

# Lambeth Air Quality Information Service

*Creating a platform for delivering air quality information in Lambeth*

## **1. Introduction**

This document sets out a requirement for a supplier of web development and information management services to design, test and deliver a platform to allow Lambeth residents to access air quality information and provide five years of maintenance for the platform. Lambeth Council currently collects air quality data from several sources and the new service should draw on this data as well as other open access information and present it in a way that is useful and relevant to Lambeth residents.

## **2. Background and context**

Exposure to air pollution has an adverse effect on health outcomes for everyone that lives in or visits Lambeth. The impact of air pollution is felt most strongly by the very youngest and the older members of the community as well as those that are living with existing respiratory and cardiac conditions.

Access to information about air quality in Lambeth allows sensitive receptors to minimise their exposure to air pollution and helps to encourage residents to make choices that will reduce the emission of pollutants into the air that we all breathe.

**Objectives of the service are as follows:**

- Create a platform that integrates with the existing Lambeth Council website that displays air quality information.
- Display air quality information from a variety of sources, including data that is collected and held by Lambeth Council as well as other relevant open access data.
- Present air quality information visually and geographically, showing how air quality varies at various locations in the borough over time.
- Provide additional contextual detail to ensure that air quality data can be understood by an inexperienced audience.
- Allow the facility for an interested party to download bulk historic data in an open format that they can manipulate.
- Ensure that sensitive receptors accessing the service are signposted to appropriate methods to minimise their exposure to air pollution.
- Allow the service to interface with other methods of displaying information, including outdoor billboards.

## **3. Requirement**

We require a new web-based platform to be designed, prototyped, tested and built that will integrate with the existing Lambeth council website that will give Lambeth residents access to air quality information from a variety of sources. The platform will need to update in real time where the data source allows.

The platform should present geographical air quality information in a manner that is engaging, accessible and easy to read and should also allow more technical users to download bulk data that they can manipulate separately.

User research / user testing has not yet been carried out and we'd need to ensure it is accessible and simple for partners and the public to access and navigate. We'd expect the supplier to build in user testing to the process of the website development. We would also expect the supplier to set out how they will work collaboratively with us to develop the content and layout of the website.

We expect that the platform should feature an interactive map that users can interrogate to access information about air quality across Lambeth.

The platform should be configurable to make it clear through colour coding where air pollution levels are exceeding target levels.

The platform should display air quality information from the following sources:

- Lambeth Council's diffusion tube survey
- The three automatic monitoring sites in Lambeth
- The Airly lightweight air quality monitor network
- The Breathe London lightweight air quality monitor network
- AirTEXT air quality forecasts
- London Atmospheric Inventory Data
- Other open access air quality data sources

Lambeth Council diffusion tube survey	<ul style="list-style-type: none"> <li>• Approximately 120 locations across Lambeth</li> <li>• Data collected and stored by Lambeth Council</li> <li>• Monthly data points</li> <li>• Measures nitrogen dioxide</li> <li>• Input by excel file</li> </ul>
Automatic monitoring sites	<ul style="list-style-type: none"> <li>• Three sites at Vauxhall, Brixton and Streatham</li> <li>• Data collected, stored and made available by Imperial College</li> <li>• Available through the London Air Quality Network website</li> <li>• <a href="http://www.londonair.org.uk">www.londonair.org.uk</a></li> <li>• Measures nitrogen dioxide and particulates</li> <li>• Hourly data points</li> <li>• Input by API</li> </ul>
Airly lightweight air quality monitor network	<ul style="list-style-type: none"> <li>• 38 locations across Lambeth</li> <li>• Data collected, stored and made available by Airly</li> <li>• Available at Airly website</li> <li>• <a href="https://airly.org/">https://airly.org/</a></li> <li>• Measures nitrogen dioxide and particulates</li> <li>• Real time data</li> <li>• Input by API</li> </ul>
Breathe London lightweight air quality	<ul style="list-style-type: none"> <li>• Locations across Lambeth</li> <li>• Data collected, stored and made available by Breathe London</li> <li>• Available at Breathe London website</li> <li>• <a href="https://www.breathelondon.org/">https://www.breathelondon.org/</a></li> <li>• Real time data</li> </ul>

monitor network	<ul style="list-style-type: none"> <li>• Input by API</li> </ul>
AirTEXT forecasts	<ul style="list-style-type: none"> <li>• Data made available by Cambridge Environment Research Consultants</li> </ul>
Other open access data	<ul style="list-style-type: none"> <li>• London Atmospheric Emissions</li> <li>• Other independent monitoring</li> </ul>

The Airly network website gives a good example of how an air quality data can be presented geographically on an interactive interface.

#### **4. Functionality**

The summary below sets out the functionality the website will need to include:

- Real time air quality data – the platform will need to present air quality information from a variety of sources, in real time where the data source allows.
- Location based information – the platform should present air quality information visually, geographically, and dynamically.
- Updateable – As well as automatic updates from existing data sources, the platform should have functionality allowing for local authority officers to add, remove or alter data that is presented.
- Provide training – The supplier must organise and deliver one training session on the CMS system used for administrators of the platform once it has been developed. The training session must be supported by a written 'how to' training guide
- A package of ongoing support (12 months) – The supplier must provide hosting and support for 12 months from the website's live date to provide advice, maintenance and fixes wherever needed.
- Clarity – the platform should be clear and concise, but also show additional contextual information that is collapsible.
- Detailed downloadable data – the platform should allow for technical users to download detailed historic data in an open manipulatable format.
- Reliability – the platform should be reliable; the supplier will be expected to ensure an uptime for the service of at least 99%.
- Discoverability – the supplier should ensure that webpages that present air quality information are optimised for search engines to allow the service to be discoverable.
- Compatibility – the platform should be compatible with the existing website systems that the council uses.

#### **5. Other General requirements**

##### **Accessibility and Usability**

The website must be user-friendly and accessible. This includes being accessible to those with limited literacy, visual impairments, learning difficulties and those with a preference for (TBD) information in other languages other than English. This may include but will not be limited to the following:

1. The ability to change text size.
2. Uses standard UK Government Access Keys Systems and meet GDS accessibility requirements.
3. Is a mobile first responsive web design that can operate across a range of devices and can operate on (but not limited to) iOS, Windows phone and Android.

4. Is compatible with any browser including but not limited to Microsoft Edge, Microsoft Internet Explorer v 11 or later, Google Chrome and Firefox.
5. Embeds multilingual translator into the website with English as the default language (TBD)
6. Adheres to Nielsen's Usability heuristics
7. Adheres to national NHS website/public sector quality standards around design, accessibility and hosting.

### **Policies and Customer Feedback**

The developed website should:

- Assure and inform users of their privacy, confidentiality and how their data is shared and transferred.
- Have a clear cookie policy.
- Include easily identifiable social share buttons and/or plugins on the landing pages

### **Protection of Data**

The supplier shall put in place suitably robust technological solutions to ensure that Personal Data is kept secure and that the Supplier complies with the General Data Protection Regulations. The Supplier shall implement and maintain data security and confidentiality.

### **Branding**

The supplier shall ensure that the product follows the council's brand guidelines and that Lambeth Council branding is implemented within the design and build of the platform.

### **ICT Service Management and Maintenance**

The Supplier shall ensure that the entire supplier system:

- Has pre-arranged downtime for system upgrades, security checks etc. and any work should occur off peak with the online Digital User Interface presenting a holding page whilst maintenance occurs;
- Complies with security standards at all times and should be registered with the Information Commissioners' Office (ICO);
- Follows best practice in ICT service management and ensures that the policies, processes and supporting procedures are in place to plan, design, deliver, operate and control the services to meet User needs and allows for continual service improvement.

### **Supplier Availability**

The Supplier shall ensure that their named lead or appointed deputy is, as a minimum, available during business operating hours 9am-5pm (GMT) Monday to Friday.

#### **1. Timescales**

<b>Activity</b>	<b>Date/time</b>
Deadline for clarification questions	20/10/2023 at 12 noon
Deadline for submission of ITT responses	27/10/2023 at 12 noon
Preferred supplier notified	6/11/2023
Project kick-off	13/11/2023
Website Mock-up designs	5/12/2023

Website launch	12/01/2024
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## 2. Test and evaluation

We will appoint a supplier for this project based upon the following test:

**Quality** – 4 Method Statements – 60%

**Price** – 1 Price breakdown – 40%

The Quality test will be evaluated by a panel using the following matrix.

<b>No submission</b>	<b>0 points</b>	Failed to submit a quality statement or address question
<b>Very Poor</b>	<b>1 point</b>	A limited response with poor supporting evidence and lacks clarity
<b>Poor</b>	<b>2 points</b>	Answers meet some, but not all of the quality statement's requirements. Lacks convincing evidence and understanding of the requirements
<b>Acceptable</b>	<b>3 points</b>	Acceptable answer to the quality statement. Answers are comprehensive and meet the required standards in all material aspects
<b>Good</b>	<b>4 points</b>	Answer demonstrates a real understanding and a detailed quality statement
<b>Excellent</b>	<b>5 points</b>	Answers gives greater confidence than good and the quality statement provides much more detail, is realistic and achievable and gives greater understanding then that of the good answer

Please give your responses to the following 5 method statements.

<b>METHOD STATEMENTS</b>	
1	<p><b>Methodology</b></p> <p>Please describe your methodology for the project including how you will work collaboratively with the council, construction businesses, NHS partners, and end users this should include setting out the proposed solution architecture and explain how your approach will be effective in undertaking the requirements.</p>
	Response:
2	<p><b>Public/User Involvement</b></p> <p>Describe how you would involve potential users of our services in your design and build. Provide an example of how you have successfully involved users in the design and development of a website before. This should especially include groups that are sensitive receptors to air pollution including care home residents, cardiac and respiratory patients, asthma patients, older Lambeth residents and families with young children.</p>
	Response:
3	<b>Mobilisation and Implementation plans</b>

	<p>Given the anticipated contract award and commencement dates, what are your proposals to ensure that the service will be delivered within the window described in the timetable?</p> <p>Please detail the key tasks and stages involved, potential risks and any mitigating actions you will put in place.</p>
	Response:
4	<p><b>Information Governance and Security</b></p> <p>As the host Supplier of the new digital user interface, you will be required to have a named lead together with suitable systems, processes and plans to ensure sound information governance and security.</p> <p>Please describe your approach to information governance, protection of data and security, and demonstrate how you will meet the required standards and provide ongoing support around updates, issues, bugs and hosting.</p>
	Response:
5	<p><b>Sustainability and Social Value</b></p> <p>As Lambeth Council has committed to achieving Net Zero by 2030, we want to ensure our suppliers are also committed to sustainability in the design and delivery of Council contracts.</p> <p>Please set out how sustainability has been considered in the design, development, functionality of the air quality information service.</p> <p>Additionally, please describe any other social value that your proposal will offer to benefit Lambeth or Lambeth residents.</p>
	Response:
6	<p><b>Examples of previous work</b></p> <p>Please give evidence of examples of similar projects that you have carried out and delivered in the past.</p>
	Response:

Prices must be in pounds sterling (GBP) and **exclude** VAT, and you **MUST** include a breakdown.

<p>Please describe a breakdown of your cost proposals and one figure to show the cumulative value of your proposal.</p>	
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