

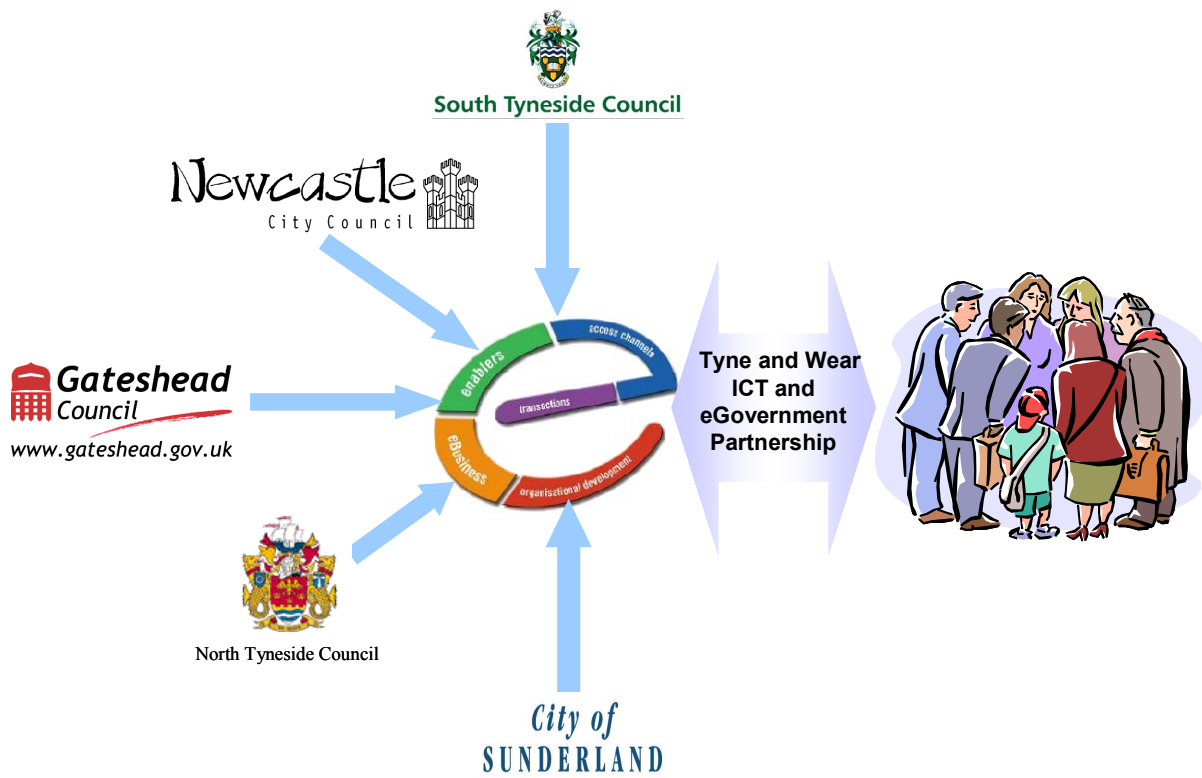


North Eastern  
Purchasing Organisation

On Behalf of The Tyne & Wear ICT and  
eGovernment Partnership.

City of Sunderland  
Gateshead Council  
Newcastle City Council  
North Tyneside Council  
South Tyneside Council

## INVITATION TO TENDER



**For The  
Tyne and Wear ICT & eGovernment Partnership  
Community Service Portal Project**

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## Introduction

1. Following your expression of interest you have been shortlisted to be included in the North Eastern Purchasing Organisation (NEPO) Invitation to Tender for the provision of a Tyne and Wear Community Services Portal and an extended number of on street kiosks.
2. The North Eastern Purchasing Organisation (NEPO) is a purchasing consortium of twenty local authorities located in the North East of England. The member authorities are:

### Full Members

- Gateshead Council ( Lead Authority)
- City Of Sunderland
- Durham County Council
- Hartlepool Borough Council
- Middlesbrough Borough Council
- Newcastle City Council
- Northumberland County Council
- North Tyneside Borough Council
- Redcar and Cleveland Borough Council
- Stockton – on - Tees Borough Council
- South Tyneside Metropolitan Borough Council

### Associate Members

- Blyth Valley District Council
- Castle Morpeth District Council
- Chester -le- Street District Council
- City of Durham
- Derwentside District Council
- District of Easington
- Sedgefield Borough Council
- Tynedale District Council
- Wansbeck District Council

3. This tender is primarily being issued on behalf of the Tyne & Wear ICT and eGovernment Partnership. The Partnership brings together the five Tyne and Wear local authorities' Heads of ICT and eGovernment, with the aim of sharing experience and progressing eGovernment initiatives for the benefit of the region.

Councils involved are:

- City of Sunderland
  - Gateshead Council
  - Newcastle City Council
  - North Tyneside Council
  - South Tyneside Council
4. The population of the areas served by the 5 Councils in Tyne and Wear totals around 1.25 million people.

## Summary

5. The North Eastern Purchasing Organisation (NEPO) wishes to procure the necessary goods and services to establish a Tyne and Wear Community Service Portal of public services, available to users over the World Wide Web and an extended number of on-street kiosks.
6. The intention is to establish a four year framework agreement, capable of extension to eight years, for the provision of portal and kiosk systems. The terms of the framework contract will be made available to all 20 member authorities of NEPO to purchase further requirements throughout the duration of the contract on an as and when basis. In addition to the initial requirements outlined in paragraphs 7 and 8.
7. Initially, a procurement worth in the region of £400,000 will be made for a range of portal and kiosk systems and services to create the Tyne and Wear Community Service Portal for the Tyne and Wear ICT & eGovernment Partnership.
8. It is likely that this will be augmented by the procurement of up to 60 kiosks within the first year, indeed the City of Sunderland has indicated a requirement of up to 30 kiosks for its "peoplefirst" program which will link to this project. The network of kiosks will incorporate existing kiosks already procured or planned by some of the five Councils.
9. Key aspects of the required functionality include:
  - Provision of an extended network of on street kiosks
  - Provision of content to existing and additional kiosks and the World Wide Web
  - Multi agency content management
10. The Tyne & Wear ICT and eGovernment Partnership intends to commence implementation as soon as the contract has been awarded.
11. The North Eastern Purchasing Organisation, however, reserves the right not to award a contract under this procurement.
12. Tenderers are asked to respond to this Invitation to Tender. The form of the required response is detailed in the 'Instructions to Tenderers' section.

## Scope of Procurement

### Tyne and Wear Community Service Portal

13. It is the Tyne & Wear ICT and eGovernment Partnership's preference to implement an existing product to satisfy this procurement, as it is felt that the timescale and costs associated with a bespoke development will be prohibitive.
14. Tenderers **MUST** be able to provide the required Community Service Portal and Kiosks functionality as an ongoing managed service; other models of service delivery will also be considered where tenderers consider them advantageous to the Partnership. Tenderers **MUST** describe their preferred delivery model. Full costs and a description of the support available **MUST** be provided.
15. A management system to establish the Tyne and Wear Community Service Portal:
  - a. That enables each council to remotely administer their content
  - b. That is capable of supplying that content to Kiosks and the world wide web, and can be supplied to DiTV (cable, satellite, Freeview) and WiFi wireless Internet in the future.
  - c. That automatically imports information from XML, CSV and other common data formats.
16. Hosting of content / links to content.
17. Provision of the Community Service Portal to on street kiosks and the world wide web.
18. Prime tenancy for Community Service Portal and brand on a network of on-street electronic service kiosks distributed between the 5 Tyne and Wear districts on an equal share basis.
19. Prime tenancy for the content and brands of the Council in that area.
20. Content management for the content of the Council in that area.
21. Emulation / testing equipment.
22. Access to kiosk content from other Tyne and Wear Councils.
23. On-street electronic service kiosks to have the following characteristics:
  - Easy to use
  - Compliant with the Disability Discrimination Act and Data Protection Act
  - Consistent user experience with existing kiosks
  - Supplemented with other public sector and commercial services to encourage use
  - Councils right of veto over supplemental content



- Smartcard enabled (future req)
  - Print facility
  - Maintained and supported to high standard
24. Index / structure establishment, template creation, configuration and training services, hardware, installation, initial content loading etc as a managed service.
25. technical and user support

## Constraints

### Available Finances

26. £400,000 is available in financial year 2003-2004, payable only on successful delivery and commissioning of the systems and services detailed above.
27. It is intended costs be capitalised such that a single payment can be made which will support the provision of the systems and services for a number of years.
28. It is anticipated the majority of these funds will support the extended kiosk network, with portal and content management systems using as little resource as possible to deliver the functionality required. Funds for project management will not be available beyond March 2004.
29. Tenderers should be aware that several of the Tyne & Wear Councils have further plans for kiosk networks as part of their e-government strategies, and it is anticipated that the Tyne & Wear network will expand in volume in the relatively short term. For example, Sunderland has indicated that it intends to procure up to 30 kiosks beyond the funding package represented in the scope of this agreement as part of its "People First" initiative.

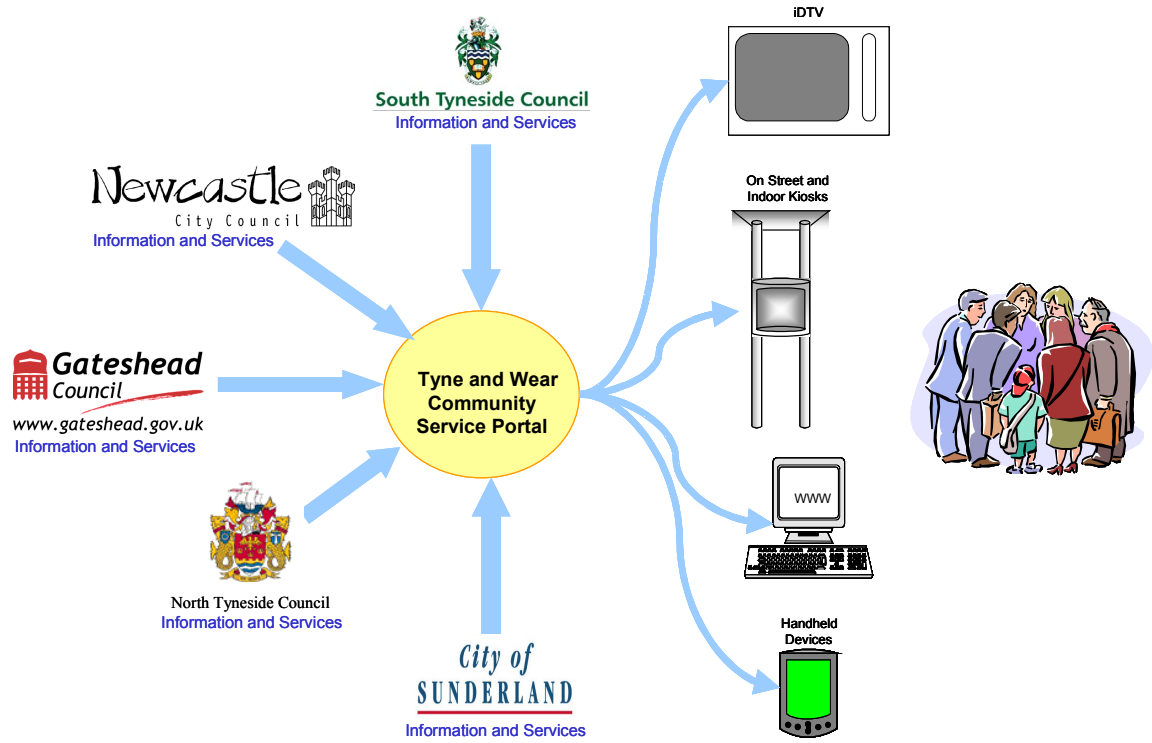
### Timescales

30. Funding for the Project is available as capital funding to be spent and claimed for within financial year 2003/2004.
31. All elements of the Community Portal **MUST** to be operational and satisfactorily acceptance tested and invoices received before end March 2004.
32. Tenderers **MUST** confirm they can meet this timescale.

## Background

### Vision

33. The Tyne and Wear ICT and eGovernment Partnership’s vision for the Community Service Portal is illustrated below.



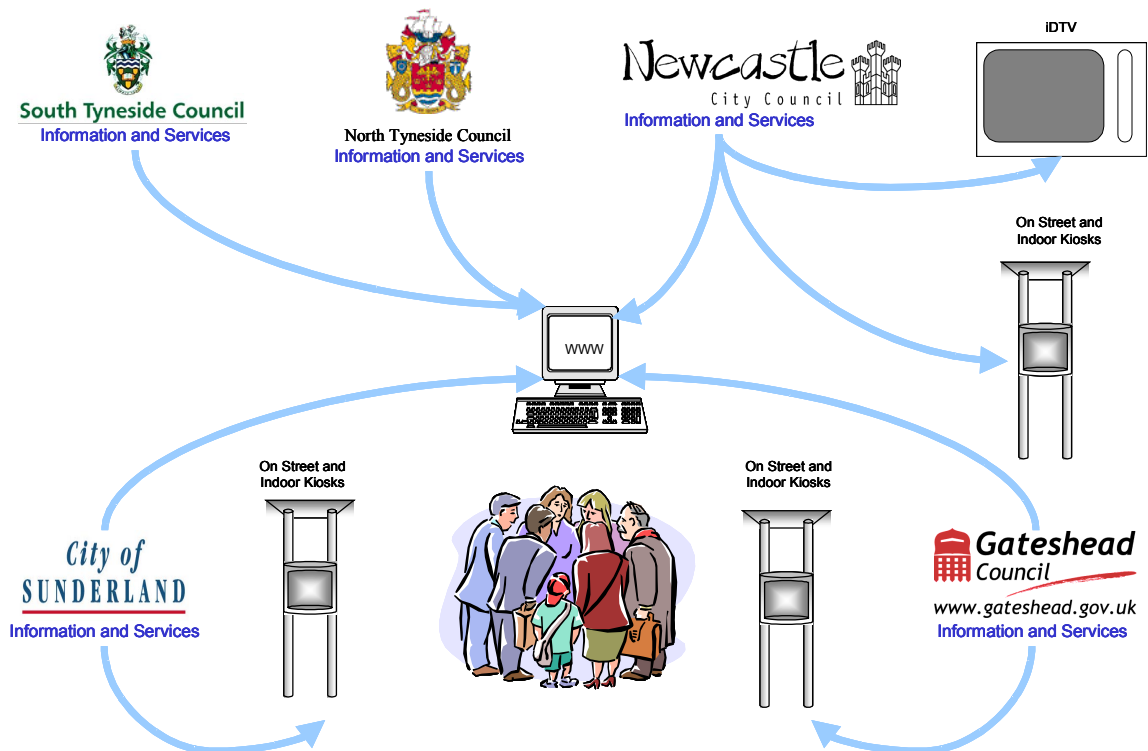
34. This project is concerned with creating the Community Service Portal and delivering its services over an extended network of on street kiosks and over the World Wide Web. Whilst provision via Digital TV and wireless access via mobile devices are included within the vision these will be implemented in future projects.

## The ODPM Partnership Project

35. The Tyne and Wear ICT & eGovernment Partnership has recently been allocated funding by the Office of the Deputy Prime Minister to develop the Tyne and Wear Community Service Portal.
36. £400,000 is available for this procurement. As a requirement of this funding the Portal must be fully operational, have undergone a satisfactory acceptance test and invoices received by 31 March 2004.
37. The principal priority for this project is to establish the framework for the development, delivery and management of the Portal, and to deploy the backbone of a sub-regional access infrastructure.
38. This project will provide the foundation for all future developments and includes strategy and governance arrangements as well as the first stage of physical implementation.
39. This project will:
  - Determine the requirements for the Community Service Portal.
  - Establish the Community Service Portal over the web and on street kiosks (having regard to the requirements for future operation via DiTV).
  - Establish the mechanisms to develop and manage the Community Service Portal, associated systems and access channels.
40. The Project's main objectives are as follows:
  - To define the technical and operating requirements for the Portal.
  - To implement a network of on street kiosks.
  - To deliver local authority services and local information.
  - To deliver these services, information and content in a cross service, cross authority way.
  - To establish the management structures and procedures to sustain the network.
  - To reduce the digital divide by enabling access to e-services for people without access to a PC or the World Wide Web.
  - To make content and services more easily accessible.
  - To provide alternative ways of transacting business with the Councils.
  - To develop a system that can be used to deliver content via Digital Interactive Television (DiTV) and WiFi.

## Current Situation

41. At present there is no single point of access to information and services provided by all of the Tyne and Wear Councils.
42. Each Council publishes information and has services available via the World Wide Web, and Newcastle, Gateshead and Sunderland Councils have embarked on separate kiosks implementation programmes. Additionally, Newcastle has been undertaking pilot DiTV services.
43. This is illustrated below.



44. Citizens and visitors must visit each Council website in turn to gain access to regional information, and cannot access a Council's information and services from a kiosk outside that Council area.
45. At present there are no on-street kiosks in North Tyneside and South Tyneside and no DiTV services provided by Gateshead, Sunderland, North Tyneside or South Tyneside Councils.
46. The Tyne and Wear Community Service Portal will bring together content not only from the five councils but also other public sector bodies such as the Police and Nexus (the local PTE) and make it available across all the Portal access points as illustrated in the earlier diagram.

## General Requirements

47. The Tyne and Wear ICT & eGovernment Partnership wishes to form an on-going relationship with a supplier with a proven track record of delivery of, and commitment to development of, multi agency eGovernment services, supplemented by commercial and community content, in a Local Government setting.
48. Tenderers **MUST** illustrate their relevant experience with respect to this.
49. The Tyne and Wear ICT & eGovernment Partnership wishes to maintain a good working relationship with the chosen Tenderer and protect the investment that is being made in the project. There **MUST** therefore be a clear indication of the length of the initial service and maintenance contract, the renewal terms for both parties, and any other licence and contractual issues that may affect the "life" of the system.
50. Tenderers **MUST** also describe how they would 'future proof' the network and **SHOULD** describe what other functionality can be provided over and above the required specification.
51. The overall anticipated outcomes from the project are:
  - A foundation for regional integration and consistent useable presentation of information across a range of channels to give choice of means of access as well as enhanced accessibility of public information
  - Supplying local information and public services in the home and on street regardless of users' access to technology or understanding how government works, with a self-sustaining network of kiosks in place for ten years.
  - Improved access to and usage of the Tyne and Wear ICT & eGovernment Partnerships' and other organisations' information and interactions
  - Creating a sustainable Community Service Portal that will need minimal support.
  - Improved information facilities for visitors to the Region
  - Support to the vitality and viability of the Region's communities
  - More socially inclusive access to the advantages of e-government and other electronic facilities
  - Development of relationships with external partner organisations;
52. The Community Service Portal is expected to develop into a multi-layered e-service resource for region, sub region and individual councils – Tenderers **MUST** explain how this would be delivered over a network using the five separate councils collectively and individually as examples.
53. The supplier of the portal will be expected to address and resolve issues around:
  - Content classification and indexing;
  - Data protection and data sharing;

- Identification of relevant national interoperability standards (eGIF etc);
- Integration with existing content systems;
- Integration with UKOnline and DiTV initiatives;
- Meeting anticipated future requirements.

54. Tenderers **MUST** illustrate how they can contribute to these objectives.

## Electronic Government

55. The ability of these systems to support the 'e-government agenda' is also important as the Tyne & Wear ICT and eGovernment Partnership wishes to procure systems which will assist in the achievement of the processing of 100% of all transactions electronically by 2005 (Newcastle is aiming to meet this target by 2004).
56. Systems **SHOULD** be able to be used via the Internet or the Council's Intranet.
57. On-screen forms **SHOULD** submit data directly to the system without the need for re-keying.
58. Where appropriate requests for further information **SHOULD** automatically generate documents on-screen or materials to be emailed or posted to the user.

## Growth

59. It is envisaged that the amount of content on the Tyne and Wear Community Service Portal and number of kiosks will grow over time.
60. Tenderers **MUST** detail the approach they would take and business model they would seek to adopt in order to add content and service providers, including details of revenue sharing arrangements with the Partnership.

## Management / Governance

61. It is envisaged that the term of this agreement will exceed the initial project management arrangements put in place to deliver this project.
62. Tenderers **MUST** detail the approach to systems management and governance they would recommend for the multi-agency environment which will emerge in Tyne and Wear as a result of this procurement.
63. Tenderers **MUST** also set out project and account management processes that will be used to deliver this project and provide an indicative project plan for its delivery within the timescale set out at 30 above.

## Functional Requirements

### Community Service Portal

64. The Tyne and Wear ICT & eGovernment Partnership seeks to procure a range of managed services to provide the core functionality of the Tyne and Wear Community Service Portal.
65. This will include:
- Hosting
  - Content management
  - Management information
  - Support
  - Training

#### Hosting

66. Tenderers **MUST** be able to provide a hosting service for the community service portal content. This content could consist of pages of information to be displayed, services to be provided, or links to information and services stored on remote systems and managed by a Council or other service provider.
67. Tenderers **MUST** provide the necessary hardware to support content hosting.

#### Content management

68. Tenderers **MUST** be able to provide a content management system for the Community Service Portal.
69. This **MUST** be capable of serving content to:
- kiosks
  - digital interactive TV
  - world wide web
  - handheld wireless devices
70. Tenderers **MUST** set out detailed proposals for the maintenance, upgrading and hosting of the content management system, either as a managed service or via some alternative delivery model.
71. Tenderers **MUST** provide proposals for the management of content on the Community Service Portal.
72. Tenderers **MUST** provide the necessary hardware to support content management.



73. Tenderers **MUST** provide necessary templates for content and work with Tyne and Wear ICT & eGovernment Partnership to ensure these meet the needs of partners.
74. Interfaces may be required to back office systems. Tenderers **MUST** detail their approach to developing this functionality. Note that costs associated with such work should be detailed (see Costs section for guidance).

#### Provision of Service

75. Tenderers **MUST** provide an effective means of ensuring that any Council information or transactional capability provided through kiosks is accessible, accurate, current and presented in a manner consistent with other Council channels.
76. Tenderers will be responsible for providing the content of the Community Service Portal as an integrated service to the following channels:
- kiosks
  - world wide web (public website and linked from each Council's website)
77. It is envisaged that in the future this will be broadened to additionally cover:
- digital interactive TV
  - handheld wireless devices
78. Tenderers **MUST** provide details of how they would propose to operate such a service.

#### Management information

79. Tenderers **MUST** be able to provide Monthly management information regarding the activities and usage of the community service portal.
80. This **SHOULD** include information regarding:
- content added or amended
  - access statistics detailing usage by time of day, total uses, what content was accessed, for kiosks at which kiosk, and at a 'menu button' level within each council.

#### Training

81. Tenderers **MUST** provide necessary training:
- to enable staff from each Council providing content to the Community Service Portal to add content and make changes to the content
  - to enable administration of the Community Service Portal
  - to enable staff to create or amend templates for content.

### Support

82. Tenderers **MUST** provide necessary support:
- for staff adding or amending content
  - for staff administering the Community Service Portal
  - for staff adding or amending content templates.

### **Kiosks**

83. The Tyne and Wear ICT & eGovernment Partnership intends to procure prime tenancy on a maximum number of on street information kiosks to complement those already in place in Tyne and Wear. This will establish a new kiosks presence in North Tyneside and South Tyneside.
84. Tenderers **MUST** provide proposals that maximise the number of kiosks available, with on street units as a priority.
85. The number of new kiosks provided **SHOULD** ideally be divisible by 5, such that each of the five council areas involved in the project receive an equal number of additional / new kiosks.
86. However the Tyne and Wear ICT and eGovernment Partnership accepts that in order to maximise the number of kiosks available it may be appropriate for tenderers to propose a mix of on street and indoor kiosks which is not divisible by 5.
87. The Tyne and Wear ICT and eGovernment Partnership wishes to make the community service portal available across the existing kiosks. Tenderers **MUST** provide details of how they would intend to accommodate this.

In order to ensure user recognition and ease of use by the general public, Kiosks provided **SHOULD** be compatible with those already installed in terms of

- Design
  - Interface
  - Content
88. Tenderers **MUST** give details of their proposed kiosk design and interface.

### Community Service Portal Availability

89. It is intended that the Community Service Portal be available on the existing as well as the additional kiosks. Tenderers **MUST** detail the approach they would take to ensure this.

### Locations

90. Tenderers **MUST** be prepared to work with the Tyne and Wear ICT & eGovernment Partnership to identify and agree locations for the kiosks.

### Maintenance

91. Tenderers **MUST** provide maintenance of kiosks to a high standard on a 24 x 7 basis.
92. Tenderers **MUST** detail their proposed maintenance regimes, including network monitoring arrangements and tools, cleaning and maintenance programmes, availability standards and support structures including response times to various categories of fault.

### Other Kiosk Content

93. Tenderers **SHOULD** provide supplemental other public sector and commercial services and 'attractors' to encourage use. However, tenderers **MUST** accept that the Tyne and Wear ICT & eGovernment Partnership members shall have the right of veto over supplemental content.

### Kiosk Functionality

94. Kiosks **MUST**:
  - Include printing facilities
  - Provide an audible acknowledgement of touchscreen "click"
  - Comply with the requirements of the DDA and other relevant legislation
  - Show navigation thread enabling user to go back
  - Bank card recognition for transactions
95. Tenderers **MUST** confirm that they will host the Tyne and Wear Community Service Portal on kiosks of at least this functionality.

## **Principles of Operation**

### How will the Portal operate?

96. The Preferred solution is a managed service providing a hosted content management system gathering information via live feed or dynamic link to each LA website or CMS, and which then provides that content to on street kiosks and the world wide web, and is capable of providing the same content through digital television and wireless mobile devices.
97. The portal **MUST** take its content from the five district councils of Tyne and Wear and other local providers of public services. Each of these has systems in place for managing content for their existing channels such as web, kiosk and digital TV.
98. The portal **MUST** gather, host and re-produce this content; tenderers **MUST** set out the means by which:
  - Content will be separated from the presentation layer allowing content to be displayed in multiple independent formats.
  - New pages will be built.

- The portal will automatically publish content by date / time parameters and expire pages in the same way.
99. The Portal **MUST** be able to handle fully Dynamic sites, Dynamic and statically mixed sites and be able to generate a flat static site.
100. It is anticipated that a number of staff dispersed across the Tyne and Wear Councils will populate and manage the Community Service Portal. Tenderers **MUST** provide their proposals for how this would operate in practice.

#### How will the kiosks operate?

101. The kiosks **SHOULD** provide a simple browser interface able to link customer-facing (front end) applications delivering a consistent look, feel and content structure.
102. The kiosk interface **MUST** be intuitive and easy to use. Tenderers are reminded that many of the Councils' high dependency users are older people, vulnerable people, or people with disabilities.
103. The kiosks **SHOULD** provide the ability for customers to email any of the service providers whose content is in the community service portal free of charge.
104. Tenderers **MUST** provide their proposals for how this would operate in practice, including details of necessary workflow elements.

## Content Requirements

### Councils Information and Services

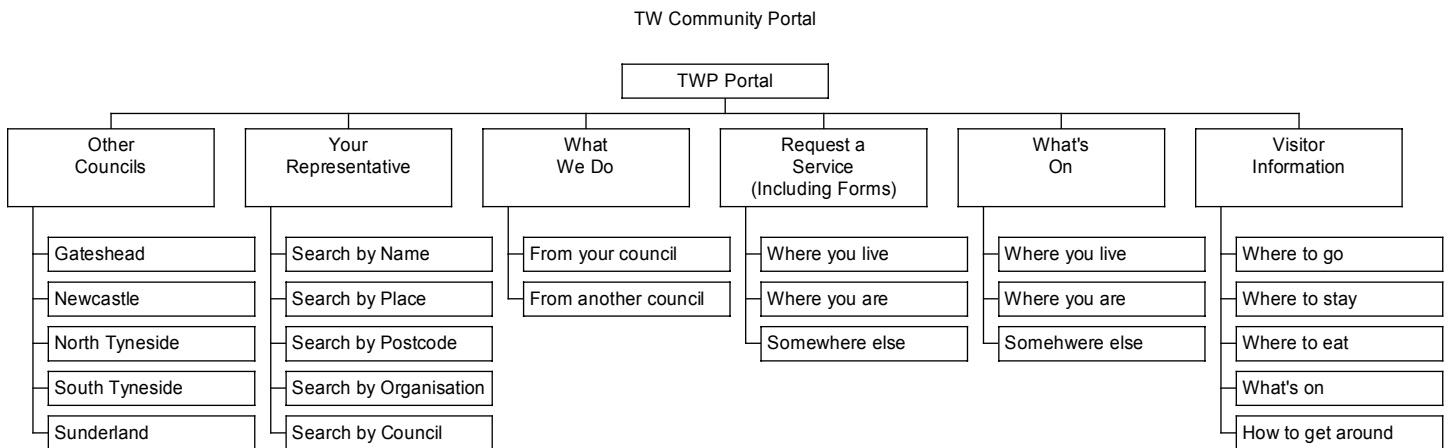
105. The Portal **MUST** feature a range of interactive eGovernment services of the local Council of where the Portal is accessed, and the facility to access the services of the other Councils in the partnership and those of other public service organisations.
106. The community service portal should preferably equate to and build on the street information being delivered through the kiosk networks currently in situ in Newcastle, Sunderland and Gateshead.
107. The services currently being developed and delivered by the Councils and their partners are as follows:
- A-Z of council services with contact information
  - Form request facility
  - Report a problem in the local environment
  - Council feedback
  - Councillor contact facility
108. Public service partners already being engaged include:

- **Tyne and Wear Passenger Transport Authority and Nexus:** Travel information and ticketing.
- **Tyne and Wear Fire Brigade:** public safety advice,
- **Local NHS Trusts:** to provide a first point of engagement with health services and incorporating a link with NHS Direct.
- **North East Regional Smartcard Consortium:** to ensure future uses of Smartcards with the Portal are joined up with the regional strategy.
- **North East Legal Services' Commission:** Legal advice: providing JustAsk services to those who need legal advice and services.
- **Northumbria Police:** public safety advice, information appeals and reporting non-urgent crimes.

109. The tenderer **MUST** confirm they will be prepared to work with the Tyne and Wear ICT & eGovernment Partnership to develop a range of Tyne and Wear -level information and services to sit on the portal.

110. These may be hosted on the portal or by any of the service providers. It is envisaged the services of Tyne and Wear Community Service Portal shall evolve and expand over time. Tenderers **MUST** describe the approach they would adopt in working with Partnership members to develop the Community Service Portal.

111. It is envisaged the Community Service Portal content shall initially be as follows, although this schematic should be treated as indicative and may be revised during the development of the project:



112. Tenderers **SHOULD** consider the provision of content from UKOnline, newcastle.com, n-e-life.com and other regional business portals.

113. It is envisaged Councils will have discretion over whether to default to the Tyne and Wear level or local council content menus and there will be a method of switching between. Tenderers **MUST** indicate their approach to enabling this.

114. Tenderers **MUST** confirm that this content can be provided and give details of how they would provide supplementary content from non-Council sources.

## Branding & Promotion

115. The Tyne and Wear ICT & eGovernment Partnership envisages that the Community Service Portal shall have its own brand.
116. This brand **MUST** be included on all Portal-level content.
117. In addition the '*local e-gov*' brand **MUST** be included ([www.localgov.gov.uk](http://www.localgov.gov.uk)).
118. The '*UKOnline*' brand **MUST** be included where UKOnline content is provided ([www.ukonline.gov.uk](http://www.ukonline.gov.uk)).
119. Tenderers **MUST** confirm that it will be possible for these brands to be included in the provision of content from the Community Service Portal.
120. It is also intended that the brand will be placed upon the outer structure of the kiosks. Tenderers **MUST** provide their views on this.
121. The Tyne and Wear ICT & eGovernment Partnership is determining its branding strategy. Tenderers **MUST** provide details of their approach to branding and indicate their willingness to work with the Tyne and Wear ICT & eGovernment Partnership to develop the branding of the portal.
122. Intellectual Property Rights over the branding shall reside with the Tyne and Wear ICT & eGovernment Partnership.
123. It is intended that the Community Service Portal on the kiosks and world wide web shall be extensively promoted and that this will be to the mutual benefit of the supplier and the Tyne and Wear ICT and eGovernment Partnership. Tenderers **MUST** give details of the contribution they could make to the marketing and promotion of the Community Service Portal and the approach to promotion they would recommend.

## Future Requirements

### Kiosks

124. Tenderers **MUST** provide details of their development plans with regard to Kiosks, in particular in relation to the future:

- delivery of wireless broadband network (WiFi) infrastructure for use by both Councils and public
- interface and content personalisation in accordance with eURI standard (CEN Workshop Agreement CWA 13987:2003).
- authentication to enable secure transactions involving sensitive personal details or financial information
- use of Smartcards including for public service delivery and public transport ticketing.
- Use as help points including the facility to offer voice over IP for two way communications with call centres.

### Community service portal systems

125. Tenderers **MUST** provide details of their development plans with regard to Community service portal systems, in particular in relation to the future:

- delivery of wireless broadband network (WiFi) infrastructure for use by both Councils and public
- delivery of the community service portal content via digital interactive television
- authentication to enable secure transactions involving sensitive personal details or financial information

## Implementation Requirements

126. Tenderers **MUST** identify the type and level of support provided during the implementation and subsequent use of the system. This **MUST** include the following services:

- Installation and configuration
- Existing data migration and take on
- Training
- Documentation
- Ongoing software maintenance and support
- System enhancement (in response to user requests and statutory changes)

## Installation and configuration

127. It is envisaged that the implementation will be a joint venture between Council staff and the Tenderers staff, adhering to the following protocols:

- The preparation and upkeep of an agreed implementation program as indicated, detailing named staff to specific tasks and adhering to PRINCE2 methodology.
- The Tyne and Wear ICT & eGovernment Partnership will appoint a project manager with whom the Tenderers project manager will liaise;
- The provision of agreed documentation to existing Council standards for any bespoke work carried out;
- A set of agreed acceptance tests and criteria;
- The application of standard change control procedures.

128. The selected Tenderer **MUST** provide a Project Initiation Document.

129. The selected Tenderer **MUST** demonstrate a willingness to work in partnership with The Tyne and Wear ICT & eGovernment Partnership staff to provide project management support and ensure a timely and efficient implementation, in keeping with the agreed project plan.

130. The Tenderer **SHOULD** provide project management for the implementation of the proposed system.

131. Tenderers **MUST** detail requirements for customisation of templates etc.

132. Tenderers **MUST** confirm that the price information included in response to this specification of requirements is inclusive of all expenses and disbursements.



## Data conversion

133. Content is currently held in the systems detailed in Appendix 1.
134. Ownership, including intellectual property rights, of all content **MUST** remain with the partners of the Tyne and Wear ICT & eGovernment Partnership or other content providers as agreed.
135. It **MUST** be possible to transfer data from the existing into the new system or provide pointers to it that do not compromise performance.
136. A facility for data transfer **MUST** be available to the Tyne and Wear ICT & eGovernment Partnership in the event of a change of supplier at some future date.
137. A description of this facility **MUST** be provided.
138. Tenderers **SHOULD** state the form and physical format to be used to transfer.

## Emulation

139. Tenderers **MUST** provide a test mechanism for staff generating content for the Community Service Portal and Kiosks network to check the appearance and functionality of content prior to it 'going live'.
140. This **MUST** be available to each Council participating in the Community Service Portal.

## Training and user support

141. Training is the key issue for the successful implementation of any new system.
142. The Tenderer **MUST** provide easily understood, practical user manuals containing information in sufficient depth to guide users through the system and including appropriate technical documentation to facilitate administration.
143. User and technical information **MUST** be made available prior to the system going live in order to support the training.
144. As a minimum, a system overview, instructions on using the system, database management functions, error codes and messages, batch processing and code lists **SHOULD** be supplied.
145. The Tenderer **MUST** provide proposals to meet the training needs of all users of the system.
146. The Tenderer **MUST** provide proposals for ensuring that training properly equips key personnel to fully understand the coding structure and the setting up of user defined codes.
147. The Tenderer **MUST** provide Proposals to meet the training needs for system administrators.

148. The Tenderer **MUST** provide proposals to meet the training needs of key personnel in the use of any third party software that may be required, for example, reporting or templates;
149. The Tenderer **MUST** provide details of the minimum level of ICT knowledge that is required for key personnel prior to attending initial training courses;
150. Technical and user documentation **MUST** be available prior to the training.
151. The Tenderer **MUST** provide confirmation that training courses can be delivered on-site at a Council premises in Tyne and Wear.
152. Any training courses that cannot be delivered on-site **MUST** be clearly identified.
153. The Tenderer **MUST** provide confirmation that competent trainers who are experienced in the modules/systems will deliver training.
154. Tenderers **MUST** provide CVs of proposed trainers for approval.
155. The Tenderer **MUST** provide confirmation that the training style will be “hands-on” using a training version of the system. A test version of the system is also required. These versions are to allow training and testing to take place without the danger of corruption of the live system.
156. The Tenderer **MUST** provide confirmation that each full day course will involve a minimum of 6 hours of actual training. Half-day courses are to involve a minimum of 3 actual training hours;
157. The system **MUST** contain online contextual HELP screens.
158. The System **MUST** have a comprehensive on-line Help facility that is user-enhanceable and restrictable.
159. The Tenderer **MUST** provide helpdesk / application support during working hours. (8-6 Monday to Friday excluding Bank Holidays).
160. Proposals for Helpdesk support target responses **MUST** be stated.

## Documentation

161. As part of the provision of the system, Tenderers **MUST** be able to provide and maintain documentation of:
  - All System components
  - Hardware and software configuration
  - Data transfer and interfaces
  - Implementation
  - Hardware support procedures
  - Software support procedures

162. Tenderers **MUST** also be able to provide and maintain full User manuals across the range of proposed user profiles (e.g. System Administrator, Superuser etc).

## Tenderers maintenance and support / managed service provision

163. The Tyne and Wear ICT & eGovernment Partnership expects the Tenderer to support the supplied application and client software, underlying database systems, documentation, interfaces and necessary hardware such as servers that may be required for the operation of the system as part of the capitalised maintenance agreement.
164. Tenderers **MUST** indicate the level of software support available.
165. Tenderers **MUST** indicate the level of hardware support available.
166. As part of the maintenance agreement, Tyne and Wear ICT & eGovernment Partnership **MUST** receive all software and hardware upgrades.
167. Tenderers **SHOULD** detail all planned developments for the system in the short and medium term and **MUST** comment on the expected life span of the system.
168. The Tenderer **MUST** detail the process for issuing new software releases and confirm whether the cost is included in the annual maintenance charge.
169. Routine checks, back -ups and maintenance **MUST** be carried out outside of normal working hours.
170. Tenderers **MUST** give details of the back-up regime they propose that would ensure the integrity of the data within the system.
171. The Councils **MUST** have a single contact number for any fault in the software or hardware.
172. Tenderers **MUST** provide full information about the support levels offered, the priority / severity ratings and associated response times.
173. Tenderers **MUST** identify all potential costs associated with the support contract.
174. The Tenderer **SHOULD** provide remote access support, delivery of bug fixes and upgrades.
175. When a call for assistance is made to the Tenderer, their appropriate staff **MUST** report on the action taken, the nature of the fault, what will be required to rectify it, when assistance will arrive and an estimate of the expected downtime.
176. As part of the support for the system Tyne and Wear ICT & eGovernment Partnership **MUST** be supplied with all
- Bug fixes
  - Software changes as a result of legislative changes
177. The Tenderer **MUST** identify all requirements for third party software or data licences and indicate whether the purchase and implementation of these are included in the costs within this document.

178. The Tenderer **MUST** confirm EU compliance as defined within the conditions of the contract and provide for the use of dual currency.

# Compliance Requirements

## General

### Standards

179. All elements including:

- Community Service Portal Systems and Services
- Content indexing and metadata tagging
- Kiosks and Kiosk services
- Web services

**MUST** comply with the Government Interoperability Framework (eGIF) published by the Office of the e-Envoy at [www.govtalk.gov.uk](http://www.govtalk.gov.uk). Version 5 is the version of the eGif current as this specification was drafted.

### Accessibility

180. All elements **MUST** comply with relevant anti-discrimination legislation and codes of practice.

181. This includes:

- Accessibility of the kiosk, interface and content for disabled people
- The provision of content in minority languages where available.
- Conformance in terms of racial, party political and religious content

### Data protection and data sharing

182. All elements **MUST** comply with relevant data protection legislation and codes of practice.

### Technical architecture

183. The technical architecture adopted **MUST** be compatible with existing systems in use across the Councils which are detailed in Appendix 2.

184. Tenderers **MUST** give details of their proposed technical architecture.

## Kiosks

### Telecommunications

185. Kiosks **MUST** react to use and provide a response within an acceptable time.

186. A number of services provided by the Councils require that the kiosks **MUST** be on-line.
187. Tenderers **MUST** give details of their proposed telecommunications infrastructure.

## Community Service Portal Systems and Services

### Integration with existing content systems

188. The Community Service Portal systems **MUST** integrate with the systems already in place across the Councils detailed in Appendix 1.
189. Tenderers **MUST** provide details of their approach to implementing interfaces to dynamic content and detail options for connecting to content using for example, XML and asp.
190. Tenderers **MUST** provide details of how their system would operate with the existing systems.

### Integration / interfacing with large-scale back office applications.

191. The Community Service Portal systems **MUST** be able to integrate with a number of back office systems already in place across the Councils.
192. Tenderers **MUST** provide details of their approach to interfacing to back office systems.

### Integration with UKOnline DiTV initiatives

193. The Community Service Portal systems **MUST** be compatible with the systems and services developed in the UKOnline DiTV initiatives.
194. The Community Service Portal systems **MUST** be compatible with the systems and services developed in the National Project on DiTV.
195. Tenderers **MUST** provide details of their approach to ensuring compatibility with these initiatives.

### Content classification and indexing

196. The Community Service Portal systems **MUST** use standards developed in the LEAP and APLAWS Pathfinder projects and under development in the National Project on Local Authority Websites and Content Management.
197. Tenderers **MUST** provide details of their approach to ensuring compatibility with these initiatives.

### Interoperability with established kiosk networks

198. The Community Service Portal systems **SHOULD** be able to serve content to the existing kiosks in place across Tyne and Wear detailed in Appendix 2.
199. Tenderers **MUST** provide details of their approach to ensuring compatibility with existing kiosks.

World Wide Web

200. The Community Service Portal systems **MUST** be able to serve content to the World Wide Web.
201. Tenderers **MUST** provide details of their approach to providing the Community Service Portal content and a web service.



## Security

### General

202. The Tyne and Wear ICT & eGovernment Partnership wishes to purchase a secure system that:

- prevents unauthorised access
- allows authorised access controlled,
- maintains the quality of input to the system
- maintains the integrity of the data held in the system
- provides verifiable accountability for the data held in the system

203. It **MUST** be possible to restrict the ability to amend, create and delete content.

204. An Administrator role **SHOULD** be included enabling new users to be created with read only, read/write or administrator privileges.

### Log On

205. The system **MUST** have its own log-on facility which only allows access to authorised users, recognised by their identifier and authenticated by their personal password.

206. It **MUST** not be possible in gaining any access to bypass the logon process and its associated access controls, access logs and audit trails. This includes access to the system database and similar areas at low level for system maintenance and change purposes.

207. The system **SHOULD** allow the administrator to restrict the number of log on attempts users can make.

### User Identification

208. It **MUST** be possible to set up a unique identifier for every individual user who is authorised to access the system.

209. It **MUST** be possible by on line enquiry and/or report production to determine the full name of the individual to whom an identifier refers and their location within the organisation.

210. For audit trail purposes this **SHOULD** still be possible even when the user's access privileges have been discontinued and the user is removed from the current authorised users list.

211. The system **SHOULD** be able to be configured to require various levels of user identification for access via the Internet, according to the functions being undertaken by the user.

212. User identification and authentication **SHOULD** conform to the UK Government's Security and Authentication Frameworks.

#### Passwords

213. The system **MUST** be able to maintain password quality.

214. It **MUST** encrypt stored passwords to a suitable standard.

215. It **MUST** never display passwords in plain text on the screen or on screen prints

216. It **MUST** allow administrators to enforce a minimum password length of at least seven characters and alpha numeric content.

217. It **MUST** force regular changes to all passwords at intervals set by the administrator (this covers any additional database passwords which may be required to access the system).

218. It **MUST** allow users the additional facility to change their password if they wish but not more than once per day.

219. It **MUST** prevent the re-use of previously used passwords within a cycle determined by the administrator.

220. The system **MUST** allow an administrator to allocate a starter password to each user, which the user is then forced to change to one of their choice at their first subsequent logon.

221. The system **MUST** allow resetting of forgotten passwords by an administrator which the user **SHOULD** then be forced to change at their first subsequent logon.

222. The System **MUST** not allow a user's password to be seen by anyone else.

#### Access Privilege Configuration

223. The system **MUST** allow access privilege configuration to maintain division of duties between appropriate functions.

224. The system **MUST** provide facilities to identify problems in the event of a system failure, whatever the cause.

225. The system **SHOULD** allow configuration of individual or group user profiles, to which authorised users can be attached.

226. The system **MUST** distinguish at least between read-only access and read and write (where read and write means read and create or amend or delete).

227. It **MUST** be possible to allocate read-only access to all parts of the system including the access control module.

228. Users **SHOULD** only be able to see the data areas and functions that their privileges allow them to have access to on system menus.

229. Selected fields **MUST** be capable of being viewed but not updated by selected users (i.e. security **MUST** be available at field level as well as user level).

Access Privilege Allocation

230. It **MUST** be possible to restrict control of System access to an allocable System Administrator function.
231. It **MUST** be possible for System Administrator function to be exercised by more than one person.
232. The system **SHOULD** not require identifier and password sharing for this.
233. The system **SHOULD** allow Administrators under their Administrator identifier to access no more than the System Administration part of the system.

Access Monitoring

234. The system **MUST** log all access attempts, both successful and unsuccessful.
235. Unsuccessful attempts **SHOULD** be regularly reported.
236. Successful attempts **SHOULD** indicate the area of the system accessed.
237. The system **MUST** automatically disconnect any logged-in user from the system if the PC has not been used for a specified period of time. The user will then be required to re-enter a password to regain access to the system.
238. It **MUST** be possible to determine easily by online access what access privileges any specified system user has and historical records showing any changes to access rights.
239. It **MUST** be possible to determine easily by online access and/or report production what access privileges are held by all who have any access at all to the system.
240. It **SHOULD** be possible to produce a report of users who have previously had any System access but whose access has subsequently been removed or deleted.
241. The system **SHOULD** be able to report access privileges that have not been used within a specified period of time.
242. It **SHOULD** be possible to produce screen prints of access rights displayed on screen.
243. The system **MUST** ensure that where access privilege data (whether configuration of privileges or the allocation of them to users) is created, deleted or amended, the date, time, nature of the change and the source and target identifiers are recorded in a secure audit trail.
244. It **MUST** be possible to interrogate the access changes audit trail to report a history of access changes that have been made in the System.

Data Input Validation

245. The system **MUST** be able to validate data input to it to specified standards, (range checks, type checks, compatibility checks, invalid data checks etc).
246. This **SHOULD** include detection of potential duplicate data which has already been input to the system.

247. The System **MUST** give appropriate transactions a unique identifier.
248. The System **MUST** where required permit confirmation of specified on-line input transactions before processing.
249. Where potential error situations arise the System **MUST** be capable of either inhibiting further processing or providing a warning as required.
250. All warning messages of any kind **SHOULD** be immediate, clear and meaningful.
251. Where warnings are overridden this **SHOULD** be logged and reported.
252. It **MUST** not be possible to edit data 'after the event' i.e. in a way that undermines the integrity of system of 'completed' transactions.
253. The System **MUST** maintain an audit trail of data input to the System with each variation (in terms of creation, amendment or deletion) of any data element (including control parameters such as fees) being recorded with the responsible identifier, date and time.
254. Interrogation of this audit trail either for the most recent state or for a history of changes **MUST** be possible.
255. Amendment of audit trail data **MUST** not be possible.
256. The system **MUST** not allow any audit logs or trails to be turned off without reporting the fact.
257. The system **MUST** not allow audit trail or log data to be overwritten or otherwise lost without prior positive confirmation input that this is acceptable.
258. The system **MUST** provide adequate continuous storage for all audit trail records that **MUST** automatically be included in any data backup or routines.
259. It **MUST** be possible to archive audit trail data and to subsequently interrogate the archive with reasonable ease.

### Interfaces with other Systems

260. Where the system interfaces with any other Council computer systems it **MUST** provide control totals of data passed across to give assurance that all data offered has been accepted accurately and completely.
261. Where error situations occur these **SHOULD** be reported.

### Communications Security

262. Communications, including any Internet/email use, the payment of fees over the Internet in particular, and remote access by the Tenderer for diagnostic or maintenance work **MUST** be adequately secured (including use of encryption where appropriate) so as to maintain privacy, confidentiality and integrity of system files and data.
263. Tenderers **SHOULD** identify how they propose to do this.
264. It **SHOULD** be possible for the Customer to switch any remote maintenance connection off when it is not in use.

### WUI Security

265. Where Web Browser technology provides the user interface to the System the Tenderer **SHOULD** maintain awareness of security problems which may present a risk to the integrity of the System and provide suitable fixes for these at the earliest opportunity.

## **System Operation & Workload**

### System operation

266. Tenderers **SHOULD** state the facilities available for the normal analysis and production of performance statistics and indicate the resource implications.
267. Data files **MUST** be secure in the event of system failure, power loss and equipment theft.
268. The Tenderer **MUST** describe how the system would handle system failure/breakdown in order to minimise disruption.
269. The system **MUST** provide facilities to identify problems in the event of a system failure, whatever the cause.
270. The system **MUST** close down in a state that enables a simple and rapid system reload to take place without degradation of the database.
271. The system **MUST** detect normal transmission errors.
272. It **MUST** be possible to create security copies of all or selected database files on a regular basis without prejudicing the performance or availability of the system to the end users.

273. Backup and restore utilities **MUST** be provided so that it is always possible to selectively restore the database or parts thereof to the state they were in at a specific point in time.
274. Access to the system and to program files and data from the operating system level **MUST** be strictly controlled.
275. It **MUST** be possible to automatically notify the Administrator of any system failures.
276. Tenderers **MUST** identify the approach they will adopt to ensure that all of the requirements above are met.

## User Base

277. The Community Service Portal will be populated initially with content from the 5 constituent councils of the Tyne & Wear ICT and eGovernment Partnership.
278. This will require access for at least one web developer and one application developer per council. In addition it may be necessary to have a separate administrator function for the portal.
279. It is envisaged over time that additional public sector organisations will join the Community Service Portal and require access.
280. Each Council will require its own services to be available via the portal in all Council areas served.
281. Additionally there will be a range of portal-level content and functions.
282. The system **MUST** be capable of providing content to a large number of concurrent users over a number of access channels initially including world wide web and kiosks but ultimately extensible to wireless and digital interactive television.

## Periods of use

283. Service provider staff would normally require access to the Community service portal systems weekdays 8.00 am to 6.00 am. However it is possible that access outside these hours and at weekends would be required now and then.
284. Tenderers **MUST** confirm this would be acceptable.

## Performance/ response

285. For both the Community Service Portal management systems and on street information kiosks:
- Menu responses **SHOULD** be within 1 second
  - Login **SHOULD** be within 15 seconds
  - Simple updates/enquiries **SHOULD** be within 5 seconds

- All performance levels **SHOULD** be maintained throughout the growth of the application and suggested upgrade paths **SHOULD** follow this.

286. For the Community Service Portal operating on the world wide web service should be such that a positive user experience is available using a modem connection at 46kps.

## System Availability

287. The community service portal and on street kiosks **SHOULD** be capable of providing a service around the clock, seven days a week.
288. Tenderers **SHOULD** indicate what impact backups and other planned housekeeping routines would have on this.
289. It is acknowledged that planned upgrades to the system may require it to be taken out of active service. It **MUST** be possible to schedule these for a time that is most convenient to the service.
290. The Tenderer **MUST** indicate whether achievement of reliability targets is dependent on duplicate equipment.
291. Tenderers **MUST** identify which components of the database could fail without the loss of the whole system and what effect this would have on the overall service.

## Council standards

292. The technical environments of the Councils in the Tyne & Wear ICT and eGovernment Partnership are detailed in Appendix 1.
293. Tenderers **MUST** give details of the technical architecture that would be implemented, including the location of any equipment and requirements for any client software needed by any or each of the Tyne and Wear Councils.
294. Tenderers **MUST** confirm that this will conform with the specifications detailed in Appendix 1 and will operate the system with acceptable response times.



## Costs

295. Tenderers **MUST** provide all costs for their recommended solution.

296. Tenderers **MUST** identify the duration of service these costs relate to.

297. These **MUST** be broken down using the following headings:

- Hardware
- Hardware Support & Maintenance
- Kiosk tenancy per kiosk on outdoor on-street kiosks
- Kiosk tenancy per kiosk on indoor kiosks
- Application Software (please give separate costs for each module)
- System Software Support and Maintenance
- Applications Software Support and Maintenance
- Software Changes & Customisation
- Costs per user of additional concurrent user software
- Interface Development
- Back office integration
- Conversion Software
- Training
- Project Management and any other Implementation costs
- Pre-live Support
- Managed service
- Any other costs that will be applicable

298. Costs **MUST** be included for all additional modules and services referred to in the Tenderers response that are additional to the core system proposed.

299. It is envisaged that payment will be made upon Acceptance of a working Community Service Portal systems and services and kiosks.

300. Tenderers should include a schedule of costs associated with the framework agreement that is to be put in place. This should indicate the cost profile associated with kiosks procured following the initial phase of this project.

## Expenses

301. There are finite funds available to support this project.

302. Tenderers **MUST** ensure that cost figures submitted are INCLUSIVE of expenses chargeable to the project.

## Evaluation of Tender Responses

### Methodology

303. The first phase of the evaluation is to mark and evaluate Tenderers responses to this Invitation to tender. Evaluation at this stage may also involve site visits.
304. Each Tenderer's response will be scored on the criteria below, which are not listed in any order or priority. The lowest scoring Tenderers will be discarded, leaving a manageable Shortlist for the further stages of the evaluation.
305. The Tenderers on the shortlist may be invited to give a demonstration at the Tyne and Wear ICT & eGovernment Partnership to a cross section of users and managers from the Services involved and representatives from ICT Services.
306. The following criteria will be examined:
- Ability to meet timescales
  - Aesthetic and functional characteristics
  - Conformance to mandatory and desirable requirements
  - Compatibility with existing Kiosks
  - Ease of use
  - Financial stability
  - Maturity and installation history within Local Authorities of proposed solutions
  - On going support services
  - Price & Running costs
  - Probity
  - Project organisation
  - Quality
  - Risk
  - Tenderer credibility and experience including; after sales, technical merit and technical backup

## Typical Installation and Reference Sites

307. From experience of implementation in other sites, Tenderers are requested to indicate staffing arrangements required to support the successful operation of the system, and to detail the amount of time and level of knowledge require for the system administration role.
308. Please also supply details of reference sites where the system you are proposing is operational, noting elements of your experience of delivering kiosk networks including both successes and failures, that you consider relevant to this agreement.

## The Project Team

309. A project team comprising representatives of the Tyne & Wear ICT and eGovernment Partnership has been established for this procurement. This comprises:

Alan Holt	Chairman, Tyne & Wear ICT and eGovernment Partnership	South Tyneside Council
Graham Jordan	Project Manager, Tyne and Wear Community Service Portal Project	Gateshead Council
Paul Moore	Development Manager	South Tyneside Council
Richard Elliott	Corporate Modernisation Manager	Newcastle City Council
Cheryl Logan	Senior Consultant	City of Sunderland
(or substitute)	(to be advised)	City of Sunderland
Liz Wizniewski	Service Development Manager	North Tyneside Council
Elizabeth Brown	Senior Solicitor	South Tyneside Council
David Veitch	Corporate Procurement Manager	NEPO
Mike Barker	Legal Adviser	NEPO

## Instructions to Tenderers

### Procurement Timescales

310. A detailed project plan is to be developed as required, when a contract is awarded.
311. The key milestone for the project is to be operational by March 2004.
312. The Tenderer **MUST** confirm this timescale can be achieved.

### Terms and Conditions of Agreement

313. This contract will be let in accordance with the S-Cat Terms and Conditions of Service and requirements of this tender.
314. The Tenderer **SHOULD** be prepared to conclude a Service Level Agreement with the Tyne and Wear ICT & eGovernment Partnership and individual Councils.
315. The Tenderer **MUST**, consistent with any statutory or legal obligations, agree to restrict knowledge of the Tyne and Wear ICT & eGovernment Partnership's data and its business affairs to named employees and agents, and to otherwise maintain strict confidentiality over the Tyne and Wear ICT & eGovernment Partnerships data and business affairs.
316. The Tenderer **SHOULD** give details of any Escrow agreements or similar arrangements that would permit the Tyne and Wear ICT & eGovernment Partnership to continue use of the System in the unlikely event of the Tenderer ceasing its trading activities. Any costs involved **MUST** be detailed.

## Contacts

317. The Chairman, Tyne & Wear ICT and eGovernment Partnership is ultimately responsible for the procurement and implementation of the system, however all queries **MUST** be directed as detailed below.

318. Queries relating to the **procurement process** should be directed to:

Pauline Puntin  
Purchasing Assistant  
NEPO  
Stonehills  
Shields Road  
Pelaw  
NE10 0HW  
Tel: 0191 4335964  
Fax: 0191 4950933  
Email: [paulinepuntin@gateshead.gov.uk](mailto:paulinepuntin@gateshead.gov.uk)

All **other queries MUST** be directed to:

Graham Jordan  
Project Manager  
The Tyne and Wear ICT & eGovernment Partnership  
ICT Services  
Gateshead Council  
Civic Centre  
Gateshead  
NE8 1HH  
Tel: 0191 433 3790  
Fax: 0191 433 3794  
Email: [grahamjordan@gateshead.gov.uk](mailto:grahamjordan@gateshead.gov.uk)

## Tenderers Response

319. The Tenderer is expected to respond to this Invitation to Tender with a proposal.
320. Proposals must be submitted in the format as detailed in section headed format of response on page 48.
321. This proposal **MUST** be in the same format as this document, with the same numbering format and layout.
322. Tenderers are expected to insert their responses directly below each statement in this Invitation to tender.
323. Requirements included within this document are categorised as follows:
- statements of mandatory requirements contain the word "MUST" and
  - statements of optional / desirable requirements include the word "SHOULD".
324. For each requirement, Tenderers must clearly state whether their solution is 'compliant', 'non-compliant' or 'partially compliant' and give a justification or comment regarding their ability to deliver the stated element.
325. Responses **MUST** be based on functionality available in the system in its present format. Any functionality that will be provided in a future upgrade **SHOULD** be clearly identified along with the planned implementation date.
326. If a requirement is not met in existing systems the Tenderer **MUST** indicate whether it is demonstrable and the timescales for development.
327. Tenders to be submitted electronically by **NOON** on **MONDAY 25 AUGUST 2003** in accordance with the tender submission instructions accompanying this ITT.

## Format of Response

### Summary / Background

Tenderers **SHOULD not** respond to the Introduction, Summary or Background Section of the Invitation to Tender but **MUST** provide:

- A general description of their proposed system outlining the key functional areas.
- General descriptions and specifications of all modules, services and hardware **SHOULD** be included. These **MUST** include the proposed operating system and software platforms.
- Tenderers **MUST** state the version and release data of all software modules proposed.
- Tenderers **MUST** indicate at this stage their proposed project plans.
- How their solution will benefit the Tyne and Wear ICT & eGovernment Partnership etc.
- Details of their company and its organisation
- Details of sub-contracts proposed
- Details of relevant experience and customer lists
- A summary of costs

### Scope of Procurement

Tenderers **SHOULD not** respond to the Scope of Procurement Section but **MUST** describe their preferred service delivery model. A description of the support available **MUST** be provided.

### Constraints

The Tenderer **MUST** confirm that the solution will comply with the constraints listed in this section.

### Current Situation

Tenderers **SHOULD not** respond to the Current Situation Section of the Invitation to tender

### General Requirements Of The System

The Tenderer **MUST** respond to each requirement in the General Requirements Of The System Section of the Invitation to tender using the same numbering system.

They **SHOULD** state whether their solution meets the requirement in full, partially or not at all.

Where the requirement is only met partially, the extent to which it is fulfilled, and details of how the requirement is met in terms of the features of the proposed solution **MUST** be provided.



<b>Functional Requirements</b>	<p>The Tenderer <b>MUST</b> respond to each requirement in the Functional Requirements Section of the Invitation to tender using the same numbering system.</p> <p>They <b>SHOULD</b> state whether their solution meets the requirement in full, partially or not at all.</p> <p>Where the requirement is only met partially, the extent to which it is fulfilled, and details of how the requirement is met in terms of the features of the proposed solution <b>MUST</b> be provided.</p>
<b>Implementation Requirements</b>	<p>The Tenderer <b>MUST</b> respond to each requirement in the Implementation Services Section of the Invitation to tender using the same numbering system.</p> <p>They <b>SHOULD</b> state whether their solution meets the requirement in full, partially or not at all.</p> <p>Where the requirement is only met partially, the extent to which it is fulfilled, and details of how the requirement is met in terms of the features of the proposed solution <b>MUST</b> be provided.</p>
<b>Compliance Requirements</b>	<p>The Tenderer <b>MUST</b> respond to each requirement in the Compliance Requirements Section of the Invitation to tender using the same numbering system.</p> <p>They <b>SHOULD</b> state whether their solution meets the requirement in full, partially or not at all.</p> <p>Where the requirement is only met partially, the extent to which it is fulfilled, and details of how the requirement is met in terms of the features of the proposed solution <b>MUST</b> be provided.</p>
<b>Costs</b>	<p>The Tenderer <b>MUST</b> respond to each requirement in the Costs Section of the Invitation to tender using the same numbering system.</p>
<b>Evaluation</b>	<p>The Tenderer <b>SHOULD</b> supply details of typical installations and reference sites.</p>
<b>Instructions To Tenderers</b>	<p>The Tenderer <b>MUST</b> respond to the Instructions to Tenderers Section of the Invitation to tender in general terms, confirming their ability to work with the Tyne and Wear ICT &amp; eGovernment Partnership's procurement timetable and that they will contract under the Terms and Conditions of this tender.</p>

**Appendices**

The Tenderer **SHOULD not** respond to the Appendices.

**Other information**

Any other information the Tenderer deems relevant.

Tenderers **MUST** include all supporting materials including any such materials previously provided in response to the Specification of Requirements.

The Tenderer **MUST** ensure that any information they place in an appendix is appropriately cross-referenced from the relevant section of the proposal.

**Equal Opportunities**

NEPO has a duty under the Race Relations (Amendment) Act 2000 to promote Equal Opportunities and Race Equality when procuring goods, works and services from external suppliers. Tenderers responding to this Invitation to Tender are required to complete the Equal Opportunities Questionnaire included in Appendix 3.

## Appendix 1: Systems in use 2003/04

Council	Content generation	Content management	Web	DiTV	Kiosks	Wireless
	System, version, supplier	System, version, supplier	System, version, supplier	System, version, supplier	System, version, supplier	System, version, supplier
Gateshead Council	SQL server / asp / XML	Under procurement	Internet content developed on internet and intranet. Internet online transactional deployed.	None	Cityspace I-Plus outdoor version 3, indoor version to be determined Kiosk with Cityspace v5 Interface	None
Newcastle City Council	Lotus Notes (version 5) in-house template	Lotus Notes version 5. In-house development for content management and generation	Internet and Intranet sites developed and deployed	Telewest Interactive platform	Cityspace I-Plus outdoor version 3, indoor version X Kiosk with Cityspace v5 Interface	via Cityspace
South Tyneside Council	SQL Server / ASP	SQL Server / ASP	Bespoke system originally developed by Tagish and subsequently in-house	None	None	None
City of Sunderland	MS Frontpage templates	SQL Server / ASP	Internet and Intranet sites developed and deployed	None	Cityspace v5 Interface	None
North Tyneside Council	HTML, planning implementation of CMS	HTML, planning implementation of CMS	Internet and Intranet sites developed and	None	None	US Robotics, Point to Point and Workgroup

				deployed				
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	Desktop Operating System	Word Processing etc.	Email, Calendar	Internet Browser	Wide Area Network	Typical Minimum Desktop PC installed within the last two years
Gateshead Council	MS Windows NT 4 (SP 5) gradually moving to MS Windows 2000 as new hardware is introduced	MS Office 97 (gradually moving to Office 2000)	MS Outlook 98	Internet Explorer 4 (migrating to 5)	ATM backbone, DSL and 64k / 2MB routed links	PII 400 64 MB RAM 6.4 GB HD
Newcastle City Council	MS Windows NT4, 200 and XP plus Terminal Server XP as standard for new machines	MS Office 97, 200 and XP XP as standard for new machines	Teamware	IE4 and 5	ATM backbone, DSL and 2MB/10MB routed links	P4 256 MB RAM 20/40GB HD
South Tyneside Council	MS Windows NT4 migrating to Windows 2000	Generally Office 2000	MS Exchange 5.5 migrating to 2000	IE4, 5 and 6	Ethernet backbone with 100mb, 10mb and SDSL links	PIII / 1GHz / 128Mb / 20Gb To PIV / 2.4GHz / 256Mb / 40Gb
City of Sunderland	Windows 95, 98, NT, 2000 and XP – moving to standardise on 2000	Office 97 and 2000 moving to standardise on Office 2000	Exchange, NT Mail & Outlook	IE 5 moving to IE 6	Ethernet backbone, 1000mb, 100mb, 10mb, megastream, kilostream using routing and trunked VLANs.	PIII / 800 MHz / 128Mb / 20Gb To PIV / 2.4GHz / 512Mb / 40Gb (current spec)
North Tyneside Council	MS Windows 98 (primarily) some 2000 & XP. Planned migration to Windows 2000	Office 97, 2000 and some XP	Lotus Notes	IE5	Fibre gigabit ethernet backbone, with 100mb/10mb fully routed links	P4 / 1.7GHz / 256 Mb / 40 Gb

## Appendix 2: Locations of current Kiosks and Kiosks already planned for 2003/04

### Newcastle:

Civic Centre	Indoor Unit
Quayside	Standard i-Plus
Gosforth High St	Standard i-Plus
<i>Haymarket</i>	<i>Standard i-Plus (July 2003)</i>
<i>Shields Road</i>	<i>Standard i-Plus (July 2003)</i>
<i>West Denton Shopping Centre</i>	<i>Standard i-Plus (December 2003)</i>
Northumberland St	Converted GOSIP (ATM & 2 i-Plus)
Chillingham Road	Converted GOSIP (ATM & 2 i-Plus)
<i>St Anthony's</i>	<i>ATM &amp; i-Plus (November 2003) – planning consent required</i>
<i>Adelaide Terrace</i>	<i>ATM &amp; i-Plus (November 2003) – planning consent required</i>

### Gateshead:

*[All locations planned/indicative at present.]*

Gateshead Quays	Standard i-Plus
Gateshead Interchange	Standard i-Plus
Metro Centre	Standard i-Plus
Felling	Standard i-Plus
Winlaton	Standard i-Plus
Crawcrook	Standard i-Plus
Queen Elizabeth Hospital	Indoor Unit
Gateshead Leisure Centre	Indoor Unit

### Sunderland:

Moorside	Demonstration Indoor Unit
Mobile	Demonstration Indoor Unit

## Appendix 3: North Eastern Purchasing Organisation Equal Opportunities Questionnaire

NEPO fully accepts and welcomes the fact that society consists of many diverse groups and individuals and that the diversity of our community is an asset to the borough.

Our Equal Opportunities Policy is to encourage companies that provide services to us to adhere to the principles of all aspects of equal opportunities in their dealings with employees and suppliers. We, in turn, will ensure that all applications receive equal and fair consideration.

Accordingly, please answer the following questions:

1. Is it your policy as an employer to comply with your statutory obligations under the Race Relations Act 1976 and Race Relations (Amendment) Act 2000, and accordingly, your practice not to treat one group of people less favourably than others because of their colour, race, nationality or ethnic origin in relation to decisions to recruit, train or promote employees?

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2. Is it your policy as an employer to comply with statutory obligations under the Sex Discrimination Act 1975 and Disability Discrimination Act 1995 and accordingly your practice not to treat one group less favourably than others because of their gender or disability?

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3. Does your Equal opportunities Policy cover other areas for example age and sexual orientation?

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4. In the last three years, has any finding of unlawful racial discrimination been made against your organisation by any court or industrial tribunal?

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5. If the answer to Question 4 is "yes", what steps did you take in consequence of that finding?

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6. In the last three years, has your organisation been the subject of formal investigation by the Commission for Racial Equality, Equal Opportunities Commission on the grounds of alleged unlawful discrimination?

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7. If, in relation to Question 6 the Commissions made a finding adverse to your organisation, what steps did you take in consequence of that finding?

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8. Is your policy on race relations set out:

(a) in instructions to those concerned with recruitment, training and promotion? \_\_\_\_\_

(b) in documents available to employees, recognised trade unions or other representative groups of employees? \_\_\_\_\_

(c) in recruitment advertisements or other literature? \_\_\_\_\_

9. Do you observe the Commission for Racial Equality's Code of Practice for Employment, as approved by Parliament in 1983, which gives practical guidance to employers and others on the elimination of racial discrimination and the promotion of equality of opportunity in employment, including the steps that can be taken to encourage members of the ethnic minorities to apply for jobs or take up training opportunities?

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10. Do you observe the Disability Rights Commission's Code of Practice on implementing the Disability Discrimination Act 1995?
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