|  |
| --- |
|  |

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 made the move to a Digimail solution for inbound and outbound post back in 2018. The current contract is due to end 31st May 2023.

The Council is looking to undertake a procurement process to identify a service provider to provide a hybrid post contract to cover both our incoming and outgoing post requirements.

The planned Term of the Contract will be based on an initial 3-year term with the option to extend for a further 2 x 12 month periods (3+1+1).

Council Requirements

It is proposed for both Inbound and outbound post to delivered as part of a of single integrated contract.

As part of the proposed arrangements, it is anticipated that the successful provider will carry out the following on behalf of the Council:

Inbound post

* Digital and physical (hybrid) inbound post solutions including digital sortation
* Integrate with Council applications aligned with legislative and Council processes e.g., Electoral services, Registrars etc.
* Administer and manage Royal Mail services such as PO boxes, redirections and licences for the Council
* To provide full audit and management information, including a live dashboard
* To have a clear and transparent cost and process for request for changes
* Delivery of the Contract to time, specification and budget
* Governance and regular contract meetings
* A commitment to the delivery of financial savings through contract innovations and mutually beneficial cost saving initiatives including QR and barcoding innovation
* Contribute to the Councils Responsible Procurement/Social Value Priorities

Outbound post

* Digital and physical outbound post solutions including registered, recorded and special deliveries, large mail outs, options for brochures and inserts.
* To provide full audit and management information, including a live dashboard
* To have a clear and transparent cost and process for request for changes
* Delivery of the Contract to time, specification and budget
* Governance and regular contract meetings
* A commitment to the delivery of financial savings through contract innovations and mutually beneficial cost saving initiatives including QR and barcoding innovation
* Contribute to the Councils Responsible Procurement/Social Value Priorities

Further information on the Council’s [Responsible Procurement](https://beta.lambeth.gov.uk/business-rates-services-and-licensing/selling-services-lambeth-council/council-contract/responsible-procurement) and [Social Value](https://beta.lambeth.gov.uk/changing-lives) Priorities can be obtained following the embedded links.

Next Steps

* **Request for Information**

The Council wish to understand from experts in the market the processes and technologies utilised that would meet the Council’s requirements for a single integrated inbound / outbound hybrid post solution.

The information provided will inform the Council’s business planning, potential planned solutions and future procurement activity.

We invite you to respond to our Request for Information for the proposed Contract opportunity by **12 noon Friday 19 August 2022, emailing your response to Ashi Bawa at** [**abawa@lambeth.gov.uk**](mailto:abawa@lambeth.gov.uk) **-** providing information on the following:

1. Details of your previous experience in delivering a single integrated inbound / outbound hybrid post solution to similar sized organisations / local authorities.
2. An outline of the processes and technologies that your organisation utilise for the delivery a single integrated inbound / outbound hybrid post solution, detailing any 3rd parties used
3. Provision of access for the Council to a test site for your solution
4. Details of any innovative practices / technologies / considerations that should be factored to enable efficient delivery of a single integrated inbound / outbound hybrid post solution.

Your emailed response should be in MS Word format no longer than 4 A4 sides (Arial font size 11, single spacing).

This information will assist the Council in finalising the Contract Specification / Procurement Documentation.