**Specification for the Off-site Storage and Retrieval of Confidential and Important Documents**

Peterborough City Council is inviting quotations for the provision of off-site storage and retrieval of confidential and important documents for 3 years with effect from 15th May 2018 to 14th May 2021,with an option to extend for a further 12 months to 14th May 2022**.**

As part of its move to new premises at Fletton Quays (Sand Martin House, Bittern Way), Peterborough City Council will initially require collection of documents from multiple Peterborough City Council sites; Town Hall (Bridge Street, Peterborough PE1 1HF), Bayard Place (Broadway, Peterborough PE1 1HZ), Manor Drive (Paston Parkway, Peterborough, PE4), 411 Lincoln Road (Peterborough PE1 2PF) and 5 Royce Road (PE1 5YB), and multiple locations within each site. The period of collection will be from 23rd April 2018 to 30 September 2018 and it is anticipated that an approximate total of 2,000 standard sized (0.36 cubic metres) boxes will be required, although variations to this size may also be requested and will be included within this number.

Document retrieval and re-file will also be required during the initial period to 30 September and thereafter. During the initial period retrieval may also be to the same multiple sites or to the new City Council premises at Fletton Quays, depending on the requesting department.

Following 30 September 2018, all collection and retrieval of confidential and important documents will be as requested by the instructing department at Fletton Quays and the Town Hall and consequently Peterborough City Council cannot guarantee a specific time interval between collections. The required timescales for collection and retrieval will vary according to the level of priority.

For the avoidance of doubt the timescales and definitions of non-priority, priority and emergency are as below:

|  |  |  |
| --- | --- | --- |
| Collection | Non-priority | Within 5 working days |
| Retrieval & delivery | Non-priority | Within 5 working days |
| Retrieval & delivery | Priority | Next working day |
| Retrieval & delivery | Emergency | Same working day |
| Retrieval & delivery | Emergency | Out of hours (18:00 - 07:00) |

It is expected that the successful bidder will work with the existing supplier and Peterborough City Council to jointly manage the transfer of services and ensure there is no disruption. The roles and responsibilities of the present supplier in this respect will be shared with the successful bidder.

All storage must be secure and be protected from adverse environmental factors (eg damp, pests etc) and in line with data protection legislation. As an absolute minimum this **must** include:

* Secure documented end to end movement of boxes of documents
* Restricted access on a needs only basis and as appropriate to boxes of documents
* Robust and comprehensive logging and tracking of boxes (including box barcodes, storage locations, retrieval requests and their nature, box movement)

The City Council will monitor compliance on a quarterly basis and ad hoc as necessary.

The successful supplier must have a robust and regularly reviewed policy on implementing, managing and reviewing their data compliance and document management.

Suppliers must have a regularly reviewed Business Continuity Plan in place and be able to provide for IT systems recovery/ back-up arrangements and minimum contingency resources (eg IT hardware and systems, telephones etc)

Suppliers must be able to demonstrate how they will reduce their carbon footprint and minimise the environmental impact in transporting and storing documents, and meeting the requirements of the specification.

Suppliers will need to arrange delivery and set up with Angela Nottingham, 07572 463533.

Suppliers should attach their data protection policy

Supplier should provide their information security, ICT security and other related security policies

Suppliers should attach their Business Continuity Plan.