



## 4 Stage Two Initial Tender Submission

**Contract Reference**

**T0117CUS**

**Contract Title**

**Torbay Library Services**

**Maximum Period of Contract**

**10 Years**

**Return Date**

**Return Time**

**12:00 Noon**

**Return To**

[www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)

**Applicant Name**

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# Stage Two – Award

**APPLICANTS MUST SUBMIT THIS DOCUMENT IN WORD FORMAT**

## A. Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail.

Question Number	Questions	Response
1	<p>Please confirm that, in the event you are the Authority's preferred bidder, you agree to the proposed public consultation (detailed in section 1.2 Consultation Period of 2 Information) being carried out and that you will assist the Authority in developing the consultation document.</p> <p><b>Minimum Requirement</b></p> <p>It is the Authority's minimum requirement that Applicants respond 'Yes' to this question.</p>	Yes / No

## B. Method Statements

Applicants are required to submit Method Statements, which must:

- be drafted in a manner so as to be able to form part of the Contract;
- contain sufficient of detail to demonstrate that the stated outcomes will be deliverable, as defined within 3 Specification;
- take into consideration the Authority’s library service vision, strategy and outcomes;
- relevant to the question, appropriate in length and within the word limit set.

Applicants should note the following:

- the evaluation of responses will not go beyond the word limit set;
- supporting information and appendices may only be submitted where permitted;
- appendices must be clearly referenced in your response and named in a manner that is easy to identify;
- permitted appendices will not form part of the word limit set;
- where an Applicant submits appendices or embeds additional document within their response where these have not been allowed, they will not be evaluated;
- each Method Statement response will be scored out of 10 in accordance with scoring criteria at 2.6.2 of 2 Information;
- there may be separate Evaluation Panels for individual Method Statements and they should therefore not cross refer to other elements of their response as Evaluators may not have access to the full submission.

Method Statement Number	Method Statement	% Score
1	<b>Quality and Operational Competence</b>	<b>20%</b>
1.1	Please detail your proposals for managing library opening hours to meet requirements in relation to the minimum opening hours, identifying how you will mitigate risks affecting your performance in this area and any business continuity procedures you will employ. Please include any proposals you may have for changing opening hours and your rationale for the proposed changes.	
	Specification Section: 4.1	Word Limit: 1,500 words with no appendices or embedded documents
<b>Response:</b>		
1.2	Please detail your proposals for the provision of back office functions in relation to:	

	<p>(a) Bibliographic services including stock and reader development;  (b) Children and families;  (c) Information and learning.</p> <p>Your response should, as a minimum:</p> <p>(a) A list of proposed activities;  (b) Identify any suppliers or partners that you will work with;  (c) Identify any added value your proposals will offer.</p>	
	Specification Section: 4.3	Word Limit: 3,000 words with no appendices or embedded documents
<b>Response:</b>		
1.3	<p>Please detail your proposals for provision of back office functions in relation to:</p> <p>(a) IT support and development;  (b) Web access;  (c) Improvement, training and marketing.</p> <p>Your response should as a minimum:</p> <p>(a) Explain how you will provide staff and public web access to Library Services;  (b) Describe how you will provide, support ,maintain and develop other IT services to library users;  (c) Provide an outline marketing strategy, including initial branding proposals and identifying how you will protect the Authority’s reputation;  (d) Identify any added value your proposals will offer.</p>	
	Specification Section: 4.3 & 5.7	<p>Word Limit: 2,000 words</p> <p>Applicants may include any of the following permitted appendices – Outline Marketing Strategy and Branding Proposals</p>
<b>Response:</b>		
1.4	Please detail your proposals for provision of back office functions in relation	

	<p>to:</p> <p>(a) Business support and facilities management;</p> <p>(b) Project support.</p> <p>Your response should identify any added value that your proposals will offer.</p>	
	Specification Section: 4.3 Functions 8 & 9	Word Limit: 1,000 words with no appendices or embedded documents
<b>Response:</b>		
1.5	<p>Please detail your proposals for the provision of local studies services. Your response should include as a minimum:</p> <p>(a) Describe how you will ensure public access to local history materials. You should include an outline of activities that you would provide and identify any partnerships that will bring added value;</p> <p>(b) Describe how you will store and preserve local history materials;</p> <p>(c) Describe how you will manage and develop the local history website</p> <p>(d) Describe how you will manage the temporary display spaces to ensure that they provide changing displays of materials to encourage engagement with local history and are valued by the public.</p>	
	Specification Section: 4.4	Word Limit: 2,000 words with no appendices or embedded documents
<b>Response:</b>		
1.6	Please detail your proposals for the delivery and development of the Residential and Home Library Service.	
	Specification Section: 4.5	Word Limit: 1,000 words with no appendices or embedded documents
<b>Response:</b>		
1.7	<p>Please detail your proposals for staffing this contract to ensure the appropriate skills, experience and knowledge are in place. Your response should as a minimum:</p> <p>(a) Provide a staffing structure, including pay scales/salaries;</p>	

	<p>(b) Detail how you will ensure that staff are appropriately trained, skilled and experienced, and where necessary qualified;</p> <p>(c) Provide a description of the roles and responsibilities for each post (this may be done through the inclusion of sample job descriptions);</p> <p>(d) Identify where TUPE is likely to apply;</p> <p>(e) Explain how you intend to use volunteers, interns or apprenticeships to support service delivery;</p> <p>(f) Explain how your proposals fit with your existing organisational structure.</p>	
	<p>Specification Section: 5.4 &amp; 10</p>	<p>Word Limit: 1,500 words</p> <p>Applicants may include any of the following permitted appendices – Staffing Structure, Organisational Structure and Sample Job Descriptions</p>
<p><b>Response:</b></p>		
<p>1.8</p>	<p>Please detail your proposals for managing staff and their professional development in accordance with the outputs identified in the Specification. Please provide any policies or plans, including an outline training plan.</p>	
	<p>Specification Section: 5.4</p>	<p>Word Limit: 500 words</p> <p>Applicants may include any of the following permitted appendices – Relevant Policies, Procedures and Outline Training Plan</p>
<p><b>Response:</b></p>		
<p>1.9</p>	<p>Please set out the activities you need to put in place during the Contract lead-in period and how you will work with the Authority and key stakeholders to ensure a smooth and seamless transfer of Service.</p> <p>As a minimum your response should address the following:</p> <ul style="list-style-type: none"> <li>a) Provision of staff, including recruitment, your approach to managing TUPE arrangements, induction, training and DBS vetting;</li> <li>b) Provision of all non-staff resources required to ensure full delivery commences on the current proposed contract start date;</li> <li>c) How you will work with the Authority and key stakeholders to ensure</li> </ul>	

	<p>continuity of Service;</p> <p>d) How you will manage relationships with the Authority, transferring staff and key stakeholders;</p> <p>e) Service publicity and communication; and</p> <p>f) Any challenges you may encounter and the steps you will take to address them.</p> <p>Applicants are required to provide a draft Implementation Plan and Communication Plan to support their written proposal.</p>		
	<table border="1"> <tr> <td>Specification Section: 5.9</td> <td> <p>Word Limit: 3,000 words</p> <p>Applicants may include any of the following permitted appendices – Draft Implementation Plan, Draft Communication Plan and Draft Training Plan</p> </td> </tr> </table>	Specification Section: 5.9	<p>Word Limit: 3,000 words</p> <p>Applicants may include any of the following permitted appendices – Draft Implementation Plan, Draft Communication Plan and Draft Training Plan</p>
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<b>Response:</b>			
1.10	<p>Please describe your approach to exit planning, setting out the key considerations that would need to be managed.</p>		
	<table border="1"> <tr> <td>Specification Section: 5.9</td> <td>Word Limit: 750 words with no appendices or embedded documents</td> </tr> </table>	Specification Section: 5.9	Word Limit: 750 words with no appendices or embedded documents
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<b>Response:</b>			
1.11	<p>Please outline the quality monitoring strategies and process that you will put in place to effectively manage this Contract. Your response should identify:</p> <p>(a) Standard quality monitoring information that you would expect to report;</p> <p>(b) Any additional KPIs that you would expect to use for robust quality assurance;</p> <p>(c) Any added value your bid will offer.</p>		
	<table border="1"> <tr> <td>Specification Section: 9</td> <td>Word Limit: 1,000 words with no appendices or embedded documents</td> </tr> </table>	Specification Section: 9	Word Limit: 1,000 words with no appendices or embedded documents
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<b>Response:</b>			

2	Technical Ability	10%
2.1	<p>Please detail your proposals for the transfer and ongoing operation of the Authority's existing Library Management System in order to achieve the outputs identified in 3 Specification. Your response should identify:</p> <ul style="list-style-type: none"> <li>(a) How you intend to support, maintain, develop and manage its use;</li> <li>(b) Your outline proposals for provision of a Library Management System when the current contract expires.</li> </ul>	
	Specification Section: 5.5	Word Limit: 1,500 words with no appendices or embedded documents
<b>Response:</b>		
2.2	<p>Please detail your proposals for managing stock purchasing, with particular reference to:</p> <ul style="list-style-type: none"> <li>(a) How will you ensure you achieve value for money through the existing stock purchasing arrangements;</li> <li>(b) How you will protect the quality of stock to ensure that it meets local needs and expectations;</li> <li>(c) How you will ensure that stock is provided in a variety of formats;</li> <li>(d) Your outline proposals for managing stock purchasing when the existing contract expires, including your supply chain.</li> </ul>	
	Specification Section: 5.6	Word Limit: 1,500 words with no appendices or embedded documents
<b>Response:</b>		
2.3	<p>Please describe your approach to facilities and asset management, with particular reference to:</p> <ul style="list-style-type: none"> <li>(a) How you will work with the Torbay Development Agency (TDA) , the Authority's chosen provider of facilities and asset management;</li> <li>(b) How you will ensure the effective management and control of utilities and maintenance costs across all of the library sites;</li> <li>(c) How you will work with other tenants and users of the shared space sites</li> </ul>	

	Specification Section: 6	Word Limit: 1,500 word with no appendices or embedded documents
<b>Response:</b>		
2.4	<p>Please detail your proposals for dealing with the equipment requirements of this Contract, including</p> <ul style="list-style-type: none"> <li>(a) Identifying any additional equipment that will be needed;</li> <li>(b) Identifying what new equipment you will provide and how this will be funded;</li> <li>(c) How you will ensure equipment is appropriately maintained and looked after in order that it can be transferred back to the Authority in a comparable condition;</li> <li>(d) Your proposals for providing telephony in all libraries.</li> </ul>	
	Specification Section: 7.1	Word Limit: 1,000 words with no appendices or embedded documents
<b>Response:</b>		
2.5	<p>Please detail the IT systems, applications and infrastructure you will use to deliver the service, and how you will ensure compliance with the requirements of this Contract as set out in 3 Specification. Please include identifying your preferred approach towards Public Access and Library staff infrastructure.</p>	
	Specification Section: 7.2	<p>Word Limit: 2,000 words</p> <p>Applicants may include the following permitted appendices – Network Diagrams</p>
<b>Response:</b>		
<b>3</b>	<b>Health and Safety</b>	<b>2%</b>
3.1	<p>Please detail your proposals for meeting the health and safety requirements of this Contract, including managing the safety and security of staff and library users.</p>	
	Specification Section: 8.1	Word Limit: 1,000 words

		Applicants may include any of the following permitted appendices – Organisation Health and Safety Policy and other relevant policies
<b>Response:</b>		
<b>4</b>	<b>Customer Care and Service Development</b>	<b>15%</b>
4.1	<p>Please describe your vision for frontline services based on your understanding of the local needs of each library catchment area. Your response should as a minimum:</p> <ul style="list-style-type: none"> <li>(a) Detail how you will deliver the outputs identified in the Specification;</li> <li>(b) Identify any complementary additional services you intend to provide;</li> <li>(c) Describe how you intend to develop frontline services during the Contract term to anticipate the changing needs of customers.</li> </ul> <p>Your response should clearly show how your proposals have been shaped by your understanding of the needs of people who live, work or study in Torbay.</p>	
	Specification Section: 4.2	Word Limit: 3,000 words with no appendices or embedded documents
<b>Response:</b>		
4.2	<p>Please detail your proposals for working with the Authority to provide strategic management for library services and describe your approach towards service planning.</p>	
	Specification Section: 4.3 Function 1 and 5.1	Word Limit: 1,000 words with no appendices or embedded documents
<b>Response:</b>		
4.3	<p>Please detail your proposals for generating income, including service income. Please set out your forecasts clearly, explaining the basis for each item of income, referring to any market research you have done to inform your estimates.</p>	
	Specification Section: 5.2	Word Limit: 750 words + the following permitted appendices – Financial Forecasts

<b>Response:</b>		
4.4	Please detail your proposals for managing customer interactions. You should explain how you will ensure you will deliver excellent customer service and care, including how you will manage complaints. If applicable, please provide a copy of your existing policy and highlight any changes you will need to make to ensure that you deliver the outputs identified in 3 Specification.	
	Specification Section: 5.3	Word Limit: 750 words Applicants may include any of the following permitted appendices – Organisation Customer Care/Service Policy
<b>Response:</b>		
<b>5</b>	<b>Sustainability</b>	<b>13%</b>
5.1	Please provide an outline business continuity plan to support your proposals for this Contract.	
	Specification Section: 5.8	Word Limit: 750 Applicants may include any of the following permitted appendices – Organisation Business Continuity Plan (if applicable)
<b>Response:</b>		
5.2	Specification Section: 5.10	Word Limit: 750 words with no appendices or embedded documents
Please describe and evidence the effectiveness of your financial management processes and procedures.		
<b>Response:</b>		
5.3	Please describe the organisational impact that providing the Services will have on your organisation and any subcontractors. You should include as a minimum:  (a) The benefits that delivering the Services will have for your	

	<p>organisation;</p> <p>(b) The impact that providing the Services will have on your financial position.</p>	
	Specification Section: N/A	Word Limit: 1,000 words with no appendices or embedded documents
<b>Response:</b>		
5.4	<p>Please set out any risks that you have identified relating to the implementation of your proposals, and set out how you intend to mitigate these risks. Please ensure that you have analysed the risks to determine their probability, impact and effect and that realistic actions for mitigation are identified.</p>	
	Specification Section: N/A	<p>Word Limit: 1,500 words</p> <p>Applicants may include any of the following permitted appendices – Risk Register</p>
<b>Response:</b>		
5.5	<p>It is possible that further savings and efficiencies may be required during the life of the Contract, please provide details of some of the options you may consider proposing to the Authority in order to deliver future savings.</p>	
	Specification Section: N/A	Word Limit: 1,500 words with no appendices or embedded documents
<b>Response:</b>		

<b>C. Pricing</b>		
<b>Method Statement Number</b>	<b>Method Statement</b>	<b>% Score</b>
1	<b>Financial Resources and Contract Affordability</b>	<b>5%</b>
1.1	Explain how your organisations financial resources and fiscal structure	

## C. Pricing

demonstrates adequate financial provision to implement and deliver the service requirements stated in the service specification throughout the life of the contract.

Your response should:

- (a) Reference to cash flow, annual accounts, insurance levels, any bonds / guarantees you anticipate offering (or are willing) to put in place;
- (b) Anticipated allocation of financial resources to core service deliverables throughout the contracts life cycle – including reference to high value financial obligations within the contract requirements and your planned management strategy;
- (c) Make reference to your submitted pricing proposal where necessary.

The Councils will assess all financial information provided with consideration of matters identified in The Public Contracts Regulation 2015 (Clause 58).

Word Limit: 1,000 + the following permitted appendices – Cash Flow Forecast and Annual Accounts

**Response:**