**Background**

Lambeth is one of a ring of thirteen local authorities which constitute Inner London. It measures seven miles north to south, and about two and a half miles east to west. The London Borough of Lambeth is the largest inner London Borough with a population of around 260,000. 34% of Lambeth's population are from ethnic minorities - the seventh highest figure for a London borough. Approximately 132 languages are spoken in the Borough and after English the main languages spoken are Yoruba and Portuguese.

The borough is made up of five Town Centres - North Lambeth, Streatham, Clapham and Stockwell, Norwood and Brixton. Five Area Committees, based on the Town Centre areas, have been introduced to make decisions on a local level and provide an opportunity for the local community to bring their views to the council.

There are many tourist attractions within the borough's boundaries. Waterloo, Westminster, Lambeth and Vauxhall bridges are all partly located within Lambeth's boundaries as are the London Eye and Lambeth Palace, the official London Residence of the Archbishop of Canterbury.

Lambeth includes the South Bank complex as the most visible element of a thriving, expanding arts and leisure industry within the borough. Examples include internationally known theatres such as the Old Vic, the Young Vic, the National Theatre, Royal Festival Hall and the National Film Theatre.

The north of the borough is bounded by the River Thames and is home to the London Eye and Waterloo station. The Vauxhall area, immediately to the south of Waterloo, is predominantly residential with important commercial and industrial activity taking place. The central part of the borough extends from the Oval in the north (with the Oval Cricket Ground) to Clapham Common and Brockwell Park in the south. The area contains many of the Council's housing developments. It contains the borough's largest shopping centre in Brixton and leisure attractions such as the Academy music venue and the Ritzy cinema.

Travelling down from the north of the borough to the inner-suburbs of Streatham & Norwood, the south of the borough is predominantly residential. It has excellent entertainment and recreation facilities and potential for retail and business development on a number of key sites.

**Context**

Lambeth Council currently has no single document archiving solution which enables consistent, timely and accurate identification and retrieval of all historical records in line with legislation, council requirements and citizen / community needs. Consequently, individual council departments have historically adopted their own local practices, systems and/or suppliers; although the bulk of the Council’s physical records are managed by a third party. This approach fails to benefit from the efficiencies of a centralised solution, and has resulted in a number of operational issues, such as:

* Inability to locate files needed e.g. for public enquiries
* Inability to retrieve files in a timely manner
* Inability to reconcile inventoried files vs physical files
* Files being stored in incorrect boxes, destroying the integrity of the inventory
* Files being stored outside of recognised protocols
* Files not being indexed or catalogued
* Lack of consistent metadata / indices against which searches can be conducted
* Difficulty assuring compliance owing to different practices across the council

Taken together, these present an opportunity to develop the council’s service delivery in line with legislation and the needs of its citizens and communities.

**Solution**

To address the issues above, the Council has instituted a Digital Records Programme (DRP). The DRP is targeted with identifying and procuring a single, council-wide, digital solution which enables the council to store, access and retrieve its records quickly, safely and securely. This solution will include digitisation of historic physical files, digital and physical storage, along with an IT solution and operational changes which transform the whole Council’s approach to historic record management. While primarily a compliance-led programme arising from the desire to address operational inefficiencies, the council will also need to procure a physical warehousing solution by the time existing arrangements with the current third party provider expire in summer 2023. The council may also wish to leverage opportunities for additional operational benefits where cost-effective to do so.

**Current status**

The DRP has been gathering requirements, mapping business processes and performing due diligence on existing records to understand the scale of the issue and shape the solution. The intent in due course will be to issue one or more invitations to tender for suppliers to provide digital and physical services and solutions to the council. Prior to this though, the council wish to understand from experts in the market some rough order of magnitude costs and time associated with these undertakings. These estimates will inform the Council’s business planning, potential solutions, and any future tender(s). This is the purpose of this request for information.

**Request for Information**

The attached spreadsheet outlines various elements of work which may be tendered in the future, and responders are asked to provide estimates against these, by providing responses within the spreadsheet.

**Timetable**

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| **Date** | **Action** |
| Friday 11th March | RFI released |
| 5pm Friday 18th March | Deadline for clarification questions |
| 5pm Friday 25th March | CQ responses provided |
| 12noon Tuesday 19th April | Deadline for submissions |

**Response advice**

1. There are two lots described in this RFI. You can respond to either or both lots.
2. The deadline set for responses to be returned is short, as we are seeking rough order of magnitude estimates only at this stage, to support planning and budgeting.
3. For each lot to which you respond, please answer all questions for all items in that lot.
4. A caveat to the above advice; if responding to both lots, the data storage question only needs to be answered once. Please ignore Q1viiA and respond only to Q2iA if responding to both lots.
5. Responses with estimates stated as ranges are acceptable eg “Costs for training 200 users are estimated in the range £XX to £YY”
6. Multi-party responses are acceptable. It is expected that in the event this requirement is tendered, one party will act as prime contractor.
7. Please note any 3rd parties you would rely on to fulfil any of the responses in the notes column for that item.
8. Responses are only required in the pale yellow boxes. Please ignore grey and white boxes – no response is required in these.
9. Please add to the appropriate column any notes, assumptions, constraints and caveats on which your estimates are based.
10. For ease of reference, key volumetrics are compiled on a separate tab in the spreadsheet.
11. Key pricing assumptions are included for the purposes of this exercise, but should not be relied upon as an accurate reflection of current status. In the event this requirement is tendered, relevant information will be supplied by the Council and any bidders would be expected to conduct their own due diligence exercise prior to tender submission.
12. Deadline for submission of any clarification questions is 5pm Friday 18th March and these should be sent via email to [digitalrecords@lambeth.gov.uk](mailto:digitalrecords@lambeth.gov.uk)
13. The completed information spreadsheet is required to be submitted by 12noon Tuesday 19th April via email to [digitalrecords@lambeth.gov.uk](mailto:digitalrecords@lambeth.gov.uk)