

REQUEST FOR INFORMATION (RFI)

Customer: Environment Agency

Start date: July 2026

Date response required: 10/11/2025

Dear Supplier,

We would like to notify you of an upcoming requirement, and by doing so we are keen to understand where the market stands in terms of our requirement below.

This Request for Information (RFI) seeks information relating to the process of digitisation. The ask is to collect large volumes of physical or analogue data from across a 184 UK sites across the Environment Agency, and convert them into a digital format over a period of roughly two years. This can include but is not limited to a variety of media types such as paper documents, CAD drawings, micro film, micro fiche, slides typed or handwritten notes from across the Asset Management function of the Environment Agency, some of which contains confidential information and therefore the team that are delivering this service must have appropriate security clearances.

Please note the following general conditions:

- This RFI will help us to refine the requirements.
- We reserve the right not to proceed with a further competition. Nothing shall constitute a commitment to ordering unless we undertake a further competition that results in the award of a Contract.
- Any and all costs associated with the production of such a response either to a RFI or a further competition must be borne by the Supplier. We will not contribute in any way to meeting production costs of any response.
- Information contained within this document is confidential and must not be revealed to any third party without prior written consent from us.
- No down-selection of Potential Providers will take place as a consequence of any responses or interactions relating to this RFI.
- We expect that all responses to this RFI will be provided by Potential Providers in good faith to the best of their ability in the light of information available at the time of their response.
- No information provided by a Potential Provider in response to this RFI will be carried forward, used or acknowledged in any way for the

purpose of evaluating the Potential Provider, in any subsequent formal procurement process.

CURRENT SITUATION

OUR AIMS – WHAT WE WANT TO ACHIEVE

The Customer is looking for one or more Suppliers to deliver the following aims:

- The ability to effectively digitise all identified pre-existing historical asset management files. Number of sheets will be confirmed at a later stage, with estimates currently sitting between 43,180,000 and 75,380,000.
- There is also anticipated that there be additionally CDs, hard drives, and microfiche file types requiring digitising. The current estimates are for several thousand items, spread across the locations.
- The ability to seamlessly apply agreed, machine-readable metadata across the digitised files, enabling integration with internal software and technologies.
- The ability for captured information to be stored in a way to maximise accessibility for future technological requirements.
- Compliant with relevant security, information governance, and data management standards.
- The migration of the digitised information into the common data environment
- The use of AI and large language models (LLMs) to enhance metadata tagging and search functionality.

WHAT WE ARE LOOKING FOR

The successful delivery of this service will lead to the following outcomes:

- The secure collection, transportation and storage, digitisation, and migration of millions of varying format paper from across a 184 UK sites across the Environment Agency estate into an agreed file management system.
- Comprehensive metadata applied to all digital records, supporting efficient retrieval and use.
- Secure destruction and/or indexing of physical materials following digitisation.

The Agency's vision is to be recognised as a world class AM organisation, and the effective management of AM files and information is an essential component to achieving this.

Questions to the market:

1. Could you provide case studies or examples of similar projects you have successfully delivered?
2. What are your estimated costs per document type, and do you offer any discounts based on volume or project size?
3. How would you approach the logistics for this type of project (e.g., coordination, delivery, and communication)?
4. What is your typical lead-in time from project approval to commencement?
5. Based on the scope described, what would you estimate as the overall duration of the project?

OUR TIMETABLE

DATE	ACTIVITY
24/10/2025	Publication of the RFI
27/10/2025 0900hrs	Clarification period starts
03/11/2025 1600hrs	Clarification period closes
04/11/2025 1700hrs	Deadline for the publication of responses to the RFI Clarification questions
10/11/2025 1700hrs	Deadline for submission of an RFI Response
17/11/2025	Analysis of RFI responses
21/11/2025	Confirm next steps to RFI Respondents

QUESTIONS AND CLARIFICATIONS

- Potential Providers may raise questions or seek clarification regarding any aspect of this RFI document at any time prior to the Response Deadline. Questions must be submitted via email to Tom Dubberley (tom.dubberley@defra.gov.uk).
- To ensure that all Potential Providers have equal access to information regarding this Procurement, responses to questions

raised by Potential Providers will be published in a questions and answers document, which will be shared with you.

- Responses to questions will not identify the originator of the question.
- If a Potential Provider wishes to ask a question or seek clarification without the question and answer being published in this way, then the Potential Provider must notify us and provide its justification for withholding the question and any response. If we do not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Provider will be invited to decide whether:
 - The question/clarification and the response should in fact be published; or
 - It wishes to withdraw the question/clarification.

GENERAL CONTACT POINT FOR THIS RFI

RFI Lead

Name:	Tom Dubberley
Telephone Number:	07827 903738
Email Address:	tom.dubberley@defra.gov.uk