

The supply and installation of fixed-dome planetarium at North Wales Science (trading as Xplore! Science Discovery Centre)

**Ref: AS/JC/05/09/2025**

**Invitation to Tender (ITT) – Part B Award Criteria Response Document**

**Tender Return Deadline Date:** 3rd October at 12.00pm (Noon)

**19.0 Award Criteria - Pricing Schedule Document – 30% Overall Total Weighting**

19.1 Award Criteria: Pricing Schedule Document – 30% weighting

Please complete Pricing Schedule below:

**Pricing Schedule – Solution & Services (Question 19.1).**

**Please complete Appendix 1e – Pricing Schedule as part of your tender submission.**

**Within Appendix 1e there are 2 TABS which need to be completed i.e.**

* **Summary Pricing Tab**
* **Optional Items Tab**

The prices quoted should be provided in a manner that shows a breakdown of the details of the Total Price for the contract in order to provide transparency.

**For any United Kingdom-based Economic Operators, the Pricing for Appendix 1e should be in British pound sterling and shall be inclusive of VAT @20% and include all other Taxes and Tariffs, where applicable.**

**For any Economic Operators based outside the United Kingdom the Pricing for Appendix 1e should be in British pounds sterling and shall include all applicable Taxes and Tariffs. In order to account for VAT we may have to pay import VAT on goods. For supplies of services from outside the UK we must account for VAT under the reverse charge procedure. The University will need to add Value Added Tax @ 20% to the Total Cost of the bid submitted, which must come within the total budget disclosed.**

**The prices provided will be deemed to be fixed for the duration of the contract.**

19.2 Pricing Schedule – Optional Requirements

Please provide pricing cost details for the optional requirements as detailed within the Optional Items line in technical specification. The University is not obliged to purchase these items but are optional items that MAY be purchased depending on budget availability and competitive nature of the pricing.

The prices should be as follows:

**For any United Kingdom based Economic Operators the Pricing for Appendix 1e should be in British pound sterling and shall be inclusive of VAT @20% and include all other Taxes and Tariffs, where applicable.**

**For any Economic Operators based outside the United Kingdom the Pricing for Appendix 1e should be in British pounds sterling and shall include all applicable Taxes and Tariffs. In order to account for VAT we may have to pay import VAT on goods. For supplies of services from outside the UK we must account for VAT under the reverse charge procedure. The University will need to add Value Added Tax @ 20% to the Total Cost of the bid submitted, which must come within the total budget disclosed.**

**20.0 Award Criteria – Quality Questions – 70% Overall Total Weighting**

The Quality Questions within the **ITT Response Document PART B (Award Criteria Response Document)** has been allocated an overall total weighting of 70%.  The scoring methodology is detailed within Schedule 1 **Appendix 1a – Selection & Award Criteria Evaluation Methodology** - **Award Criteria Tab as well as in 2.4.3.**

Please complete the following Quality Questions method statements describing how you will meet the requirements of the project. Please provide detailed responses that comprehensively address the questions raised and answer them in the same order in which they are asked to ensure your responses relate to the question bullet points in turn. The responses should, wherever possible, relate to this specific project, however as part of your response you may refer to any particular previous contract examples as evidence.

**20.1 Award Criteria - Adherence and Compliance with Detailed Specification (Weighting 50%)**

Please respond to each bullet point. 5 marks per bullet point. Maximum marks 105.

Tenderers are required to provide a comprehensive response to demonstrate how their solution adheres and is in compliance with the detailed Functional and Technical Specification below:

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| **MANDATORY ELEMENTS** |
| **Planetarium** | **AV Equipment** | **Software** | **Seating** |
| 1. Maximum sized negative pressure dome to fit the dimensions of the room (diameter of the room: 7.65m; ceiling height: 4.875m)
 | 7. 2D projection system | 14. 1-year minimum full catalogue access for high impact content |  |
| 1. On-site installation of full solution
 | 8. High contrast ratio (minimum 20,000:1) | 15. Lifetime planetarium access to live star-mapping software |  |
| 1. 30-person minimum capacity
 | 9. Installation of AV equipment |  |  |
| 1. Fire-retardant materials
 | 10. Sound system (minimum 5.1 surround sound) |  |  |
| 1. Overhead planetarium experience; curved ceiling
 | 11. Minimum 4K resolution |  |  |
| 1. Training in operation and maintenance of the solution to a minimum of 2 Xplore! personnel
 | 12. Must be compatible with centralised audio system in future(Audio cut off if fire-alarm sounds) |  |  |
|  | 13. Minimum 3-year warranty (define inclusion/exclusion elements) |  |  |
| **OPTIONAL ELEMENTS** |
|  | 16. 3D projection system | 18. Non-astronomy content provision | 21. Seating for up to 30 people |
|  | 17. 5-year warranty | 19. Option to create bespoke content |  |
|  |  | 20. Compatibility with existing portable planetaria |  |

**Maximum 4 Sides A4 Page for Response (Text Size 11) – If providing separate document for the response, please include Question number and Question description.**

* 1. **Award Criteria - Solution Overview (Weighting 20%)**

Please respond to each bullet point. 5 marks per bullet point. Maximum marks 40.

Tenderers must provide a summary of their proposed solution to cover the following areas of functionality, outlining the overall feature and benefits of the solution. Answers should address and without limitation the following:

1. Overview of proposed Solution Functionality & solution benefits, including details of solution version including application product name, version and release number and duration in the marketplace, number and type of projectors and their suitability how your product would perform in the space as indicated in the plans. Please also detail any assumptions made.
2. System infrastructure design overview including hosting details, compatibility with Xplore!’s/the University's infrastructure. It should include details of concerns or limitation to the current infrastructure or additional equipment needed to support your solution.
3. Provide an overview of the user account management and super-user/admin functionality, including auditing and logging.
4. Confirm the functionality within the solution that can be provided as part of a multi-language capability based on user language preference (English & Welsh).
5. How accessible is your solution for users with a range of disabilities? You should also include contact details for the person in your company responsible for addressing any accessibility related issues
6. Please provide details required of All building / Room related requirements regarding your solution implementation i.e. Details of power, networking, air-conditioning, cooling or any other environmental requirements needed to run the physical space.
7. Please describe how your solution ensures that the Intellectual Property of any bespoke content is maintained.
8. Please detail what content design and production services you can offer or source.

**Maximum 2 Sides A4 Page for Response (Text Size 11) – If providing separate document for the response, please include Question number and Question description.**

* 1. **Award Criteria – Contract Delivery and Implementation Plan (Weighting 7%)**

Please respond to each bullet point. 5 marks per bullet point. Maximum marks 30.

Please provide a method statement outlining how your organisation will ensure the successful contract Delivery and implementation of the solution under this Contract from the initial contract award including supply, delivery, commissioning, handover and acceptance sign-off of the solution.

The response must cover the following points:

1. Method statement confirming that the solution as specified in the Technical Specifications will be fully designed, supplied, delivered, installed, acceptance tested and handed over within the defined completion and delivery date stipulated in your response.
2. Confirmation when the start date of the contract is with reference to the subscription element charges and the timescales of the project.
3. Confirmation that the supplier/third party supplier will install all projection equipment, including alignment and geometry of projection equipment.
4. Detailed Contract Implementation Plan (Gantt Chart or equivalent) showing key stage tasks and milestones including timescales for the supply, delivery, testing and handover of the required solution. These should include:
	1. Project Initiation including co-ordination with relevant Wrexham University/Xplore! in-house teams.
	2. Design Phase
	3. Build Phase
	4. Test Phase with input from Wrexham University staff.
	5. Training of users
5. Please provide a description with evidence on how the contract will be successfully managed in respect to Budget, Quality and agreed timescales.
6. Please provide details of the training/shadowing for members of staff from Xplore! as part of the project delivery.
	1. **Award Criteria - Storage Infrastructure (Weighting 3%)**

Please respond to each bullet point. 5 marks per bullet point. Maximum marks 20.

Tenderers shall fully summarise their proposed Infrastructure solution including, without limitation to:

1. Provide details about the digital storage solution.
2. Please detail what storage is provided as part of the core solution, and what further scalability and service flexibility is available, including indicative costs, to enable the management of unanticipated volumes of content.
3. Please provide a method statement detailing your business continuity and Disaster Recovery plans and how you will ensure continuity of supply and service to the University under this contract in the event of any business continuity issues or any disasters including the backup of servers.
4. The supplier must outline what protection is in place to recover from the accidental destruction or loss of data and how the data will be restored.
	1. **Award Criteria - Integration with Xplore!/University Infrastructure (Weighting 3%)**

Please respond to each bullet point. 5 marks per bullet point. Maximum marks 10.

Please explain the range of integration types that your solution will allow Xplore! to utilise.

Responses should include:

1. Please provide a description of how the system shall integrate with the Xplore!/University Infrastructure and network.
2. How will the system handle access and authentication i.e. separate accounts or some form of single sign-on?
	1. **Award Criteria- Support and Maintenance (Weighting 5%)**

Please respond to each bullet point. 5 marks per bullet point. Maximum marks 55.

Please provide details of how you can offer and ensure continued levels of service for both ongoing maintenance and support following warranty expiration.

The response should cover:

1. Detailed description of the Maintenance and Support service available including Call-out and Fix response times, the provider of support and location of support services, and the processes for reporting and responding to service issues.
2. Overview of the Helpdesk services and availability for UK office hours (09:30 – 16.30 GMT) Monday to Sunday.
3. On-line access/services
4. Service standards/accreditations.
5. Fault reporting process (including routes e.g. telephone, email, web portal, etc.)
6. Remote diagnostic capabilities
7. Warranty period and support arrangements within this period, including confirmation that warranty will commence from date of installation of equipment rather than from delivery date.
8. Details of After Sales Support and Service.
9. Details about how you will communicate regarding software upgrades, including whether they are mandatory under the contract or can be applied at the discretion of Xplore!.
10. Details of how upgrades are carried out and their frequency, including whether any down time is required and whether the times are enforced/can be specified by the customer.
11. Provide details of your complaints procedure and key contacts who will resolve any complaints under this Contract. Include details regarding complaints for but not limited to; customer Services, invoicing and faulty goods including resolution response times in hours / days for all aspects outlined above.
	1. **Award Criteria -Account Management (Weighting 2%)**

Please respond to each bullet point. 5 marks per bullet point. Maximum marks 10.

The supplier will appoint an Account Manager who will be responsible for ensuring that the agreed service levels are maintained and will work with the Account Management Team to ensure that a good level of service is consistently provided throughout the duration of the contract.

1. Please provide detail of the Key Personnel who will manage and be responsible for the Account Management
2. How effective liaison will be developed and maintained with Xplore! throughout the duration of the contract.
	1. **Award Criteria - Risk Management (Weighting 10%)**

Please respond to each bullet point. 5 marks per bullet point. Maximum marks 10.

Please provide a detailed method statement detailing the following:

1. Risks and main challenges associated with the delivery of this contract.
2. The actions you will put in place to mitigate against the identified risks and overcome any challenges.

21 Document Checklist for Completion and Submission

21.1 A complete Tender Submission will include all the following documents. Please ensure that you upload all the relevant documents by the Deadline, or you may incur a loss of marks.

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| Document Reference | Document Title | Action Required |
| ITT Response Document PART A (Selection Questionnaire Response Document) | ITT Response Document PART A (Selection Questionnaire Response Document) | Completion and Submission |
| ITT Response Document PART B (Award Criteria Response Document) | ITT Response Document PART B (Award Criteria Response Document) | Completion and Submission |
| ITT Response Document PART C (Declarations Response Document) | ITT Response Document PART C (Declarations Response Document) | Sign, Completion and Submission |
| Appendix 1e | Pricing Schedule  | Completion and Submission |
| Appendix 1f | Confidential & Commercially Sensitive Information | Completion and Submission |