interviews |  |

|  |  |
| --- | --- |
| **Analyse and Reporting** | **Cost** |
| Deliberative Workshops |  |
| Telephone Survey |  |

In terms of the Library drop-in events these will be manned by LRA managers but would be helpful if the company attended a sample number so can cover these in the report at the end.

**Timings:**

It is envisaged that the consultation will end at midnight on 1st March 2019. We will allow 3 working days for receipt of postal returns. Due to tight deadlines the full analysis and consultation report needs to be presented and delivered by close of business on 15th March.

**Selection and Evaluation Criteria**

The below evaluation criteria will be used:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Criteria** | **Details** | **%** |
| 1 | Experience | Bidders must have carried out similar consultation support in the last 3 years in relevant subject areas | Pass / Fail |
| 2 | Timings | Bidders are able to meet the timescales detailed above | Pass / Fail |
| 3 | Price |  | 70% |
| 4 | Evaluation Criteria | See page 10 | 30% |

**5 - Excellent Standard**

The response clearly meets all requirements which is realistic and deliverable in all aspects. This gives the Client complete confidence in the tenderers’ ability to deliver this requirement.

**3 – Good Standard**

The response mostly meets the requirements which are realistic and deliverable. Evidence may be missing, lacking in detail or highlight concern within this requirement. This gives the Client confidence with minor concerns in the tenderers’ ability to deliver this requirement.

**1 - Weak Standard**

The response partially meets the requirements, however there is a lack of supporting detail to support the brief. Evidence may be missing, lacking in detail or highlight concern within this requirement. This gives the Client limited confidence in the tenderers’ ability to deliver this requirement.

**0 - Unacceptable Standard**

The response is not relevant to the Authority’s requirements. This does not give the Client confidence in the tenderers ability to deliver this requirement.

**File Formats:**

We can provide the questionnaire response data in Excel or CSV file.

We are looking to receive an Excel-compatible dataset for each questionnaire, containing all data including the verbatim responses.

**Selection Criteria**

|  |  |
| --- | --- |
| **Mandatory Questions** | |
| Please confirm you carried out similar consultation support in the last 3 years in relevant subject areas? | Yes  No |
| Please confirm if the timescales can be met as detailed in ‘Section 2 - Specification’? | Yes  No |

**Evaluation Criteria**

**To successfully answer the evaluation, please explain in enough level of detail how your proposed approach will meet the quality criteria listed below. Attachments and other appropriate forms of evidence are welcome and will not affect the word count.**

|  |
| --- |
| **Please describe your proposed approach to this consultation: (30%)**  Please include details of:   * Methodology * Timeline * Accuracy * Compliance and policy with GDPR guidelines and retention of records   Project plans should be used as evidence and will not factor into the word count |
| **[Enter response here]** |

**If you are interested in submitting a proposal this will need to be done by 4pm Friday 26th October 2018.**

**Terms and Conditions**

Please refer to the following Terms and Conditions supply of goods and/or services:

<http://www.kent.gov.uk/__data/assets/pdf_file/0018/5535/Terms-and-conditions-for-goods-and-services.pdf>