Request for Quotation

For Purchases Valued Below £100,000

From the London Borough of Lambeth			

Quotation Request Date:	20th August 2019		
Officer Name	Nathan Simpson	Phone	02079261587 or 020 7926 2066
Department	Resident Services	Fax	
Team or Section	Customer Services	E Mail	ACarew@lambeth.gov.uk or Nsimpson1@lambeth.gov.uk

The London Borough of Lambeth Needs to Procure:

Quantity	Description
1	Lambeth are seeking to implement a fit for purpose online solution that will deliver a queuing system, to manage all visitor contact at our Civic Centre.

Quotation Return Date & Time:	12:00pm on 11th September 2019
Service or Product Delivery Date:	23rd September 2019
Terms of Contract:	Appendix A
Payment Terms:	30 days
Any Other Conditions:	
Lambeth's Standard Terms and Conditions of Contract:	Appendix A (and see note 1 below).

Notes for Suppliers

1. The Council will consider reasonable amendments to its Standard Terms and Conditions of Contract.

2. Please use the following page to provide details of your offer to the Council. Prices should be shown exclusive of VAT and inclusive of carriage and delivery and all discounts.

This form should be completed and returned by e mail to the officer responsible for this project no later than [12:00pm] on [11th September 2019]. The London Borough of Lambeth reserves the right to cancel orders that are not delivered on the date(s) specified. Any costs incurred by the supplier in the preparation and submission of this quote will be borne by the supplier and not the customer.

Quotation Submission

For Completion by the Supplier

(Supplier Name)

Quotation Submission Date:			
Contact Name:		Phone:	
Department (if needed):		Fax:	
Address:		E Mail:	

Our firm does hereby offer to supply the following supplies / services <mark>[please delete as appropriate]</mark> as per the delivery schedule above. We include the fixed prices in the table below; prices shown are exclusive of VAT and inclusive of carriage and delivery and all discounts:

This quotation will remain valid until [6months], from the Quotation Submission Date above.

Supplier Declaration

After you have completed this form, please read the statements below and agree to the following statements:

- I have read and understood Lambeth' s procurement guidance for suppliers, "Selling to the Council"
- I accept the Terms and Conditions indicated on this form
- If I am selected to provide the above services and/or supplies this form and the information on it will form part of my contract with the London Borough of Lambeth
- If I am selected to provide the above services and/or supplies I will complete the Council's Supplier Self Certification form. Failure to complete this form will result in my quotation not being accepted
- Lambeth is under no obligation to accept the final results of the quotation competition or the lowest price for any particular item submitted by a supplier
- Non-delivery of services or products will result in non-payment by the Council
- False representation could result in de-selection from any competition or termination of contract
- It is a criminal offence to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body. I understand that any such action will empower the Council to cancel any contract or commission currently in force and may result in my exclusion from future work
- Lambeth has the right to use this information for the prevention and detection of fraud

If you understand and agree to these statements, please check the box below. By checking the box, you also certify that the information you have supplied is accurate to the best of your knowledge, has been prepared by your firm with the absence of collusion and that you accept the conditions and undertakings in this form. If you do not check the box, you will not be able to work with the London Borough of Lambeth:

Yes ☐

Further information provided during the course of the contract.

Request for Quotes
Online Queue Management System for the Council's Customer Service department
Contract Period: 2-year period with option to extend for a further 12 months.

SUMMARY

1. Lambeth Customer Service department are seeking to implement a fit for purpose on-line queue management system for the Customer Service Department.

2. This brief sets out:

a.   Requirements of the Brief

- Online appointment booking for users
- The ability to Schedule, Amend and Cancel appointments
- Customer front end – Customers are able to book via Web
- Kiosk – Customer can select service & join queue
- Communications – Confirmation, amend, reminder emails
- Printed tickets – Printed when customer joins queue
- Room Booking Management
- User Interface
- Reporting functionality
- Queue Management solution
- Digital Signage
- API for Integrations
- Info screen – Customer called using screens & audio
- Support & Maintenance –Included

b.   Timescale for the Quotation
c.   Format of Response
d.   Price Quality Ratio for Evaluation of Proposal
e.   Method Statement for Quality Assessment
f.   Pricing Evaluation

REQUIREMENTS OF THE BRIEF

Core functions – general

3.0   The proposed solution must operate in real time
3.1   The proposed solution must be mobile first
3.2   The proposed solution must allow staff to initiate a database search for customers/appointments.
3.3   All appointments will require a function to be checked-in either via a self-check-in mechanism and/or by staff upon arrival of a customer.
3.4   All appointments will require closure codes upon completion. Closure codes may be unique to each appointment type or service (the solution must able to close appointments and then link that MI to the staff member so that we can see how long their appointments take them).
3.5   The proposed solution requires a customer satisfaction mechanism to follow up appointments via SMS or email and capture/report on responses.
3.6   The proposed solution must integrate with LBL payment solution to enable all fees to be processed and refunded, through the system.
3.7   The proposed solution must offer document management and storage
3.8   The proposed solution should be able to synchronise contacts with Microsoft Outlook contacts
3.9   The proposed solution must offer controlled user access to ensure:

- Different levels of access to functions/sub-functions according to the level of user

- Data security by restricting access to specified categories of information in accordance to the user's permissions

- The user should only be presented with a menu choice of applications that reflect the user's security profile. If all menu options are visible on the screen, then the menus to which there is no access should be greyed out or otherwise disabled.

3.10   The proposed solution must be able to offer

- Ease of use and navigation
- Visual aesthetics
- Functionality

Core functions – appointments

4.0   The proposed solution must be able to offer different appointment types for multiple services, across multiple offices within multiple sites

4.1   The system needs to offer a web-based solution for the booking of appointments of multiple services by the general public, with a web-based staff interface to administer appointments

4.2   The proposed solution must be able to deploy staff with multiple skill sets who will be able to deliver numerous different appointment types. This will vary with each staff member.

4.3   The proposed solution must allow customers to cancel or reschedule previously booked appointments

4.4   The proposed solution must be usable by the LBL call centre and identify call centre operatives as unique users who will be able to book, cancel, reschedule appointments and take payments.

4.5   The proposed solution must allow service managers the ability to add, remove appointments and reconfigure appointments.

4.6   The proposed solution must allow service managers to easily deploy their staff to appointments based on defined skill sets.

4.7   The proposed solution must use intelligent forms which enable correct appointments and signposting to third parties if required

4.8   The proposed solution must enable super user/admin user to create forms and appointments without requiring supplier support.

4.9   The proposed solution must be able to gather a range of information before enabling an appointment, to ensure the correct appointment type is scheduled.

4.10   The proposed solution must be able to promote and potentially sell other items/products which would relate to the appointment (the ability to do more than book an appointment, we need the solution to allow the customer to purchase X amount of certificates when booking the appointment, plus the ability for a product, such as a folder)

4.11   The proposed solution must be able to use e-mail or SMS to confirm appointments with customers, provide reminders and alert customer when the appointment begins

4.12   The proposed solution must be able to offer different timescales for appointments based on the service

4.13   The service will require the ability to create calendars for non-customer facing uses which would not be available to the public.

4.14   The proposed solution must ensure that personal data/sensitive personal data/business sensitive information is not kept longer than necessary and disposed of securely.

Core functions - queuing

5.0   The proposed solution must be able to offer different queue types for multiple services.

5.1   The proposed solution must be able to deploy staff with multiple skill sets across numerous different queues, at different desks. This will vary with each staff member.

5.2   The proposed solution must allow service managers to easily deploy their staff to queues based on defined skill sets.

5.3   The proposed solution must enable super user/admin user to create queues

5.4   The proposed solution must offer a visible ticket calling system, visual (not audio) on multiple screens within the Civic Centre. Preferably this will be via a web link.

5.5   The proposed solution must use SMS to provide etickets for the appropriate queue, provide reminders and

alert customer when the face to face appointment begins.

5.6 The system must be able to repeat call visitors to their appointment, before taking the next ticket.
5.7 The system must include a management view displaying the queues, volumes and wait times of the service.
5.8 The system must allow closed tickets to be returned to the queue, i.e. for visitors with multiple service needs.
5.9 The proposed solution must offer queuing/check-in for event host different to event attendee
5.10 The proposed solution must offer queuing/checking enable user to find a room
5.11 The proposed solution must offer queuing/check-in automated badge production
5.12 The proposed solution must offer queuing/check-in automatic notification to the event officer that visitors are arriving
5.13 The proposed solution must offer a solution to remember that a host or delegate needs special assistance at check-in

Usability and Accessibility

6.0 The system must provide a responsive presentation layer that ensures our accessibility standards can be met without having to compromise on branding and look and feel requirements. The forms and views generated by the presentation need to be designed to conform to all relevant standards and accessibility criteria (including WCAG Guidelines 2.0 Level Double-A compliance with a roadmap to 2.1 compliance, eGMS metadata compliance, e-GIF compliance).
6.1 The system's responsive presentation layer needs to make use of the latest accessibility tools, gadgets and browser features to ensure that it is available to all affinity groups. These should include (but are not limited to):
· Support for screen readers such as Browse aloud & Dixerit
· Adjustable text size
· High contrast (reverse display) display options,
· Alt text display for images,
· Print friendly views
· Icon based entry points with text only page display options
· Google Translate for multilingual support
· Intuitive faceted search options
· Guided knowledge "decision tree" interface options

6.2 The proposed solution must come with an off the shelf integration with a language translator, e.g. Google Translator.
6.3 The system must conform to the council's web design guide (https://www.lambeth.gov.uk/lambeth-digital-design-guide). The hub should be fronted online by a responsive presentation layer which can be configured using standard HTML to meet any branding requirement and include CSS files as standard. A single Hub could be able to support as many different branded front-ends as required in any style so that partner sites can surface the system in their own look and feel without the additional administration overhead of managing the data.
6.4 Style sheets and centrally managed template(s) must be used to ensure that the site design and page layout is easily maintainable.
6.5 The system must be built to deliver a mobile first experience that is responsive to different displays including mobiles, tablets, laptops and desktop displays. It must be fully functional on all devices. It will not require a mobile app to be downloaded by the user.
6.6 The system must be designed to function at a minimum on the following web browsers/web browser apps:

· Microsoft Edge - latest version
· Microsoft Internet Explorer 11
· Firefox - latest version
· Google Chrome - latest version
· Safari - latest version

6.7 The system must be designed so that the web browsers/apps will function at a minimum in the following operating environments:

· Windows 10, 7
· Mac OS - current and previous 2 versions
· IOS - current and previous 2 versions
· Android - current and previous 2 versions

Management Information and Reporting - general

7.0 The proposed solution must offer a live dashboard to enable services to manage demand in real time

7.1 The proposed solution must allow data extracts of all MI to be used by LBL via reporting tools, e.g. Tableau/PowerBI

7.2 The system must be designed so that client-side code can easily be included to gather site analytics, measure campaign success or any other purpose that may be required.

7.3 The proposed solution must offer a full history of all communication, recorded in system including integration with Outlook emails as well

7.4 The proposed solution must offer financial reporting

8.0 Management Information and Reporting – appointments

- Volume of appointments by service/type and agent
- Volume of cancelled/rescheduled appointments
- Volume of missed appointments
- Agent performance by volume/type/serve and wait times/closure code
- Actual appointment wait and serve times
- Actual appointment length
- Actual appointment delays
- Appointment closure codes
- Amount of payment taken by service
- Volumes of products sold, i.e. birth certificates

9.0 Management Information and Reporting – appointments

The proposed solution must include a suite of reports which include but is not limited to the following;

- Volume of visits by service/type and agent
- Volume of missed visits
- Average wait times by queue type
- Agent performance by volume/type/serve and wait times/closure code
- Actual appointment wait and serve times
- Actual visit length
- Appointment closure codes

All questions relating to this request for quotes must be emailed to Allison Carew, Customer Service & Assessment Officer, ACarew@lambeth.gov.uk by 12:00pm on the 2nd September 2019

The proposed period of the contract would be from the start date agreed once the tender has been awarded. It is hoped that the start date would be by September 2019 – if this procurement proceeds in full and is intended to run for a two-year duration plus an option to extend for a further 12 months.

A timetable for the selection process is detailed below (please note these dates may be varied at the council's own discretion)

Stage	Component	Indicative timescale
Request for quotation	Publication of Request for Quotation	20th August 2019
	Deadline for receiving questions	12:00pm (noon) 2nd September 2019
	Proposal submission deadline	12:00pm (noon) 11th September 2019
Selection & Webinar	Evaluation Period	16th September 2019
	Webinar Demonstration	16th September 2019
	Successful applicant selected and confirmed	20th September 2019
Contract Commencement	Successful applicant commences contract	23rd September 2019

Format of Response

Your proposal should consist of your response to the Method Statement Questions and your completed Price Proposal. Your response to the Method Statement Questions must be kept to a maximum 2 sides of A4 per question (Ariel, Font Size 11, single line spacing) with clear indication of which question you are responding to. Any submissions that exceed this limit may not be evaluated. A draft copy of the terms and conditions applicable for this contract is also attached for your information. (See Appendix A)

The ratio that will be used to evaluate the proposals is as follows:

Price – 40% - Based on the Pricing Proposal
Quality – 60% - Based on the response to the Method Statement

The response to the Method Statement will be used as the basis for evaluating the quality element of the response.

Questions	Marks Available	Weighting
1) Please provide 3 reference sites for other queuing solutions where you have undertaken similar projects. The references should include name of employer, contract value, contract period and scope of services provided. References will be assessed.	0-5	10%
2) The proposed solution must be able to offer • Ease of use and navigation • Visual aesthetics • Functionality Please provide access to a test site or screenshots, and a demonstration of the system via a webinar (20 min maximum) to demonstrate the above	0-5	10%
3) Please set out your proposals for how the system allows for different appointment types for multiple services, across multiple offices within multiple sites	0-5	10%
4) Please set out how you propose to ensure that personal data/sensitive personal data/business sensitive information is not kept longer than necessary and disposed of securely.	0-5	10%
5) Please explain how the system can control user access to ensure: - different levels of access to functions/sub-functions according to the level of user - data security by restricting access to specified categories of information in accordance to the user's permissions - the user should only be presented with a menu choice of applications that reflect the user's security profile. If all menu options are visible on the screen, then the menus to which there is no access should be greyed out or otherwise disabled.	0-5	10%
6) Please set out how you propose to ensure the booking system delivers reporting on KPIs for Customer Services as mentioned in Items 8 & 9.	0-5	10%
Total (Quality Score)		60%

The components which are indicated with the appropriate weightings will be evaluated by the panel and the appropriate score will be agreed. The score achieved for this section will be weighted at 60% to give the final score for quality (Quality Score).

• The Quality Score will be added to the Price Score to determine the Final score.

- The council reserves the right to challenge any information provided in response to the RFQ and request further information in support of any statements made therein.
- Potential Providers' responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.
- Potential Providers' responses should be limited to and focused on each of the component parts of the question posed. They should refrain from making generalized statements and providing information not relevant to the topic.
- Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.

Potential providers will be marked in accordance with the following marking scheme:

0	Failed to address the question/issue.
1	An unfavourable response/answer/solution. There is limited or poor evidence of skill/experience sought; a high risk that relevant skills will not be available.
2	Less than acceptable. The response/answer/solution/information lacks convincing evidence of skill/experience sought; lack of real understanding of requirement or evidence of ability to deliver; medium risk that relevant skills or requirement will not be available.
3	Acceptable response/answer/solution/information to the particular aspect of the requirement; evidence has been given of skill/experience sought.
4	Above acceptable – response/answer/solution/information demonstrates real understanding of the requirement and evidence of ability to meet it (based on good experience of the specific provision required or relevant experience of comparable service or supply.
5	Excellent – response/answer/solution provides real confidence based on experience of the service or supply provision required. Response indicates that the supplier will add real value to the organisation with excellent skills and a deep understanding of the service or supply requested.

Price Evaluation

For price, each submission will be assessed on the total cost of delivering the breakdown of estimated annual cases, using the following equation:

Price Score = (100% -(A-B)/B) *40

where A= Tendered price and B= lowest price

- The Quality Score will be added to the Price Score to determine the Final score. The Council will select a supplier on a most economically advantageous tender (MEAT) basis.

Price proposals should be returned by completing the table below (please insert your pricing in the green sections).

Pricing Schedule	Total cost
Purchase of system	£
Training	£
Online appointment and Queuing function	£
Self Service function	£
Support and Maintenance	£
SMS Integration	£
Hosting of system	£
Total Annual Cost	£
Total Contract Cost for 3 years **(For Evaluation)**	