**Appendix 4a**

**Quality Submission**

**Instructions:**

* **All sections must be completed in accordance with the instructions given in the Invitation to Tender (Volumes 1 and 2).**
* Suppliers must provide method statements in response to the Quality Questions, to describe how they will meet the requirements of the contract.
* Suppliers are referred to section 16 Tender Evaluation and section 18 Method of Evaluation of the Invitation to Tender (Volume 1) and reminded that evaluation of the Quality Submission will account for 60% of their total tender score.
* Before completing this document please ensure that you have read and fully understood the instructions set out in the Invitation to Tender (Volumes 1 and 2) and the Service Specification (Appendix 1).
* Each question in this Quality Submission is given a relative importance weighting to reflect its significance in the evaluation. The question weighting is shown alongside each question. The following table summarises the weighting of each section of the Quality Submission:

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| **Section** | **Weighting (%)** |
| A) RFID Solution Proposal | 25% |
| B) Equality and Diversity | 10% |
| C) Performance Management and Service Support | 15% |
| D) Security and Compliance | 15% |
| E) Implementation and Training | 10% |
| F) Self-Service Printing | 15% |
| G) Social Value | 10% |
| **Total** | 100% |

* Please adjust as necessary the size of the ‘response’ box to accommodate your response.
* Regarding word count and attachments, please note the following instructions in particular:
  + Please note each question has a word limit that is stated under each question. Hyperlinks to website information are not accepted as part of a tender response, and will not be referred to as part of the evaluation of a response.
  + The supplier must work within these limits at all times, unless specified within a particular question. Responses will only be considered up to the maximum word limit, as specified within a question.
  + The use of diagrams, structure charts, flow charts, implementation plans, spreadsheets and policies is acceptable, in addition to the word limit specified, only where this is specified in an individual question. These must be directly relevant to, and support your response, and are specific to your North Somerset proposal. Where possible, these should be embedded in your response, rather than provided as attachments.

**Quality Scoring:**

These are project specific questions to assess technical and professional ability. The quality submission will have a weighted score of 60% and will be evaluated as follows:

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| **Score** | **Classification** | **Award Criteria** |
| 5 | Excellent | A response that inspires confidence; specification is fully met and is robustly and clearly demonstrated and evidenced. Full evidence as to how the contract will be fulfilled either by demonstrating past experience or through a clear process of implementation. |
| 4 | Good | A response supported by good evidence/examples of the Suppliers’ relevant ability and/or gives the Council a good level of confidence in the Suppliers’ ability. All requirements are met and evidence is provided to support the answers demonstrating sufficiency, compliance and either actual experience or a process of implementation. |
| 3 | Satisfactory | A response that is acceptable and meets the minimum requirement but remains limited and could have been expanded upon. |
| 2 | Weak | A response only partially satisfying the requirement with deficiencies apparent.  Not supported by sufficient breadth or sufficient quality of evidence/examples and provides the council a limited level of confidence in the Suppliers’ ability to deliver the specification. |
| 1 | Inadequate | A response that has material omissions not supported by sufficient breadth and sufficient quality of evidence/examples. Overall the response provides the Council with a very low level of confidence in the Suppliers’ ability to deliver the specification. |
| 0 | Unsatisfactory | No response or response does not provide any relevant information and does not answer the question. |

**Quality Questions:**

Please answer the quality questions in the table below, detailing fully how you meet each requirement including screenshots, images and diagrams where applicable.

Please only answer the questions in this document, please do not use a separate document. Suppliers should also refer to the Service Specification (Appendix 1) when considering their responses to the questions posed.

Please note standard marketing brochures will not be acceptable for the purposes of this exercise.

Please remember that the following questions require sufficient detail in order for us to assess your capability and are scored only on the information you provide in this document. If you already have contracts with the Council you should not assume that we already know how you operate.

This completed Form of Tender must be submitted via the [supplyingthesouthwest.org.uk](https://www.supplyingthesouthwest.org.uk/) portal within the contract to which it applies.

Please expand boxes as necessary.

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| **A) RFID Solution Proposal – 25%** | | | |
| **Q. No** | **Requirement** | **Weighting**  **(%)** | |
| **A1** | Please describe your end-to-end solution to North Somerset Council. Your response should include all the available models and the specific options for the kiosk models that you recommend. | 10% | |
| Supplier Response:  Word Limit: 2,000 words | | | |
| **A2** | The solution will need to be fully functional with minimal network bandwidth and also function when the network is unavailable.  Please explain how your solution will meet the requirement, including the minimum band-width and data speeds required for full functionality. | | 3% | |
| Supplier Response:  Word Limit: 300 words | | | |
| **A3** | Please describe details of the software back up functionality when a kiosk loses connection with the Library Management System.  Please also explain how your solution works when the network becomes available again. | 3% | |
| Supplier Response:  Word Limit: 300 words | | | |
| **A4** | Please describe your proposed administrative portal for the management of kiosk functionality and content in North Somerset.  Please include relevant screenshots and process descriptions. | 3% | |
| Supplier Response:  Word Limit: 1,000 words (excluding screen shots) | | | |
| **A5** | Please describe the customer journey for a LibrariesWest library member to issue 7 books and 1 charged for DVD using your proposed RFID solution. Please include relevant screenshots and process descriptions and the expected time to complete such a transaction. | 3% | |
| Supplier Response:  Word Limit: 1,000 words (excluding screen shots) | | | |
| **A6** | Please describe how your solution offers value for money and flexibility and is future-proofed to ensure suitability during the life of the contract. | 3% | |
| Supplier Response:  Word Limit: 300 words | | | |

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| **B) Equality and Diversity – 10%**  North Somerset Council has a diverse range of customers using libraries. Your solution must be able to meet the requirements for equality and diversity. | | |
| **Q. No** | **Requirement** | **Weighting (%)** |
| **B1** | Please describe your approach to ensuring your solution is accessible to people with a range of physical impairments (e.g. customers with limited dexterity; hearing impairments; wheelchair users). | 2% |
| Supplier Response:  Word Limit: 300 words | |
| **B2** | Please describe your approach to ensuring your solution is accessible to people from different age groups. | 2% |
| Supplier Response:  Word Limit: 300 words | |
| **B3** | Please describe how the customer interface can be amended in response to customer feedback. | 2% |
| Supplier Response:  Word Limit: 300 words | |
| **B4** | Please describe how the system can be made accessible to speakers of other languages (to include Bengali, Bulgarian, French, Malayalam, Polish). | 2% |
| Supplier Response:  Word Limit: 300 words | |
| **B5** | Please describe your approach to ensuring your solution is accessible to people with Dyslexia. | 2% |
| Supplier Response:  Word Limit: 300 words | |

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| **C) Performance Management, Contract Management and Service Support – 15%** | | |
| **Q. No** | **Requirement** | **Weighting (%)** |
| **C1** | In respect of all supplier provided **software** including applications, third-party software, staff admin and remote management:  Please describe how you will meet the requirements outlined in Appendix 1 Service Specification to identify, diagnose, categorise the severity of and prioritise faults and your proposed process for resolution of all software faults.  Please include how you will meet the requirements of the Key Performance Indicators (KPIs) within the response. | 3% |
| Supplier Response:  Word Limit: 600 words | |
| **C2** | In respect of all supplier provided **hardware** including kiosks, RFID pads and card payment devices where fitted:  Please describe how you will meet the requirements as outlined in Appendix 1 Service Specification above to identify, diagnose, categorise the severity of and prioritise faults and your proposed process for resolution of hardware faults.  Please include how you will meet the requirements of the KPIs within the response. | 3% |
| Supplier Response:  Word Limit: 600 words | |
| **C3** | Please describe your proposed support and fault resolution for incidents relating to **third party hardware and software** required as part of your RFID solution and how you will meet the requirements of the KPIs. | 3% |
| Supplier Response:  Word Limit: 600 words | |
| **C4** | The Supplier will need to demonstrate strong contract management and a solid grasp of service performance to assure good outcomes for North Somerset Council and its customers. Describe your approach to contract management and the processes you utilise for monitoring, managing and improving service performance in relation to the Terms and Conditions. | 6% |
| Supplier Response:  Word Limit: 600 words | |

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| **D) Security and Compliance – 15%** | | |
| **Q. No** | **Requirement** | **Weighting (%)** |
| **D1** | North Somerset Council is committed to protecting the security of its customers’ data and complying the requirements of GPDR. Please describe and provide evidence as to the approach you will take to enable this.  In your response, in relation to the storage and transfer of data, please describe:   * what data will be stored by your systems (off-site and locally) and for how long * where any data will be stored (off-site and locally) * what standards and process you will adhere to for data storage * the method by which data will be transited | 5% |
| Supplier Response:  Word Limit: 750 words | |
| **D2** | Data security and network integrity - North Somerset Council must maintain a robust network protected against unauthorised malicious access.  Please give details of how your software and hardware has been hardened to prevent cyber security breaches both through the device and the network. In your response, please consider electronic and physical security. | 3% |
| Supplier Response:  Word Limit: 600 words | |
| **D3** | All devices must connect securely to North Somerset Council's Library Management System (Symphony from Sirsi Dynix). Please describe how your system would connect securely. | 2% |
| Supplier Response:  Word Limit: 300 words | |
| **D4** | In relation to operating and system updates, please describe:   * how system software will be updated and maintained (e.g. patches and virus checkers) * who will be responsible for ensuring the system is operational post updates * how operating system updates will be managed * how you propose to schedule and notify North Somerset Council of planned maintenance work | 3% |
| Supplier Response:  Word Limit: 300 words | |
| **D5** | Please describe how your RFID solution will integrate with North Somerset Council’s corporate payment solution and settle to Lloyds Cardnet as Merchant Acquirer and Mastercard as the preferred Payment Service Provider for PCI-DSS P2PE processes.  Please include a list of providers you are accredited with in your response. | 2% |
| Supplier Response:  Word Limit: 300 words | |

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| **E) Implementation and Training – 10%** | | |
| **Q. No** | **Requirement** | **Weighting (%)** |
| **E1** | With support from North Somerset Council, it is the main responsibility of the supplier to install and fully implement 17-18 RFID kiosks, 5 RFID workstation pads and associated software at the specified library locations. Describe how you will ensure an effective mobilisation period and manage any sub-contractors/third parties. Your response should include a detailed draft project implementation plan showing completion by 31 January 2020 allowing some contingency and identify clear Supplier and Council responsibilities, any associated risks and their mitigations.  Please also include in your response Training, Hardware and Software implementation; engaging with sub-contractors/third party suppliers (e.g. Sirsi Dynix), Testing and Acceptance Testing (referring to Appendix 6 Acceptance Testing in the tender pack); Development of interfaces; Go live and post go live support for up to a calendar month from go-live. | 4% |
| Supplier Response:  Word limit: 1,000 words | |
| **E2** | It is the responsibility of the Supplier to provide and implement an integrated PCI-DSS compliant chip & PIN and NFC/contactless card payment solution to the selected kiosks.  Describe how you will ensure an effective mobilisation period and manage any sub-contractors/third parties to achieve the implementation of chip & PIN and contactless card payment integration. Your response should make clear Supplier and Council responsibilities.  Please include in the plan:   * Training, hardware and software implementation; engaging with North Somerset Council’s Finance Team, sub-contractors/third party suppliers; testing and user acceptance (referring to the Appendix 6 Acceptance Testing in the tender pack); go live and post go live support for up to a calendar month as required. | 4% |
| Supplier Response:  Word Limit: 750 words | |
| **E3** | Comprehensive staff training, and effective documented guidance will be required for all user elements of the new solution including kiosks, software interface, system administration and support portal. Please provide details of how this will be delivered as part of your implementation. Please give as much information as possible around guided training for the various users (customers, library staff, system support staff etc.) and guidance documentation (e.g. desk aids etc.) including how this will be delivered. | 2% |
| Supplier Response:  Word Limit: 750 words | |

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| **F)** **Self-service printing – 15%** | | |
| **Q.No** | **Requirement** | **Weighting (%)** |
| **F1** | Please describe within your submission how you will provide a solution for the self-service release and payment of prints.  North Somerset Libraries currently uses Lorensbergs Netloan print management system so you should indicate in your submissions if the solution will integrate with this system, or if an alternative print management solution is required.  If an alternative print solution is required, please include details of the name of the product and the supplier. Please indicate whether your products will integrate from day 1 or if any additional development work will be needed. If additional development work is needed please detail this and ensure the costs are shown in the Pricing Schedule (Appendix 3). | 15% |
| Supplier Response:  Word Limit: 750 words | |

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| **G) Social Value – 10%** | | |
| **Q. No** | **Requirement** | **Weighting (%)** |
| **G1** | Considering the Public Services (Social Value) Act 2012, what added/social value do you feel you could offer with regards to the delivery of this contract?  Please detail any additional value you can offer through the delivery of this contract that would benefit North Somerset. This should take the form of tangible and specific commitments relating to this particular service, which may include, but is not limited to, the following outcomes:   * Reducing negative and promoting positive environmental impacts * Supporting schools and life-long learning.   More information about Social Value is available in Appendix 5. | 10% |
| Supplier Response:  Word Limit: 750 words | |

**Declaration:**

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