



INVITATION TO TENDER
London Borough of Lambeth

CONTRACT FOR

**Interpretation Design Consultancy
for
West Norwood Cemetery**

**National Lottery Heritage Fund
West Norwood Cemetery: A New Beginning**

15 February 2024

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SECTION 1

Summary Information

Reference number	West Norwood Cemetery NLHF project
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Notice Title	Tender for the appointment of an Interpretation Design Consultancy for West Norwood Cemetery National Lottery Heritage Fund project: West Norwood Cemetery: A New Beginning
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Closing date for quote	12 noon	11 March	2024
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<p>1. All quotes are to be</p> <ul style="list-style-type: none"> Submitted by closing date for quote. Be in writing and in the English language. Be submitted on headed paper. All prices/rates are to be in £GBP and exclusive of VAT

Contract start date
April 2024

Contract end date
March 2025

Is this suitable for SME (Small and Medium Enterprises)?



Contract Type

Services contract

SECTION 2

Location

West Norwood Cemetery

Main entrance: Norwood Road, West Norwood, London SE27 9JU

SECTION 3

Project Description

1.0 Outline

- 1.1 The London Borough of Lambeth (LBL), in collaboration with the Friends of West Norwood Cemetery (FoWNC), has successfully secured a delivery phase grant from the National Lottery Heritage Fund (NLHF) for South Metropolitan (West Norwood) Cemetery (referenced hereafter in this document by its recognised name of West Norwood Cemetery) in London Borough of Lambeth (LBL).

- 1.2 LBL is now seeking an interpretation design consultant/cy with a high level of heritage experience and expertise to develop, design and deliver a comprehensive interpretation scheme for West Norwood Cemetery.
- 1.3 This brief outlines the context for the consultancy work; its objectives and methodology, the work required, the timetable, the selection criteria and the terms of reference and conditions of employment.
- 1.4 The successful consultant/cy will be expected to work closely and in partnership with LBL Capital Projects, Event Services and Bereavement Services, Friends of West Norwood Cemetery, and the West Norwood Cemetery Implementation Board and West Norwood Cemetery Scheme of Management. It is intended to create an Interpretation Working Group (IWG) that includes representatives from the groups listed above, as well as other specialists and representatives of the community. The IWG will act as the main steering group for the consultant/cy. The consultant/cy day to day contact will be the Activities and Community Officer.
- 1.5 LBL anticipate the consultants work will be focussed on six key areas:
- The cemetery's historic monuments and buildings
 - The people commemorated in the cemetery
 - Its horticulture/historic landscape
 - Its wildlife
 - Its own development history which would cover from the time the cemetery was first set up, up to and including, the current NLHF project works and its wider context
 - How a modern cemetery and crematorium functions and operates.
- 1.6 The Friends of West Norwood Cemetery www.fownc.org have undertaken a great deal of research over the past 30 years into the history of the cemetery and those buried there. The West Norwood Cemetery Conservation Plan (Harrison Design Development, 2019), available here: <https://westnorwoodcemetery.org/plans-and-proposals>, also includes a lot of research and information about the cemetery. It is recommended that the consultant/cy familiarise themselves with these resources as part of the tender application process.
- 1.7 With the substantial amount of primary research already available from the sources listed above and below, it should mean that only supplemental research about certain themes, including, *for example*: 'social history of migration tracing the Windrush Generation' and 'exploration of death across different cultures and religions', (*if these themes are selected*), will need to be carried out. Similarly, video and narration for any audio-visual elements will need to be commissioned or sourced.

Records – written and photographic - have been kept by the architects and contractors who have worked on the current NLHF project, and these will be available.

Lambeth Archives also hold a wealth of information about the cemetery and this will also be available.

- 1.8 Tenderers should visit site prior to submitting their tender. This can be arranged with LBL. Please contact Kim Hart, Activities and Community Officer, West Norwood Cemetery khart@lambeth.gov.uk
- 1.9 Please note, throughout this document the most commonly used names have been used to identify the different places and spaces within the cemetery. How these will be officially referenced will be agreed prior to any elements of interpretation being commissioned.

2.0 West Norwood Cemetery

- 2.1 The cemetery at West Norwood is one of the “Magnificent Seven” cemeteries which were established in the suburbs of London by privately owned cemetery companies during the mid-19th century to respond to demands of a rapidly growing city. Opened in 1837, the South Metropolitan Cemetery at what was then Lower Norwood and now in the ownership of LBL, covers over 17 hectares. The cemetery was designed by Sir William Tite and is considered one of the finest cemetery designs of the early Victorian period. Tite’s architectural style for the cemetery was Gothic, pioneering what subsequently became the automatic choice of architectural style for the Victorian funerary era. The landscape design was in English landscape style and is based on a picturesque approach with paths and planting helping to form the layout.
- 2.2 Today the cemetery is a heritage landscape of national significance as indicated by its listing as Grade II* on the Historic England Register of Parks and Gardens of Historic Importance. The cemetery was also declared a Conservation Area (No.24) by LBL on 5 July 1978. It contains and forms the setting for over 60 Grade II and Grade II* listed structures within the site; the Catacombs were included on the 2009 English Heritage at Risk Register as well as a further 20 memorials and monuments. In addition, a number of other monuments have been identified as having considerable architectural and historic interest.
- 2.3 It is extremely important to remember that West Norwood Cemetery is a working cemetery and crematorium, and leisure visitors will be sharing a very sensitive site with the recently bereaved and those visiting the graves of people important in their lives. Avoidance of ‘museumification’ of the cemetery is therefore critical. The operational crematorium, which is used on an almost daily basis can manage sometimes up to 10 cremations a day including Public Health funerals.
- 2.4 Whilst currently no new grave plots are available to purchase, the cemetery continues to enable burials in existing family plots providing there is space available. Re-use is being actively pursued in order to provide future burial space and income. There are on average five memorial services a week which include laying plaques, and the scattering or interring of ashes.
- 2.5 The site is a key asset for the local community in that it provides much needed ‘green space’ for recreational use. The cemetery has been awarded Green Flag status for the seventh year in a row. Information on the Green Flag scheme can be found here: greenflagaward.org/

3.0 Aim of the project

- 3.1 'West Norwood Cemetery: A New Beginning' is a project supported by the National Lottery heritage Fund that seeks to conserve the cemetery's magnificent landscape and built structures, as well as offer new experiences and facilities to increase community use.

There are obvious sensitivities that come with introducing a suite of interpretation interventions into a working cemetery. The aim is to open the cemetery up to under-represented audiences, and to bring new layers of information with sufficient variety and depth that even those that know the place well will be encouraged to return and find out more each time they visit through a continuing process of discovery.

Visitors should feel encouraged to value the cemetery, feel more attached to it, look after it, and perhaps feel inspired to volunteer, as this project seeks to improve the quality and variety of the visitor experience.

Developing the visitor experience with a structured offer that enables people to engage at different levels and to accommodate individual preferences is paramount. Developing the narratives and testing the interpretative offer with target groups will form an important aspect of this project.

A full briefing of how and by whom the cemetery and crematorium operates and is managed, covering ownership of graves, consecration of the ground, maintenance of the landscape, etc, will be provided.

The NLHF project work covering the buildings, structures and interpretation have been split into the packages set out below, with additional comments that outline progress:

Work Package A1

- Repair of 14 Heritage at Risk Monuments
- Repair of the St Stephen's Chapel and its refurbishment to allow for future community use, including provision for displays and events in the Chapel.

Works were awarded to Sally Strachey Historic Conservation Ltd and started on site in March 2022 and will continue into 2024.

Work Package A2

- Remodelling, extension, and refurbishment of the existing lodge building to create a new visitor centre on the ground floor with staff accommodation mainly on the first floor.
- Reinstatement of a historic entrance at Hubbard Road and the creation of a new entrance at Robson Road.
- Repairs to the historic boundary walls.

The contract has been awarded to Buxton Building Contractors and started on site on 30 October 2023. This will continue into 2024.

Work Package B

- Restoration, repair and maintenance of historic landscape and infrastructure elements including roads, drainage and paths.

This work was awarded to idverde in January 2021 and was completed in May 2022.

Work Package C

- Repair of Auffray & Baldwin monuments.

The works were awarded to Sally Strachey Historic Conservation Ltd, They commenced in August 2021 and were completed in December 2021.

Works Package D (This Package)

- Sitewide Interpretation

This package of work relates to **this** tender

4.0 Outline requirements

- 4.1 The project will be delivered in two phases and the successful consultant/cy will be contracted to:

(a) Development Phase:

- Design a comprehensive interpretation strategy and scheme informed by consultation and collaboration with the IWG, individual consultations, workshops, research, and wider community connectivity, as described later in this document
- Test preliminary concepts, designs and text and accessibility with focus groups and modify in response to feedback
- Produce an itemised budget including concept visuals, samples, and an implementation plan with outline timescale, for the realisation of the scheme.

(b) Delivery Phase:

- Prepare tender documents and/or provide other information as might be necessary for the procurement of the agreed interpretation elements
- Work closely with Project Manager and IWG on the procurement process
- Manage the contractors and suppliers and all aspects of the delivery/installation of new interpretation elements
- Ensure the individual interpretation elements are delivered to the agreed brief and specification, to cost and time and in line with NLHF requirements
- Ensure coherence and integration of outputs across the project in collaboration with the IWG.

- 4.2 The potential outcomes of interpretation scheme have been divided into three categories. This list is presented only as a suggested framework for the scope the project:

- A1 Permanent/semi-permanent displays
- A2 Temporary displays
- A3 Signage.

It is envisaged that all these categories will incorporate a combination of digital and physical elements, including audio and video. The consultant/cy will be expected to advise on longevity of the differing elements. Issues of maintenance are reflected throughout this document. It might be that not everything desired can be afforded within the available budget, so it may be necessary to draw up a 'shopping list', in consultation with the IWG, for future procurement.

A1	Permanent/semi-permanent displays – public facing
A1.1	<p>Using the latest accessible and interactive methods, permanent/semi-permanent displays that illuminate the history and context in an engaging and inclusive way of:</p> <ul style="list-style-type: none"> • West Norwood Cemetery as a whole. • The Greek Enclosure (with a special focus on St Stephen's Chapel)
A1.2	<p>The general West Norwood Cemetery display will be housed at/within the Visitor Centre.</p> <p>The Greek Enclosure display will be housed at/within St Stephen's Chapel.</p>
A1.3	<p>Public Research. Provision for public access to online research materials. This will be located in the Visitor Centre. This should include both method/equipment and research content especially that which is already readily available such as the Billion Graves, Deceased Online and Ancestry websites.</p>
A1.4	<p>By semi-permanent, it is meant that the potential for part of these displays to be relocated should be considered, ideally largely by LBL in-house maintenance team. All the display content should be designed in such a way that it can be updated and revised as much as possible by LBL in-house teams (with established specialists were necessary).</p>
A1.5	<p>An AV consultant has designed an AV system for St Stephen's Chapel and the cabling has been installed. Full details will be supplied. There is no current design for the Visitor Centre and this will form the first element of the Interpretation package to be designed, as the contractors are already on site.</p>
A1.6	<p>It is envisaged these displays will incorporate a combination of digital and physical elements, including audio and video. Please see a list later in this document of interpretation ideas <i>that might be considered</i>.</p>

A2	Temporary displays – public facing
A2.1	<p>Both the Visitor Centre and St Stephen's Chapel will be used for community and commercial hire and there is a general requirement for:</p> <ul style="list-style-type: none"> • A discreet professional hanging system suitable for displaying artwork of scale in all the public spaces – e.g. for visual art exhibitions • A 'starter' suite of individual modular plinths with optional transparent display cases (secure, dust proof seals, low reflectivity glass, adjustable shelves, integral lighting) – e.g. for displaying 3D items of different scale and weight. <p>To facilitate the purchase of additional items in the future, consideration of the long-term availability of these systems should be taken into account.</p>

A3	Signage, waymarking and other sources of information – public facing
A3.1	<p>Using the latest accessible, interactive and engaging methods, a suite of signage is required that is easy to read, requires minimal maintenance/is self-cleaning, presents an uncluttered, beautiful and fit for purpose look for its physical items, <i>and that might include the following:</i></p> <ul style="list-style-type: none"> • Waymarking signage guiding visitors to the site • External welcome and orientation signage at the three entrances – with space for frequently changing paper notices on events and other news that is produced in-house, to be securely displayed • Signage at the three entrances explaining permitted/expected behaviours, so as to protect the needs of the bereaved. There will also be other operational signage required • Orientation signage across the site • Interpretation panels across the site • Point of interest markers across the site • Trail markers for self-guided trails across the site - with associated leaflets. <p>The above presents neither an inclusive nor exclusive list. The focus should be on quality over quantity for any physical elements, although waymarking and visitor welcome are paramount.</p> <p>It is envisaged this signage will incorporate a combination of digital and physical elements including audio and video.</p> <p>The potential for off-site signage should also be considered.</p> <p>Consideration of the impact on day-to-day ground maintenance is also important for any physical elements.</p> <p>Please see a list later in this document of interpretation ideas that <i>might be considered</i>.</p>

A3.2	<p>Leaflets/digital content. The income generation potential of new printed and digital publications is an important issue, whilst avoiding any sensationalisation of the content. It is anticipated that as well as a range of free resources, there would be a series of new publications that would be offered for sale in the Visitor Centre. These will be separate from the publications produced by the Friends of West Norwood Cemetery, and it is essential they complement these, not duplicate. What income generation can be realistically achieved will be a matter for detailed discussion with the IWG.</p> <p>The Friends of West Norwood Cemetery produce and self-publish a wide range leaflets and books including self-guided trail leaflets, themed booklets, and two new guidebooks: <i>An illustrated guide to West Norwood Cemetery</i> which contains five zonal self-guided tours and <i>Norwood and the Great War - Reflections on Military and Social History</i>. The Friends also collaborated in the publication: <i>Discovering Britain – Lives of the Dead, a self-guided walk around West Norwood Cemetery</i> published by Royal Geographical Society.</p>
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4.3 Below is an outline description of the buildings, please read these brief notes in conjunction with viewing the Plans and Proposals <https://westnorwoodcemetery.org/plans-and-proposals>. Whilst there have been some changes, these provide a good overview of the works along with photos.

B1	The buildings
B1.1	<p>Visitor Centre</p> <p>The Visitor Centre comprises the existing two storey Lodge and a new single storey extension. As well as office space on two floors, kitchen and toilet facilities, an entrance foyer, storage and general circulation space, there are two main rooms which will be available for public hire for events and activities.</p> <p>It is anticipated that the public hire spaces will contain cabling to support an AV system.</p>
B1.2	<p>St Stephen's Chapel</p> <p>St Stephen's Chapel is a Grade II* listed structure sited within the Greek enclosure. It was built in 1874 and designed by J T Knowles and is now fully accessible. The Chapel comprises one central space with two side rooms and a new separate accessible toilet and ante-room.</p> <p>The eastern room (the Eastern Mortuary) retains a series of low brick biers that could be considered suitable to carry display cabinets. This room also contains AV cabling.</p> <p>The western room (the Vaults), is the most sacred of the Chapel spaces with seven graves, and no permanent fixtures or fittings are possible within this space.</p> <p>The central space of the Chapel (the Cella), will be the main venue for events and activities, will have removable benches and chairs and be available for public hire. This room contains AV cabling.</p>

4.4 General

C1	Issues to take into account
C1.1	Interpretation should be intelligible to the widest range of audiences, recognising that people engage at different levels, including people with differing learning styles, those who are neurodiverse, or those with limited mobility or visual impairment. Appropriate use of multimedia products and presentations that provide a multi layered and stimulating visitor experience should be considered.
C1.2	The principles of Universal Design are to be adopted for all interpretive installations, which should be accessible in an integrated way to those of varying intellectual, sensory and physical abilities. In addition to physical access provisions, the reading heights of displays and other installations, the clarity and contrast of colours and typefaces, and the size of lettering and other elements should be given due consideration in order to comply with the requirements of equality legislation and recognised specialist guidelines relating to Equality, Diversity and Inclusion (EDI) and established best practice. Multi-lingual interpretation, especially relating to the most common languages spoken by our local community should also be considered.
C1.3	Vandalism and theft, especially of metal items, should be taken into consideration. The design of any physical elements should be beautiful, fit for purpose and use long-lasting and durable materials.
C1.4	Day to day maintenance of all of the above must be possible by LBL staff, without any special training.
C1.5	Specialist maintenance of elements of the interpretation installations should be kept to a minimum. General maintenance of all of the above should be, where at all possible by LBL in-house maintenance team, with special reference to avoiding hard to reach elements.
C1.6	The cemetery currently uses a specific paint colour for its railings: Spice Brown. There is also a specific typeface: Northwood, used only on West Norwood street signs. Another use of specific design in the cemetery are the 3 cast iron plaques (not original) inset into road and path surfaces denoting the route of the now underground River Effra. Details of all of these will be provided for consideration.

4.5 Ideas listed for possible consideration:

- A free tear-off style cemetery map and/or A5 folded introductory guide available from the Visitor Centre to help people quickly orientate themselves and locate a few of the more easily accessible monuments
- A large chalk board that could be sited at the main entrance and used to highlight upcoming events, birds/wildlife seen that day, etc

- Ground level markers, as seen in Brompton Cemetery, to signpost less easy to locate mausoleum and graves. See attached photo of this example.
- Smart phone service to facilitate media-rich access to the cemeteries cultural and natural heritage. This might include a free downloadable app, designed to showcase the cemetery on different levels, for instance: the mausoleum and grave locations, the history, flora and fauna, etc. Examples:
Belfast City Cemetery: [City Cemetery Heritage Project \(belfastcity.gov.uk\)](http://belfastcity.gov.uk) and app: [Belfast City Cemetery - Apps on Google Play](#) 'Modern' looking app with very good themed self-guided walks. Recoleta Cemetery (Argentina's most famous cemetery – Eva Peron etc). App is slightly 'old fashioned' to look at but has many good elements, especially the view of the overall cemetery with different symbols used for different categories: [Cemetery of Recoleta - Apps on Google Play](#)

Any smartphone service would need to be updateable by LBL staff through a comprehensive and intuitive CMS.

5.0 Themes

5.1 Some of the key interpretive themes identified during the NLHF development stage are listed below. This list is neither inclusive nor exclusive, purely provided as a starting point for consideration:

- History of the cemetery
- The Chapels and Catacombs
- How is the cemetery and crematorium managed in the 21st century – who does what, why and how
- How a cemetery landscape is managed to prioritise biodiversity, deal with climate change, reduce maintenance and provide an appropriate setting for the funerary activities alongside leisure visitors
- Heritage At Risk (HAR) monument conservation programme – social history, biographies
- Greek and St-Mary-at-Hill Enclosures (also possibly Enon and St George's, Hanover Square, Burial Plots)
- Exploration of death across different cultures and religions
- Chios massacre/migration, history of the Greek enclosure
- Politics and Politicians
- Lives of ordinary, local people buried in the cemetery – to reinforce the cemetery's community roots
- Musicians
- Builders – including local
- Scientists
- Architects
- Ministers of Religion
- Symbolism
- Natural environment – flora and fauna within the cemetery
- Monumental architecture including materials
- Social history (philanthropy, medicine/nursing, female emancipation)

- World Wars and the cemetery, CWGC graves, bomb maps
- Migration, social history of migration particularly to Lambeth/South London including tracing Windrush Generation.

6.0 Important considerations

- 6.1 The cemetery is a Grade II* registered landscape and contains numerous listed buildings and monuments, so all interventions must be carefully thought through. Planning and Conservation Areas consents for the interpretation works will be required for certain elements, these consents will be handled by the Project Manager. All proposals will be reviewed to ensure proposals are sympathetic to the historic setting and the LBL Conservation Officer will be involved where appropriate.
- 6.2 The cemetery still receives burials and contains a working crematorium as has been referenced elsewhere in this document.
- 6.3 Close liaison with the IWG is essential to locate areas within the cemetery suitable for erecting any physical elements, particularly as there are areas with burials which have no memorial stones.
- 6.4 In January 2019, Lambeth Council was the first London borough to declare a climate and ecological emergency, and committed to ensuring the Council's operations are net zero by 2030.

Whilst recognising this is a small-scale contract, we ask the consultant/cy to play close heed both to the Lambeth Climate Action Plan and the Lambeth Responsible Procurement Policy (both attached), not least in ensuring the project, as appropriate, engages with the current priority groups:

- Looked After Children and care leavers
- young people (those under 25)
- Special Education Needs and Disability SEND
- disabled people
- black African, black Caribbean and Portuguese groups
- residents aged 50 and over.

Please make reference to your commitment to both of these policies, as relevant to this project, in your tender response.

7.0 Consultation

This is envisaged to have the following main components:

- 7.1 A small number of (approx. 6no) one to one consultations with key individuals, as agreed with the IWG, such as the Chair of Implementation Board/Scheme of Management, and the FoWNC Greek specialist. There are likely to be individuals on the IWG that will be on this list.
- 7.2 A series of co-design workshops. The interpretation consultant/cy should allow for a minimum of 4no workshops that engage with targeted groups from the local community to co-design agreed elements of the implementation plan, plus feedback and follow up. These workshops are seen as absolutely key in the development of an interpretation scheme that the community can feel they have ownership of. A separate

and dedicated workshop for the Friends of West Norwood Cemetery trustees should also be included.

- 7.3 Wider community engagement, whether (for example) by exhibition in the adjacent West Norwood Library, and/or a stall at the monthly West Norwood Feast, and/or a public survey, and/or events and activities organised by the Activities and Community Officer - with the aim both to gather the widest possible views from the community on the interpretation project as well as to keep the community up-to-date with progress.
- 7.4 The consultant/cy will also be expected to engage with local disability and health and wellbeing organisations and individuals, especially on all issues relating to access in its widest sense. The Activities and Community Officer will provide introductions.

This work will all be facilitated by the Activities and Community Officer

SECTION 4

Project Management

1.0 Client engagement

Allow for a range of meetings from weekly short, virtual catch-ups to more in-depth decision making sessions for the duration of the project. The consultant will be working on a day-to-day basis with the Activities and Community Officer, and report on a regular basis to the IWG. Top level decisions will need to be approved by the Implementation Board. The Project Manager will handle contractual matters.

The management structure will be shared on appointment and a meetings timetable will be agreed in collaboration.

Accompanied site visits are available during the tender period. Details are provided in the final section covering contacts.

2.0 Working arrangements

The consultant will work from their own premises but will be required to attend meetings and work with staff online and/or at West Norwood Cemetery (WNC). The consultant will be expected to provide their own IT equipment to fulfil the requirements of the contract. Lambeth currently uses a range of collaborative tools for communications, primarily Microsoft Teams. The consultant will be expected to provide any materials that they require to fulfil the contract.

SECTION 5

Cost

1.0 Project phases

- 2.0 There are two phases to this project, as has been described earlier:
The Development Phase and the Delivery Phase.

This tender relates to the Consultant/cy fee to cover both phases as described above and which has a budget of up to £25K exclusive of VAT, but inclusive of expenses.

There is a further budget of up to £155K (exclusive of VAT) to meet the cost of the procurement and provision/installation of the Interpretation scheme.

It might be that not everything desired can be afforded within the available budget, so it may be necessary to draw up a 'shopping list', with consultation, for future procurement.

- 3.0 Your fee submission is to be submitted together with your written tender response.

SECTION 6

Instructions to tenderers

1.0 Key Milestones for the project

- **April 2024** – Contract start date to be confirmed following appointment
- **April 2024** – Development phase commences
- **July 2024** - Development phase complete
- **August 2024** – Delivery phase commences
- **March 2025** – Delivery phase complete.

There may be overlap in the phases as some elements proceed more quickly than others.

The consultant/cy will be required to have professional indemnity insurance (min. £250k) and will be asked to produce copies of their current insurance certificates.

A payment schedule with instalments against key milestones will be agreed between the consultant/cy and the Project Manager at the commencement of the contract.

The consultant/cy will be responsible for their own travel expenses, tax, National Insurance and pension contributions. The consultant/cy must be able to work independently and work with a wide range of partner organisations.

2.0 Criteria

Attributes	Criteria
Experience	Substantial track record of interpretation projects in the culture/heritage sector.
	Demonstrable experience of community consultation techniques
	Experience of undertaking consultation with underserved audience groups and young people.
Aptitudes & abilities	A highly developed level of written communication.
	Excellent communication and interpersonal skills, including with young people and others from diverse backgrounds.
	Able to meet deadlines under pressure.
Knowledge & understanding	Extensive and demonstrable knowledge & understanding of the most current interpretation tools and techniques appropriate to this project
	An understanding of the barriers that young people, particularly those from underserved groups face, accessing heritage assets.

3.0 Evaluation of Proposals

Quotations submitted for this proposal will be assessed based on price (40%) and quality (60%).

LBL reserves the right to request a formal follow up interview with applicants as part of the selection process.

4.0 Tender responses

Responses to this brief should be submitted to **Kim Hart**, Activities and Community Officer khart@lambeth.gov.uk by **12 Noon 11 March 2024** and should include:

- Details of your relevant experience and competencies of the person/people undertaking this work, and three case studies of similar commissions
- CVs of your project team
- An outline methodology for delivery of the brief, including your response to the consultation processes as suggested in this tender
- A project plan showing the work to be undertaken including a proposed timetable
- A fixed fee proposal with the number of days and day rates identified.

Your total response to this tender should be no longer than 10 A4 pages, excluding CV's.

5.0 Terms and Conditions

By submitting a tender I acknowledge and agree to the following statements:

- I have read and understood Lambeth's procurement guidance for suppliers, "[Selling to the Council](#)"
- I accept the Lambeth Terms and Conditions
- If I am selected to provide the above services and/or supplies this form and the information on it will form part of my contract with the London Borough of Lambeth
- If I am selected to provide the above services and/or supplies and am not already set up as a supplier on the Lambeth system I will comply with Lambeth's Supplier Set-up procedures through [iSupplier](#) which includes the provision of a completed Supplier Self Certification form and Bank details on headed paper.
- Lambeth is under no obligation to accept the final results of the quotation competition or the lowest price for any particular item submitted by a supplier
- Non-delivery of services or products will result in non-payment by Lambeth Council
- False representation could result in de-selection from any competition or termination of contract.
- It is a criminal offence to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body. I understand that any such action will empower Lambeth Council to cancel any contract or commission currently in force and may result in my exclusion from future work.
- Lambeth has the right to use this information for the prevention and detection of fraud.

6.0 Additional Information

- NHLF Project website: www.westnorwoodcemetery.org
- Friends of West Norwood Cemetery website: www.fownc.org/
- National Heritage Lottery Fund website: www.heritagefund.org.uk/news/west-norwood-cemetery-secures-national-lottery-investment

SECTION 7

Contact details

1.0 Pre tendering

To answer any pre-tender questions and to arrange site visits, please contact:
Kim Hart
Activities and Community Officer, West Norwood Cemetery
khart@lambeth.gov.uk

2.0 Tender returns

Please return by email your completed tender no later than noon on Monday 11 March 2024 to:
Kim Hart
Activities and Community Officer, West Norwood Cemetery
khart@lambeth.gov.uk