

Call For Tender

Invitation to Tender for the Provision of

City of Angoulême Virtual Library

**To be supplied to
City of Angoulême**

Project	<i>Angoulême Virtual Library</i>
Release Date	<i>Sunday, July 04th, 2021 – 12:00</i>
Issuer	<i>City of Angoulême</i>
Supplier Response Date	<i>Saturday, July 25th, 2021</i>

Date: February 14th, 2021

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Dear

Invitation To Tender for
Inventing a new experience for the municipal library

You are invited to submit a tender to provide a full operational virtual system to re-invent the library of the future.

By participating in this tender you are indicating your acceptance to be bound by the guidelines set out in this letter and attachments. We provide below the key details of *City of Angoulême* requirements, which you should take into account in your response. Please acknowledge via XXX safe receipt of this letter within two working days together with your confirmation of your intention to tender.

To simplify exchange of information regarding this Invitation to Tender (ITT) please nominate a Bid Manager (together with their deputy) and relevant contact means and email addresses.

Please direct any questions regarding the ITT content or process to the *City of Angoulême* representatives named below. You should not contact other *City of Angoulême* personnel unless directed to do so by the *City of Angoulême* representative. *City of Angoulême*

reserves the right to disqualify and reject proposals from suppliers who do not comply with these guidelines. All questions should be submitted in writing to the email address below.

Only communications made by your Bid Manager (or their deputy) to our named representatives, *François-Marie Arouet, Deputy Mayor*, will be taken into account during the pre-contract tender period.

As part of this tender process *CITY OF ANGOULÊME* makes no obligations in any way to:

- (i) pay any vendor for any ITT response; or
- (ii) award the contract with the lowest or any bidder; or
- (iii) accept any ITT information received from vendors; or
- (iv) include vendors responding to this ITT, in any future invitation; or
- (v) any other commitment to vendors whatsoever.

I look forward to receiving your response.

Yours sincerely,

François-Marie AROUET
CITY OF ANGOULÊME – Deputy Mayor for Arts and Culture
angouleme@mairie-angouleme.fr
(+33)5 45 38 70 00

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Without *CITY OF ANGOULÊME* prior written permission, this document, either in whole or part, must not be reproduced in any form or by any means or disclosed to others or used for the purposes other than its evaluation by *[Insert Vendors Name]*. It may not be disclosed to any third party outside of the agreed Confidentiality Agreement with regard to 'Permitted Recipients'

Whilst care and attention has been exercised in the preparation of this document, it remains subject to contract and all warranties whether express or implied by statute, law or otherwise are hereby disclaimed and excluded.

These limitations are not intended to restrict continuing business discussions between *CITY OF ANGOULÊME* and *[Insert Vendors Name]*.

Any proposal received by *CITY OF ANGOULÊME* is subject to contract with *CITY OF ANGOULÊME*.

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1. Introduction & Overview

a. Company Background

Angoulême is at the center of an agglomeration, which is one of the most industrialized regions between Loire and Garonne (the paper industry was established in the 16th century, a foundry and electromechanical engineering developed more recently). It is also a commercial and administrative city with its own university of technology, and a vibrant cultural life. This life is dominated by the Angoulême International Comics Festival, the FFA Angoulême Francophone Film Festival and the Musiques Métisses Festival that contribute substantially to the international renown of the city. Moreover, Angoulême hosts 40 animation and video game studios that produce half of France's animated production. Currently the city is developing filming for both French television and cinema. Wes Anderson chose Angoulême for his next movie at the end of 2018.

Angoulême is called *City of the Image*. The arts and cultural life have a predominant place for the city, and made its fame all-over Europe.

b. Background to the Project

The City of Angoulême is about to shatter the way the municipal library is managed. The Covid crisis and the new expectations of remote access to resources have prompted a virtual library project, so that the audience of the library can access all the offer from a distance. The budget usually used for the maintenance of the physical library and the front desk activities will be devoted to this project, which is also expected to ease the management of the document base catalogue.

The virtual library must also allow monitoring of the archives room conservation conditions, and alert the appropriate department in case of potential risks; the old manuscripts and rare editions that it contains could indeed suffer from the lack of in-situ personnel.

This has led to the release of the ITT. Following this process, CITY OF ANGOULÊME may award a new contract in July 2021 regarding quality management and medical supplience services.

2. Timetable

General	
Confirmation of receipt of this document	Email confirmation:
Deadline for submissions	July 04 th 2021
Selection of providers for interview	Presentation to CITY OF ANGOULÊME evaluation team from the July 05 th 2021
Contract implementation date	February 14 th 2022

Questions	Questions arising from this document should be posted to the relevant Moodle Forum and/or addressed in a meeting called between the vendor and the company
Full contact details	CITY OF ANGOULÊME – Arts and Culture Department

3. Respondent Guidelines

This section provides detailed instructions to be followed in responding to this ITT. Included are Response Guidelines and *CITY OF ANGOULÊME* Contact Information.

Technical bundle

i. Infrastructure (Cloud)

The whole infrastructure for this project must be fully independent from any other infrastructure, for data segregation reasons.

It must be resilient and take the most out of automation to guarantee a high availability service and efficient recovery.

It should be adapted to a high standard of security.

ii. Security of Device and Data

The sensible data must be secured and cyphered, from its collection to its treatment, with no exception.

The solution must also come with clear security instructions, both for public audience and library managers.

Rights management must define the different levels of access, and prevent unintentional mistakes.

iii. IoT implementation

This bundle requires to use a certain number of sensors to air conditions in the archives room. It is essential that these sensors are monitored, resilient, and easily maintainable. A POC must be proposed, demonstrating their precise spots and functions.

iv. Virtual experience

This project is based on the 3d immersion in a virtual environment. It should create a unique user experience, as well as let the user visualize and navigate into the collected data in an ergonomic fashion. It should be accessible and easy to takeover.

Book digest consultation and book downloading must be available via the 3d interface.

v. Data collection, treatment...

All collected data must be stored in a home-made database and analyzed, synthetized and monitored live via a dashboard. A special care should be taken to sensible data, which should be subject to alerting.

vi. AI implementation

The user experience should be eased by navigation recommendations, based on artificial intelligence. It should adapt to the user profile without being invasive, by learning from the user behavior. The algorithms being data-dependent, they are expected to improve with time, when data grows, the way machine learning algorithms do.

vii. Change management

A prospective plan must be presented so as to make clear how the various elements interact, in which order they occur in the process. The elements must be documented and homogenized.

a. Response Instructions

You will be required to submit a written proposal and a complete POC as part of the response in the form set out. You should submit an electronic copy of the document, which should be labelled clearly. Your Bid Manager should sign all responses. The sections should use the same paragraph numbering system as this ITT and should specifically address all sections onwards.

Please deliver the electronic copy to:

*[Name and e-mail address of Procurement representative]
[Insert full address]*

CITY OF ANGOULÊME reserves the right to disregard any response submitted after the timetable deadline.

You are expected to supply all required information, or clearly state the reason for being unable to do so.

Any assumptions used in preparing responses should be clearly stated. Any appropriate supporting documents e.g.; maps, brochures, organisation charts, etc. should be included.

Questions relating to clarification of the ITT will only be accepted in writing to the *CITY OF ANGOULÊME* representative. Likewise, all responses from *CITY OF ANGOULÊME* may also be made available to other vendors (subject to confidentiality). In the event that any answer materially affects the ITT specifications, an amendment to the original requirement will be escalated to all vendors. *CITY OF ANGOULÊME* will attempt to answer any question within 5 working days of receipt of that request; otherwise it will respond within that timescale notifying you of the estimated time to obtain the information.

CITY OF ANGOULÊME reserves the right to modify the provisions of this ITT at any time prior to the scheduled date for written responses. **Additional scope and requirements can be added.** Notification of such changes will be provided to all vendors.

Should you wish to propose a deviation from the specification please ensure that you clearly identify and highlight where appropriate in your response.

By submitting a response, you are committing to an understanding that you understand the requirement and have sufficiently addressed all aspects of the tender and information

contained within the data room and that you have checked all stated details, such as prices, to be correct and as intended.

All information supplied by *CITY OF ANGOULÊME* in this tender to date, and any further information supplied during the tender process is subject to the confidentiality agreement you have signed.

4. Tender Assessments

a. Evaluation Criteria and Process

A set of detailed evaluation criteria has been prepared by *CITY OF ANGOULÊME* for the evaluation of every Submission. Within each stage an initial evaluation will consider whether or not every instruction and requirement contained within the ITT has been fulfilled.

The evaluation criteria will be based upon some or all of the following aspects of the Bidders' proposals in (not in order of significance) :

b. Commercial

- i. Competitive price
- ii. Price clarity
- iii. Management information provisions
- iv. Contractual compliance

c. Service Capability

- i. Service delivery experience
- ii. Service delivery models (including business continuity)
- iii. Quality
- iv. Compliance with Service Levels
- v. Culture and ability to work with *CITY OF ANGOULÊME*
- vi. Ability to adapt to changing business requirements
- vii. Continuous improvement plans

d. Long term roadmap proposals

- i. Innovation and added value
- ii. Strategic fit

e. Financial

- i. Financial strength demonstrated across the Bidder's group structure. Please include your company's structure and specialties.
- ii. An established roadmap of proposed project

f. Level of Compliance with ITT

- i. Understanding of all parts of the ITT
- ii. Proposals / bids provided are in accordance with the Instructions
- iii. Adherence to the timescales to send back responses

You are reminded that throughout the process *CITY OF ANGOULÊME* will continually assess all contact with the bidders organisations including compliance to the process, presentations and on-site representatives. *CITY OF ANGOULÊME* reserves the right at its sole discretion to disqualify without further consideration any submission that does not satisfy this basic requirement.

5. Briefings for Unsuccessful Participants

CITY OF ANGOULÊME intends to offer a feedback session to every Bidder submitting an unsuccessful proposal *CITY OF ANGOULÊME* reserves the right to control the format and content of any such briefing, and to limit it in any way believed by *CITY OF ANGOULÊME* to be appropriate (which includes, in exceptional circumstances, the right to refuse a briefing without giving any reason for doing so).

Service Level Agreement Metrics

1. Introduction

This appendix “Service Level Agreements” or SLA is intended to form the basis of the service level negotiations. This appendix defines the service levels that need to be agreed with the Bidder and will be the foundation of the core SLA’s during the term of agreement. This appendix also highlights some of the roles and responsibilities of the participant, *CITY OF ANGOULÊME* and other third parties contracted to CITY OF ANGOULÊME.

2. Service Level Details

- A service level agreement defines variables around the service you provide to your customers—such as customer support. However, they can also be used internally, such as to define the processes that need to be respected during a call for tender.
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- You are expected to show up to any client-based appointment, and to be able to display the state of the art of your work during these review moments. It is also necessary that a ticket system is in place, where both the current client and the future users can report issues and ask questions.
- Exception clauses : There are certain circumstances in which this simple service level agreement does not apply. For example, if there is a natural disaster that prevents your customer support team from being able to work for a few days, the exception clause could cover that. In that case, you would not be held accountable to the contract you have around certain services.
- Availability of SaaS accessibility : This SLA promises 98% uptime on a yearly basis: there are times when your servers may go down, for various reasons. When that happens, your application might not be available to customers for a small amount of time. That is an inevitable occurrence. However, your customers need to be assured that your application will be there for them most of the time and that you inform them of the duration and reason why the service is not available.
- Penalties for not meeting SLAs : Not meeting the provisions of this SLA contract may result in your application to the tender being turned down and not examined.
- This SLA contract lets you suggest and ensure that monitoring and reporting tools are available and easily usable by the client. Documentation and user-friendliness are of paramount importance, as SLA monitoring is so critical to customer satisfaction.
- The Bidder should consider supplying Key performance indicators (KPIs) which accurately measure adherence to the SLA and the current call for tender.
- The service level requirements are not targets : they are minimum requirements that should always be achieved.
- The customers have the right to audit the service level statistics at any time.
- The supplier should provide all SLA statistics if asked.