**Appendix 1**

**Specification**

**1. The solution shall enable the council to:**

1.1 Deliver library self-service transactions using RFID kiosks. We require self-service terminals with touchscreen and item detection shelf which must provide a full range of functionality suitable for a public library service.

1.2 Maximise self-service by delivering a software interface for customer transactions that is intuitive and comprehensive.

1.3 Implement 17-18 RFID kiosks and associated software at the specified library locations by 31 January 2020.

1.4 Comply with PCI DSS for the processing of card payments.

1.5 Comply with all legal and compliance requirements and standards as stated in this tender.

1.6 Comply with audit requirements in order to reconcile and report on financial transactions taken place via the kiosks.

1.7 Maximise income when customers transact by ensuring simple and comprehensive payment methods that are appropriate to the transaction.

1.8 Manage RFID data stored on tags in existing or future LibrariesWest library stock.

1.9 Manage the content of the kiosk software.

1.10 Customise any changes deployed remotely across multiple kiosks.

1.11 Provide management information and data to monitor transactions carried out using RFID hardware and software.

1.12 Produce standard and ad hoc reports as required.

1.13 Report incidents, monitor cases and escalate incidents through a helpdesk facility.

1.14 Provide issue, discharge and payment functions if the connection is lost.

1.15 Authenticate customer details with the SIRSI Symphony Library Management System.

1.16 Update customer data on the Library Management System in real time where the connection is in place.

1.17 Read Intellident 43 data model tags.

**2. The Supplier shall:**

2.1 Provide all necessary hardware and software to deliver the solution.

2.2 Install all necessary hardware and software.

2.3 Provide remote software response to incidents including remote access to the hardware.

2.4 Provide on-site engineer response to incidents, where the issue cannot be solved remotely.

2.5 Provide training prior to go live. Training shall also be available following new software releases or via change request from the council.

2.6 Provide system updates and system security backups.

2.7 Provide help desk support, plus bug and problem resolution.

2.8 Provide licences for the new solution.

2.9 Provide ongoing maintenance and support of the service.

2.10 Work closely with the council to understand new system requirements.

2.11 Supply an end to end fully PCI DSS compliant payments system to be implemented to selected number of kiosks.

2.12 Supply a solution with option for P2PE chip and PIN, NFC and contactless payment devices which are and shall be for the duration of the contract on the list of PCI P2PE validated solutions.

2.13 Supply a solution which provides access for people of all ages, backgrounds and abilities.

2.14 Undertake continuous improvement of the product during the life of the contract.

2.15 Provide a card payments solution that works with the council’s merchant acquirer Lloyds Cardnet.

2.16 Supply and install 5 RFID tag pads compatible with Windows 10.

2.17 Supply and install software for staff to program and verify RFID tags and perform issue, discharge transactions linking with the LMS, compatible with existing Feig MR102 staff pads.

2.18 Provide access to an administration system for different tiers of administration users to manage and update the kiosks. The council must be able to manage the access staff have to this interface.

2.19 Provide a self-service system which can automatically re-connect to the Library Management System when a connection is restored.

2.20 Provide a self-service system which will automatically upload data after a period of off-line activity.

2.21 Ensure all kiosks have complied with the council’s Acceptance Testing standards (see Appendix 6).

**3. Library Management System**

3.1 The Supplier must work with the council’s incumbent Library Management System (LMS) Symphony supplied by Sirsi Dynix to ensure that there is full integration and inter-operability with the LMS.

## 3.2 During the life of this contract the council will be tendering for a Library Management System and your solution must be able to integrate with all industry standard library management systems in the UK.

## 3.3 The Supplier must be engaged in the Libraries Communication Framework or be committed to the membership within 6 months of contract signing.

**4. Open Access System**

4.1 The solution must be compatible with the Library Service’s Extended Access service, in order that associated hardware and software can switch on and off and function during unattended sessions.

**5. Self-Service Print Solution for the release and payment of customer prints**

5.1 The council requires a solution that enables customers to pay for and release printing from public access computers on a self-service basis.

5.2 The council currently uses Lorensbergs Netloan print management system.

5.3 The requirement for the self-service print solution is that it will:

* integrate with print solution suppliers to facilitate self-serve print
* enable customers to release print jobs securely using a library card, and to pay for them on a self-service basis
* allow customers to release all or selected prints
* enable customers to pay for the released prints prior to the print job being generated
* have a function that payments for printing can be reported upon.

5.4 Incidents of failure are included in Appendix 2 Terms and Conditions unless otherwise agreed prior to contract sign off.

**6. Compatibility with current hardware**

6.1 The Supplier’s solution should be compatible with the following:

* **Tag Pads:** Solution must be enabled to work with pre-existing Feig MR102 staff RFID tag pads.
* **Gates:** Tags and data must be compatible with Bibliotheca Smart Gates V2 and should trigger gates when non-issued items are detected.

**7. Compliance, Legislation and Standards**

7.1 All hardware and software provided must conform to relevant National and International legislative requirements including, but not limited to:

## Privacy and Electronic Communications Regulations 2016

## The EU General Data Protection Regulation (GDPR)

## Equality Act 2010:

## Code of Practice on Access to Goods, Services and Facilities

## Public Sector Equality Duty

## Special Educational Needs and Disability Act 2014

## Computer Misuse Act 1990

## Data Protection Act 2018

## Copyright, Designs and Patents Act 1988

## Health and Safety at Work Act 1974 etc.

**8. Health and Safety**

8.1 Self-service terminals and all equipment provided must be CE marked and designed and installed to ensure customer and staff safety at all times.

8.2 Where touch panels are provided they must comply with Health and Safety (Display Screen Equipment) Regulations 1992 (minor amendment 2002).

8.3 The Supplier must have established Health and Safety procedure regarding delivery and installation of the kiosks.

**9. Support / Help Desk provision for Incident Resolution**

9.1 The Supplier is responsible for the provision of a Helpdesk which shall be available Monday to Friday from 09:00 to 17:00 and shall deal with Tier 1 type queries.

9.2 The Supplier is responsible for Tier 2 support, which for the purpose of this tender is work-arounds and bug fixes, which cannot be resolved at Tier 1 (the Helpdesk), or requires an engineer visit to fix the kiosk.

9.3 The Supplier is responsible for Tier 3 support, which for the purpose of this tender is either code fixing or replacement of a kiosk.

9.4 The Supplier shall supply details of an escalation route for faults unresolved through Tier 1, 2 and 3 support.

9.5 The Supplier is responsible for the provision and installation of all upgrades and patches and the cost of such shall be included within the cost of Maintenance and Support.

9.6 The Supplier shall be responsible for providing suitably qualified engineers who will be responsible for providing (a) ongoing on-site support and maintenance (b) site repairs for those incidents that cannot resolved remotely. The cost of such engineering support must be included within your Maintenance and Support costs.

9.7 Any planned downtime for patches / upgrades should be agreed in advance with the council’s Contract Manager giving at least 10 working days’ notice.

9.8 The Supplier is responsible for the provision and maintenance of a portal that records all incidents raised, the progress against the Key Performance Indicators (KPIs), the status of the resolution and the agreed diagnosis.

# 10. Pass/Fail Criteria

## 10.1 The council’s detailed requirements are found in Appendix 4b, Pass/Fail Questions.

**11. New Software Release Management and Testing**

11.1 The Supplier shall be responsible for the provision of all the necessary Software and all necessary patches and upgrades.

11.2 With regard to software patches and upgrades the Supplier shall be responsible for all testing and release management onto the live system.

11.3 Within the tender submission the Supplier must provide details of testing management processes and procedures that will be applied to the delivery of the services.

11.4 The Supplier shall have a process for regression testing in the event of a release failure

11.5 After a new release the Supplier shall remain responsible for managing any bugs or issues that are uncovered in the live environment.

11.6 The Supplier must provide the council with a minimum of 10 working days’ notice prior notice to any version release.

11.7 Should the Supplier require the council to undertake testing, the Supplier shall be responsible for the following:

1. Providing details of any support required from the council
2. By giving at least 3 weeks’ notice to the council
3. Providing test scripts for council testing
4. Provision of a test environment
5. Necessary access / passwords

11.8 The Supplier has a published roadmap for hardware and software development.

11.9 Provision of Microsoft Windows 10 software or with upgrade scheduled as part of the contract.

**12. Web Accessibility**

12.1 All web elements of the solution must:

* meet W3CAA standard
* adjust size of font
* adjust background colour

12.2 In addition they:

* should offer the ability to change font
* should provide alternate on-screen languages.

**13. Administration Software**

13.1 The solution should allow customers to choose to receive receipts by other means than printed receipt (for example, but not limited to email, SMS).

13.2 It must allow for customisation of receipts to include addition of free text, changes to font size and wording.

13.3 Information to be stored in an ISO 27001 certified data centre within the European Union or the European Economic Area.

13.4 The solution must be accessible through all standard internet browsers in their current versions and up to two previous versions.

13.5 Any web portal must be WCAG 2.1 compliant by September 2020 (<https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps> )

## 13.6 The solution must be available 6am-10pm a day (excluding agreed maintenance periods), seven days a week.

13.7 The solution must provide comprehensive backup and restore options (incremental daily, weekly and monthly full backups, with the ability to restore data from the last 3 full backups at a minimum).

**14. Transition and Implementation Plan**

14.1 The Supplier shall provide an Implementation Plan which must include the following:

* Staff required by the Supplier to deliver the Implementation Plan
* Council responsibilities
* All hardware / software required
* Testing prior to go live
* Support post go live
* Training for council staff
* Relationship with third parties
* Any other activities required to enable go live.

14.2 The Supplier shall list any assumptions it is making regarding the Implementation Plan. The council shall reserve the right to challenge any unreasonable assumptions. If in the council’s reasonable opinion an unreasonable assumption by the Supplier has been made and after it being clarified with the Supplier this is still unresolved the bid may be determined non-compliant.

14.3 Post-award, the Supplier will have 30 days from the contract being signed by both parties to finalise the Transition Plan with the council.

**15. ESCROW**

15.1 The Supplier must provide details of the Escrow arrangements for the software that it will provide as part of its Maintenance and Support costs.

**16. WEEE**

16.1 As an optional service we require the supplier to provide a WEEE accredited solution for disposal of the existing 25 kiosks.

16.2 As an optional service we require the supplier to provide a WEEE accredited solution for disposal of kiosks at the end of the life of this contract.

**17. Business Continuity and Disaster Recover (BCDR)**

17.1 It is the Supplier’s responsibility to ensure that:

* they have BCDR plan
* this plan is tested at least once a year.

**18. Training**

The Supplier must provide:

18.1 At least one face-to-face session in North Somerset which is aimed at administration and systems staff. This session must include: configuration, admin portal, reporting, fault escalation.

18.2 At least two frontline focussed sessions in North Somerset, to train selected staff who will then undertake training of remaining staff.

18.3 On-site staff handover training at each libraryat the point of installation to include:

* core functionality
* problem solving
* staff understanding.

18.4 Training shall be provided through face-to-face training and/or e-learning modules on the suite. All training must be part of the licensing costs.

18.5 The Supplier is responsible for providing and maintaining user manuals.

18.6 The Supplier shall be responsible for providing training as appropriate for new releases. Where the council requires a change to be made under change control, the contract amendment will provide for training as required.

18.7 Appropriate detailed documentation must be provided for each of the defined training groups. Follow up training must be provided to cover any system changes or application upgrades.

**19. Timeline for implementation**

The council requires the following to be completed by the following milestones:

19.1 17-18 RFID kiosks and associated hardware and software to be delivered to the specified library locations and to have met the council’s acceptance standards (see Appendix 6 Acceptance Testing) by 31 January 2020.

19.2 RFID tag pads supplied and operational by 31 January 2020, or at a later time to coincide with the council’s operating system being updated to Windows 10.

19.3 Indicative minimum milestones and timeline are given below. All milestones and dates to be agreed jointly with supplier following contract award.

|  |  |  |
| --- | --- | --- |
| 0 | Contract Award | Week 0 |
| 1 | Kick off meetingDetailed development plan and timeline agreed between supplier and project teams | By week 2By week 4 |
| 2 | Delivery, set up, testing and acceptance of: 1. Full kiosk build
2. Administration and if applicable staff software / hardware
3. Online portal access for test logins

Based on Pilot Library 1 | By week 6 |
| 3 | Staff training plan begins  | By week 7 |
| 4 | Delivery, set-up, testing and acceptance of all software and hardware in library environment (Pilot library location 2) | By week 8 |
| 5 | Roll out of Delivery, set-up, testing and acceptance of all software and hardware in remaining libraries. Schedule of libraries to be agreed with Supplier during point 2.  | By week 10 |
| 6 | Go Live when all sites are fully operational. Stabilisation period. | By 31 January 2020 (week 12). |

**20. Scope of Implementation**

|  |  |  |
| --- | --- | --- |
| **Library** | **Kiosks required** | **Disposal of current kiosk/s\*** |
| **Campus**, Highlands Lane, Locking Castle, Weston-super-Mare, BS24 7DX | 1 | 2 |
| **Clevedon Library**, 37 Old Church Road, Clevedon, BS21 6NN | 2 | 3 |
| **Congresbury Community Library**, Station Road, Congresbury, BS49 5DX | 1 | 1 |
| **For All Healthy Living Centre**, Lonsdale Avenue, Weston-super-Mare BS23 3SJ | 1 | 1 |
| **Nailsea Library**, Somerset Square, Nailsea, BS48 1QR | 3 | 3 |
| **Oldmixon Family Centre,** Monkton Avenue, Weston-super-Mare BS24 9DA | 0 | 1 |
| **Pill Library and Children’s Centre**, Crockerne House, Underbanks, Pill, BS20 0AT | 1 | 1 |
| **Portishead Library**, Harbour Road, Portishead, BS20 7AL | 2 | 3 |
| **Weston-super-Mare Library**, Town Hall, Walliscote Grove Road, Weston-super-Mare BS23 1UJ | 3 | 4 |
| **Winscombe Library**, 23 Woodborough Road, Winscombe, BS25 1AB | 1 | 1 |
| **Worle Library and Children’s Centre**, Mendip Avenue, Worle, BS22 6HN | 1 | 2 |
| **Yatton Library and Children’s Centre**, High Street, Yatton, BS49 4HJ | 1 | 2 |
| **Library Depot,** Unit 4-6, Tweed Road Industrial Estate, Tweed Road, Clevedon, BS21 6RR | 0 | 1 |
| **Total** | 17 | 25 |

\* optional

Payment options for each location to be confirmed following tender submission. Number of kiosks at each location are indicative and will be confirmed at contract award.

Out of scope:

* North Somerset Mobile Library

**21. Key Performance Indicators (KPIs)**

21.1 In the delivery of this contract, the Supplier will be subject to the following KPIs, which the council will use to monitor the performance of the contract:

|  |  |
| --- | --- |
| **KPI** | **Target** |
| Delivery times | 80% of new RFID kiosks to be installed within 10 weeks of the council placing an order, 100% within 12 weeks.  |
| Support call response times | The supplier must respond to 100% of support desk calls within 1 working day of a fault being reported. |
| Fault resolution | Where faults can be fixed remotely, 100% of fixes should be applied within 2 working days of a fault being reported. |
| On-site field engineers | Where required and where parts are available, field engineers should be on-site within 2 working days of a fault being reported in 100% of instances. |
| Replacement parts | Where replacement parts are required they should be ordered on the day that the fault is identified and fitted within 1 working day of being received in 100% of instances.  |
| Resolution of complaints  | 90% of complaints should be responded to within 10 working days. |