**Appendix 4b**

**Pass / Fail Questions**

**Instructions:**

* You **must** **complete all** questions in Appendix 4b – Pass / Fail Questions.
* Questions in this part will be scored simply as pass or fail.
* Questions scored as a fail will result in the disqualification of the Tender and it will not proceed to full evaluation.

|  |
| --- |
| **Supplier Name:**  |
| **A** | **Kiosks** | **Compliant****(X)** |
|  | **Mandatory Requirements** | **YES** | **NO** |
| A1 | Suppliers must work with the council’s incumbent Library Management System (LMS), currently supplied by Sirsi Dynix, to ensure that there is full integration and interoperability with the LMS |  |  |
| A2 | LMS circulation rules and policies must not be compromised by the RFID system |  |  |
| A3 | Suppliers must take responsibility for liaising with the LMS supplier to ensure that full compatibility is achieved |  |  |
| A4 | Your RFID solution must fully integrate with all the major current Library Management Systems (LMS) in use in the UK |  |  |
| A5 | It is possible that the LMS supplier may change during the lifetime of the RFID contract. The RFID Supplier must work to ensure continuity of service. |  |  |
| *A6* | *The kiosks require the following functions:* |  |  |
| A6.1 | * touchscreen technology
 |  |  |
| A6.2 | * an RFID tag detection shelf suitable for the scanning of multiple stock items
 |  |  |
| A6.3 | * allow customers to borrow, renew and return all standard stock (book and audio-visual) items held in the library collection.
 |  |  |
| *A7* | *The system must be capable of:*  |  |  |
| A7.1 | * issuing, renewing and returning either single or multiple items at once
 |  |  |
| A7.2 | * providing a printed receipt for transactions in English or other selected language
 |  |  |
| A7.3 | * renewing items on loan once the customer’s identity has been confirmed
 |  |  |
| A7.4 | * displaying customer loans
 |  |  |
| A7.5 | * displaying customer reservations
 |  |  |
| A7.6 | * displaying customer bills
 |  |  |
| A7.7 | * confirming when transactions are completed and allow customers to ‘end’ a transaction
 |  |  |
| A7.8 | * routing returned items to different locations if LMS identifies item as an ‘exception’ or not e.g. return box or trolley.
 |  |  |
| *A8* | *The kiosks must be capable of operating in “stand-alone” off-line mode for prolonged periods of time, should the connection to the library management system (LMS) be lost. This needs to include, but is not limited to:* |  |  |
| A8.1 | * automated updating of the LMS with the data captured once the connection with the LMS is available again
 |  |  |
| A8.2 | * prevent the issue of materials that are flagged as not being available for issue when the kiosk is offline - e.g. preventing issue of age restricted DVDs where the kiosk is unable to access the LMS to check the person's age
 |  |  |
| A8.3 | * clearly indicate when a kiosk is online and off-line
 |  |  |
| A8.4 | * auto-reconnect with the LMS after a period of off-line activity
 |  |  |
| A9 | Health & Safety – the kiosks and all equipment provided must be CE marked and designed and installed to ensure customer and staff safety at all times |  |  |
| A10 | The kiosks must time out and return to the home screen after a defined period of inactivity |  |  |
| *A11* | *Self-service printing* |  |  |
| A11.1a | Is your self-service printing solution compatible with Lorensbergs Netloan computer and print management software? |  |  |
|  | *For “Yes” answer toA11.1a, no adjustment will be made to the overall price submitted in Appendix 3 Pricing Schedule.* | *“Yes” skip to A11.2* | *“No” continue A11.1b* |
| A11.1b | Are you able to offer an alternative compatible self-service printing solution? |  |  |
|  | *For “Yes” answer to A11.1b, an adjustment of £16,000 will be added to the overall price submitted in Appendix 3 Pricing Schedule to reflect the internal costs of moving to alternative print management supplier. This will provide an overall indicative cost.* |  |  |
| A11.2 | Your solution must give customers an ability to release printing sent from public computers on a self-service basis, in a secure way |  |  |
| A11.3 | Your solution must enable customers to pay for printing on a self-service basis |  |  |
| A11.4 | Your solution must have the ability to report on print transactions and payments made |  |  |
| A12 | The kiosks should have the ability to read barcodes displayed on screens on mobile devices |  |  |
| A13 | The kiosks should be configured to read book and borrower barcodes in different lengths and alpha numeric strings |  |  |
| A14 | Kiosks should be WEEE compliant |  |  |

|  |  |  |
| --- | --- | --- |
| **B** | **RFID and Barcode** | **Compliant****(X)** |
|  | **Mandatory Requirement** | **YES** | **NO** |
| B1 | The supplier solution must be fully compatible with all existing RFID tags, including Data Model Intellident 43 and ISO 28560-2 |  |  |
| B2 | The supplier must configure and test the kiosks to ensure they can read all tag types and barcodes in use in the LibrariesWest consortium |  |  |
| B3 | The supplier solution must incorporate updates to ensure compatibility with any additional RFID tag standards |  |  |
| B4 | Equipment supplied must possess anti-collision capability allowing the reading of multiple tags simultaneously |  |  |
| B5 | Tag data must be compliant with ISO 28560-2 and the UK National Profile for this standard and any replacement standard |  |  |
| B6 | The kiosks must be able to activate and deactivate security on the tags |  |  |
| B7 | All library materials inserted with RFID tags will continue to be capable of issue and return where existing barcode-based technologies remain |  |  |
| B8 | The solution (kiosk and tag pad) must be able to support the following Barcode formats:Nine-digit code 39, mod 43 check digit* 05nnnnnnnh (where h could be alpha, numeric or punctuation)
* nnnnnnnnn (where n = numeric 0-9)
* 05nnnnnnn (where n = numeric 0-9)
* 01nnnnnnnn (where n = numeric 0-9)
* nnnnnnnn (where n = numeric 0-9)
* 03nnnnnnnn (where n = numeric 0-9)
* 04nnnnnnnn (where n = numeric 0-9)
* 05nnnnnnnn (where n = numeric 0-9)
* 0699nnnnnn (where n = numeric 0-9)
* 201050nnnnnnnn (where n = numeric 0-9)
* Pnnnnnnnx (where x = 0-9, X)
* 02nnnnnnnn (where n = numeric 0-9)
 |  |  |
| B9 | The proposed solution must be able to read RFID tags irrespective of supplier/manufacturer |  |  |
| B10 | North Somerset Libraries utilise library card numbers for customers accessing their accounts, or when borrowing, renewing and returning items through the kiosks. This functionality must be maintained with the proposed solution. |  |  |
| B11 | The solution (kiosk and tag pad) must be compliant with ISO/IEC 15961, ISO 28560 and ISO/IEC 15962 |  |  |
|  |  |  |
| **C** | **Payment Functions** | **Compliant****(X)** |
|  | **Mandatory Requirement** | **YES** | **NO** |
| C1 | The kiosks must have an option to have real time PCI-DSS compliant, P2PE Chip and PIN and/or NFC payment devices attached, which are and shall be for the duration of the contract on the List of PCI P2PE Validated Solutions  |  |  |
| C2 | The supplier must be able to provide evidence (including compliancy certificates) to confirm that the solution will ensure North Somerset Council is PCI-DSS compliant as set out in the PCI-DSS Requirements and Security Assessment Procedures v3.2.1 and the PCI-SSC Third-Party Security Assurance supplement |  |  |
| C3 | The supplier must be able to provide evidence that they have successfully undergone a recent QSA formal external assessment using the ROC (report on compliance) |  |  |
| C4 | The kiosks must provide an option for a printed receipt to customer |  |  |
| *C5* | *The supplier must offer the option to supply kiosks with the following payment facilities:*  |  |  |
| C5.1 | No payment facilities  |  |  |
| C5.2 | Cards - Debit & Credit |  |  |
| C5.3 | Cash - Coins & Notes |  |  |
| C5.4 | Cards (Debit & Credit) and Cash (Coins & Notes) |  |  |
| C6 | The kiosks must be able to communicate to the customer when float level is insufficient to meet the change requirement  |  |  |
| *C7* | *The supplier solution must be able to work with the council's preferred corporate suppliers:* |  |  |
| C7.1 | * Lloyds Cardnet for the provision of merchant bank
 |  |  |
| C7.2 | * Security Metrics for the provision of PCIDSS compliant card payment solution
 |  |  |
| C7.3 | It is possible that the council’s preferred corporate suppliers may change during the lifetime of the RFID contract. The RFID Supplier must work to ensure continuity of service. |  |  |
| *C8* | *The solution must provide the following information to allow staff to accurately reconcile and bank kiosk monies via cash management, distinguishing between cash and card payments. SIP2 standard is currently used for communication with kiosks and the LMS.* |  |  |
| C8.1 | 1. Transaction type |  |  |
| C8.2 | 2. Amount paid |  |  |
| C8.3 | 3. Time of transaction |  |  |
| C8.4 | 4. Kiosk identifier |  |  |
| C8.5 | 5. Borrower library card number |  |  |
| C8.6 | 6. Bill reason (such as fine for overdue items, hold charge etc.) |  |  |
| C9 | The solution must integrate with SIRSI Symphony for immediate 'real time' payment of hire items and customer charges |  |  |

|  |  |  |
| --- | --- | --- |
| **D** | **Administration** | **Compliant****(X)** |
|  | **Mandatory Requirement** | **YES** | **NO** |
| *D1* | *Provide software, compatible with Windows 10 and existing Feig MR102 Smartstation 100 antenna tag pads, which:*  |  |  |
| D1.1 | * allows tags to be activated and programmed to the agreed standard including the setting of an ‘offline flag’
 |  |  |
| D1.2 | * allows the tag pad to be used as a data input device into the LMS
 |  |  |
| D1.3 | * has the function to programme tags and amend programmed tags, integrating with the Library management system by linking the tag to the title
 |  |  |
| D1.4 | * has the function to add and remove electronic security from tag on stock that works with our current security gates, which are Smart Gate V2 and HF Sail Gates
 |  |  |
| D2 | The supplier must provide software to manage the solution; with clear procedure for accessing, updating and maintaining software provided throughout the contract period |  |  |
| D3 | Software will be provided to allow staff management of the kiosks including but not limited to, cash reconciliation, online/offline modes |  |  |
| D4 | System functionality must include an administration interface/content management system for administration users to manage and update the kiosks remotely |  |  |
| D5 | It must be possible to manage the level of access staff have to the admin interface |  |  |
| D6 | The supplier must provide the ability for staff from any location to configure and customise the customer interfaces on any or all kiosks across selected library sites (or all sites). This must include: |  |  |
| D6.1 | * rewording instructions and buttons
 |  |  |
| D6.2 | * rewording the constants from SIP2 data
 |  |  |
| D6.3 | * changing fonts and text size on screen
 |  |  |
| D6.4 | * ability to manage the design and content of receipts
 |  |  |
| D6.5 | * ability to roll out configuration changes and customisation to multiple kiosks at each library site.
 |  |  |
| D7 | Each kiosk provides facilities that negate the need to plug in a keyboard and mouse when staff are accessing the kiosk operating system directly  |  |  |
| D8 | The administrative software/portal must be available 6am – 10pm daily |  |  |
| D9 | Provide a software solution to enable RFID hardware at libraries (pads/kiosks) to be used to perform bulk stock actions |  |  |

|  |  |  |
| --- | --- | --- |
| **E** | **Support and maintenance** | **Compliant****(X)** |
|  | **Mandatory Requirement** | **YES** | **NO** |
| *E1* | *The Supplier must provide Support services that as a minimum must include:* |  |  |
| E1.1 | * a tiered support service to allow easy reporting of new incidents and escalation of existing incidents, as specified in the Terms and Conditions
 |  |  |
| E1.2 | * support available Monday to Friday between the hours of 09:00 to 17:00, excluding UK Public holidays as a minimum.
 |  |  |
| *E2* | *Ability to report new problems and queries in the following ways:* |  |  |
| E2.1 | 1. Email |  |  |
| E2.2 | 2. Telephone |  |  |
| E2.3 | 3. Online (via customer web portal) |  |  |
| E3 | Incidents are resolved either remotely, or on-site by a visiting engineer |  |  |
| E4 | Monthly Service Management reporting to measure Key Performance Indicators (KPIs) |  |  |
| *E6* | *Offers a customer web portal that provides the functionality to:* |  |  |
| E6.1 | * log new cases
 |  |  |
| E6.2 | * monitor progress on existing cases, including visibility of current status and the tracking of KPIs against each case
 |  |  |
| E6.3 | * update existing cases and provide new information as and when required/requested
 |  |  |
| E6.4 | * escalate cases
 |  |  |
| E6.5 | * review cases closed within last 12 months
 |  |  |
| E6.6 | * re-open closed cases or clone to a new case
 |  |  |
| E6.7 | * give access to latest versions of documentation - e.g. service definitions, support documentation
 |  |  |
| E7 | Supplier has a published roadmap for hardware and software development and is committed to supporting the proposed solution for the duration of the contract |  |  |
| *E8* | *All hardware and software provided must conform to the following relevant National and International legislative requirements:* |  |  |
| E8.1 | * Privacy and Electronic Communications Regulations 2019
 |  |  |
| E8.2 | * The EU General Data Protection Regulation (GDPR)
 |  |  |
| E8.3 | * Equality Act 2010, including Code of Practice on Access to Goods, Services and Facilities; Public Sector Equality Duty
 |  |  |
| E8.4 | * Special Educational Needs and Disability Act 2014
 |  |  |
| E8.5 | * Computer Misuse Act 1990
 |  |  |
| E8.6 | * Data Protection Act 2018
 |  |  |
| E8.7 | * Copyright, Designs and Patents Act 1988
 |  |  |
| E8.8 | * Health and Safety at Work Act 1974
 |  |  |
| E9 | The proposed solution gives the Supplier the ability to view kiosk error logs remotely to negate the need for library staff to provide this data |  |  |
| *E10* | *The supplier must:* |  |  |
| E10.1 | Have a Business Continuity Development Plan (BCDR) |  |  |
| E10.2 | Ensure the BCDR plan is tested at least once a year. |  |  |

|  |  |  |
| --- | --- | --- |
| **F** | **Technical and security**  | **Compliant****(X)** |
|  | **Mandatory Requirement**  | **YES** | **NO** |
| F1 | The operating system provided as part of the supplier solution (e.g. Windows 10) must have upgrades included during the life of the contract and in the contract price |  |  |
| F2 | The kiosk must have the ability to change the brightness setting |  |  |
| F3 | All devices must connect to a standard 13amp UK power socket |  |  |
| F4 | The system must facilitate remote access onto the kiosk via means of secure, licensed software |  |  |
| F5 | Tags and data must be compatible with the following gates Feig HF Sail Gates, Sail Gates and Bibliotheca Smart Gates V2 and should trigger gates listed when non-issued items are detected |  |  |
| F6 | As part of the solution, kiosks must support the ability to schedule automatic switch on and off, so the council can select times when the system should be operational or not, without staff intervention |  |  |
| F7 | Kiosks must have a maximum response time of 5 seconds when processing data |  |  |
| F8 | The solution must support a minimum of 4 Mbps download or upload to remote systems (WAN) |  |  |
| F9 | North Somerset Council may choose to security test (using external penetration testing suppliers) any new software and remote cloud environments that is introduced, therefore this must be permitted |  |  |
| F10 | The Supplier shall have a process for regression testing in the event of a release failure |  |  |
| *F11* | *North Somerset Council use the following systems as part of their desktop strategy and any software must be compatible:* |  |  |
| F11.1 | * Microsoft APP-V - application streaming
 |  |  |
| F11.2 | * Windows 10 - all versions
 |  |  |
| F11.3 | * Windows server 2008 R2 or later
 |  |  |

|  |  |  |
| --- | --- | --- |
| **G** | **Training and implementation** | **Compliant****(X)** |
|  | **Mandatory Requirement**  | **YES** | **NO** |
|  | *The system supplied must be supplied with:*  |  |  |
| G1 | * comprehensive operational manuals in electronic copy format for all aspects of the solution supplied
 |  |  |
| G2 | * user guides that are updated by the Provider every time any changes are made to the solution and after every upgrade
 |  |  |
| G3 | ‘Train the trainer’ style training for different staff on all aspects of the proposed solution, including on both administrator/staff functions and front of house kiosk functions  |  |  |
| G4 | During implementation, the Supplier must provide a dedicated Project Manager, who will act as the council's single point of contact and be fully contactable from project kick-off stage through to the end of the post go-live support phase |  |  |
| G5 | The Supplier will specify clearly at the project kick-off stage what the key roles are that the council will need to provide personnel to fill. This needs to include, but is not limited to, guidance on the skills those personnel will need to have to fill those roles and how much time will need to be allocated to the role. |  |  |
| G6 | The Supplier will supply an example implementation plan (including dates and timescales) as part of their tender submission to illustrate how the Supplier proposes to approach the implementation of their proposed solution. This must take into consideration the key milestones specified by North Somerset Libraries.  |  |  |
| G7 | After award of contract, the chosen Supplier must work with North Somerset Libraries at project kick-off stage to refine the implementation plan, to ensure the procured solution is implemented successfully, on time and within the agreed budget |  |  |
| *G8* | *On-site staff handover training at each library at the point of installation to include:* |  |  |
| G8.1 | * core functionality
 |  |  |
| G8.2 | * problem solving
 |  |  |
| G8.3 | * staff understanding
 |  |  |

**Declaration:**

|  |  |
| --- | --- |
| Name |  |
| Role in organisation |  |
| Date |  |
| Signature |  |