

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/008954-2021>

Contract

## **Records Information Management, Digital Solutions and Associated Services**

Crown Commercial Service

F03: Contract award notice

Notice identifier: 2021/S 000-008954

Procurement identifier (OCID): ocds-h6vhtk-02aa6b

Published 26 April 2021, 10:55pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

#### **Email**

[supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

#### **Telephone**

+44 3450103503

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/crown-commercial-service>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

General public services

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Records Information Management, Digital Solutions and Associated Services

Reference number

RM6175

#### **II.1.2) Main CPV code**

- 63120000 - Storage and warehousing services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Crown Commercial Service (CCS) as the Authority has put in place a Pan Government Collaborative Framework Contract for the provision of Records Information Management, Digital Solutions and Associated Services to be utilised by Central Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations. The Framework includes Digital Workflow and Cloud Based Hosting services, Storage, Scanning, Shredding, Technical Resources, Clinic Preparation and Management of NHS Patient Records and Specialist Services e.g. Appraisal and Selection and Sensitivity Review.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £60,000,000

### **II.2) Description**

#### **II.2.1) Title**

Records Information Management Services

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 48311100 - Document management system
- 63121000 - Storage and retrieval services
- 63121100 - Storage services
- 64216200 - Electronic information services
- 72312000 - Data entry services
- 72312100 - Data preparation services
- 72312200 - Optical character recognition services
- 72313000 - Data capture services
- 72512000 - Document management services
- 79131000 - Documentation services
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79410000 - Business and management consultancy services
- 79995100 - Archiving services
- 79995200 - Cataloguing services
- 79996100 - Records management
- 79999100 - Scanning services
- 92512000 - Archive services
- 92512100 - Archive destruction services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

Lot 1 is for the provision of Records Information Management Services, which include the following service lines:

SL1: On Site Storage of Active Physical Records

SL2: On Site Storage of Inactive Physical Records

SL3: On/Off Site Combination Physical Records

SL4: On/Off Site Shredding Destruction and Disposal

SL5: Scanning services

SL6: Data Entry services.

Crown Commercial Service wish to bring to your attention that it is expected that to participate in this Lot 1 procurement, bidders will be required to demonstrate that they are certified for the services listed below (and/or equivalent) in connection with the procurement.

Cyber Essentials Basic

ISO27001 Information Security Standard

ISO27002 Information Security Code of Practice

ISO9001 Quality Management Systems

ISO14001 Environmental Management

BS 4971:2017 Guide for the Storage and Exhibition of Archival materials

BS EN 15713 Secure Destruction of Confidential Material

BS 7858 Security Screening

BS10008 Electronic Information Management

BIP 0008 Code of Practice for Legally Admissibility and Evidential Weighting

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 0

Price - Weighting: 100

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

For Lot 1, Bidders who have met the minimum quality threshold applicable to each of the following questions, AQB1, AQB2 and AQC1 will be invited to participate in the eAuction. At eAuction the Bidders who are ranked 1-5 will be awarded a Framework Contract (subject to due diligence).

## **II.2) Description**

### **II.2.1) Title**

Digital Workflow and Cloud Based Hosting Solutions

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 48311100 - Document management system
- 63121000 - Storage and retrieval services
- 63121100 - Storage services
- 64216200 - Electronic information services
- 72312000 - Data entry services
- 72312100 - Data preparation services

- 72312200 - Optical character recognition services
- 72313000 - Data capture services
- 72512000 - Document management services
- 79131000 - Documentation services
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79410000 - Business and management consultancy services
- 79995100 - Archiving services
- 79995200 - Cataloguing services
- 79996100 - Records management
- 79999100 - Scanning services
- 92512000 - Archive services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Lot 2 is for the provision of Digital Workflow and Cloud Based Hosting Solutions, which include the following services lines:

SL1: Digital Workflow Solutions (for example but not limited to document/content/records/workflow management, hybrid mail and data entry services)

SL2: Cloud Based Hosting Solution

SL3: Bulk Scanning Services (including file preparation)

SL4: Third Party Interim Technical Resources (e.g. Technical/Security Architects).

Crown Commercial Service wish to bring to your attention that it is expected that to

participate in this Lot 2 procurement, bidders will be required to demonstrate that they are certified for the services listed below (and/or equivalent) in connection with the procurement.

Cyber Essentials Basic

ISO27001 Information Security Management System

ISO27002 Information Security Management

ISO9001 Quality Management System

ISO14001 Environmental Management

BS EN 15713 Secure Destruction of Confidential Material

BS 7858 Security Screening

BS10008 Electronic Information Management

BIP 0008 Code of Practice for Legal Admissibility and Evidential Weight of Information Stored Electronically

Suppliers will be required to follow and demonstrate compliance with relevant NCSC Guidance.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

#### **II.2.14) Additional information**

A framework contract will be awarded to 8 bidders for this lot.

## **II.2) Description**

### **II.2.1) Title**

Full Management of National Health Service (NHS) Patient Records (Off-site)

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 48311100 - Document management system
- 63120000 - Storage and warehousing services
- 63121000 - Storage and retrieval services
- 63121100 - Storage services
- 64216200 - Electronic information services
- 72312000 - Data entry services
- 72312100 - Data preparation services
- 72312200 - Optical character recognition services
- 72313000 - Data capture services
- 72512000 - Document management services
- 79131000 - Documentation services
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79410000 - Business and management consultancy services
- 79995100 - Archiving services
- 79995200 - Cataloguing services
- 79996100 - Records management

- 79999100 - Scanning services
- 92512000 - Archive services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Lot 3 is for the provision of Full Management of National Health Service (NHS) Patient Records (Off-site), which includes the following services lines:

SL1) Clinic Preparation and Management of NHS Patient Records;

SL2) Digitisation (Scanning) of Patient Records;

SL3) Off-site Storage of Patient Records;

SL4) Third Party Interim Resources

Additional Services: On Site Managed Service; and Shredding, Destruction and Disposal Services

Crown Commercial Service wish to bring to your attention that it is expected that to participate in this Lot 3 procurement, bidders will be required to demonstrate that they are certified for the services listed below (and/or equivalent) in connection with the procurement.

Cyber Essentials Basic

ISO27001 Information Security Standard

ISO27002 Information Security Code of Practice

ISO9001 Quality Management System

ISO9001 Quality Management System

ISO14001 Environmental Management

BS 4971:2017 Guide for the Storage and Exhibition of Archival materials

BS EN 15713 Secure Destruction of Confidential Material

BS 7858 Security Screening

BS10008 Electronic Information Management

BIP 0008 Code of Practice for Legal Admissibility and Evidential Weight of Information Stored Electronically

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

A framework contract will be awarded to 5 bidders.

## **II.2) Description**

### **II.2.1) Title**

Specialist Records Management Services (On and/or Off Site)

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 48311100 - Document management system
- 63121000 - Storage and retrieval services
- 63121100 - Storage services

- 64216200 - Electronic information services
- 72312000 - Data entry services
- 72312100 - Data preparation services
- 72312200 - Optical character recognition services
- 72313000 - Data capture services
- 72512000 - Document management services
- 79131000 - Documentation services
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79410000 - Business and management consultancy services
- 79995100 - Archiving services
- 79995200 - Cataloguing services
- 79996100 - Records management
- 79999100 - Scanning services
- 92512000 - Archive services
- 92512100 - Archive destruction services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Lot 4 is for the provision of Specialist Records Management Services (On and/or Off Site), which includes the following services lines:

SL1: Listing

SL2: Cataloguing

SL3: Appraisal and Selection

SL4: Sensitivity Review (Triage and/or Fully Managed) Service

SL5: Record Preparation Service.

Crown Commercial Service wish to bring to your attention that it is expected that to participate in this Lot 4 procurement, bidders will be required to demonstrate that they are certified for the services listed below (and/or equivalent) in connection with the procurement.

Cyber Essentials Basic

ISO27001 – Information Security Standard

BS 7858 – Security Screening.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

#### **II.2.14) Additional information**

A framework contract will be awarded to 5 bidders.

### **II.2) Description**

#### **II.2.1) Title**

Combined Digital Workflow, Cloud Based Hosting and Records Information Management Services

Lot No

5

**II.2.2) Additional CPV code(s)**

- 48311100 - Document management system
- 63121000 - Storage and retrieval services
- 63121100 - Storage services
- 64216200 - Electronic information services
- 72312000 - Data entry services
- 72312100 - Data preparation services
- 72312200 - Optical character recognition services
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79410000 - Business and management consultancy services
- 79995100 - Archiving services
- 79995200 - Cataloguing services
- 79996100 - Records management
- 79999100 - Scanning services
- 92512000 - Archive services

**II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

**II.2.4) Description of the procurement**

Lot 5 is for the provision of Combined Digital Workflow, Cloud Based Hosting and Records Information Management Services, which includes the following services lines:

SL1: On Site Storage of Active Physical Records

SL2: On Site Storage of Inactive Physical Records

SL3: On/Off Site Combination Physical Records

SL4: On/Off Site Shredding Destruction and Disposal

SL5: Scanning services

SL6: Data Entry services

SL7: Digital Workflow Solutions

SL8: Cloud Based Hosting Solution

SL9: Bulk Scanning Services (including file preparation)

SL10: Interim Technical Resources.

Crown Commercial Service wish to bring to your attention that it is expected that to participate in this Lot 5 procurement, bidders were required to demonstrate that they are certified for the services listed below (and/or equivalent) in connection with the procurement.

Cyber Essentials Basic

ISO27001 Information Security Standard

ISO27002 Information Security Code of Practice

ISO9001 Quality Management Systems

ISO14001 Environmental Management

BS EN 15713 Secure Destruction of Confidential Material

BS 7858 Security Screening

BS10008 Electronic Information Management

BIP 0008 Code of Practice for Legal Admissibility and Evidential Weight of Information Stored Electronically

BS 4971:2017 Guide for the Storage and Exhibition of Archival materials

Suppliers were required to follow and demonstrate compliance with relevant NCSC Guidance.

**II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

**II.2.14) Additional information**

A framework contract was awarded to 6 bidders.

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **IV.1.6) Information about electronic auction**

An electronic auction will be used

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2020/S 232-573912](#)

---

## **Section V. Award of contract**

### **Contract No**

RM6175

### **Lot No**

5

### **Title**

Records Information Management, Digital Solutions and Associated Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

23 March 2021

**V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

Ricoh UK Ltd

Northamptonshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

01271033

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

OITUK Limited (trading as CCube Solutions)

Milton Keynes

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Compass Minerals Storage & Archives Limited (trading as DeepStore)

Cheshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Go Shred Limited

Huddersfield

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

IMMJ Systems Limited

Stansted

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Microform Imaging Limited

Wakefield

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

On Site Scanning Limited

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Scan House Solutions Limited

Accrington

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £60,000,000

### **V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

---

## **Section V. Award of contract**

### **Lot No**

5

### **Title**

Records Information Management, Digital Solutions & Associated Services

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

23 March 2021

### **V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

Cleardata UK Ltd

Blyth

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

03986970

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £60,000,000

### **V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

---

## **Section V. Award of contract**

### **Lot No**

5

### **Title**

Records Information Management, Digital Solutions & Associated Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

23 March 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Crown Records Management Limited

West Lothian

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

SC162101

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £60,000,000

**V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

---

**Section V. Award of contract**

**Lot No**

5

**Title**

Records Information Management, Digital Solutions & Associated Services

A contract/lot is awarded: Yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

23 March 2021

**V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Iron Mountain UK plc

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1478540

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £60,000,000

#### **V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

---

## **Section V. Award of contract**

### **Lot No**

5

### **Title**

Records Information Management, Digital Solutions & Associated Services

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

23 March 2021

**V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Restore Plc

Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

05169780

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £60,000,000

**V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

---

## **Section V. Award of contract**

### **Lot No**

5

### **Title**

Records Information Management, Digital Solutions & Associated Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

23 March 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Xerox UK LTD

Middlesex

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

33 07 54

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £60,000,000

#### **V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

As part of this contract notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/1fd6b20d-c917-4ecb-a226-7b489c8b87a5>

- 1) Contract notice transparency information for the agreement;
- 2) Contract notice authorised customer list;
- 3) Rights reserved for CCS framework.

On 2.4.2014 Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders should make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders must be able to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

**PLEASE NOTE:**

All certificates issued prior to 1 April 2020 or before 30 June 2020 on the existing scheme are valid until 30 June 2021. This includes those issued by Accreditation Bodies other than IASME.

On 30 June 2021, any certificate issued under the old scheme will expire.

Refer to <https://www.ncsc.gov.uk/information/cyber-essentials-faqs> for more information.

CCS reserve the right to award a framework to any bidder whose final score is within 1% of the last position for Lots 2 to 5.

CCS considers the Transfer of Undertakings (Protection of Employment) Regulations 2006 will not apply at framework level. We encourage bidders to take their own advice on whether TUPE is likely to apply, in particular circumstances of the call-off contract and carry out due diligence accordingly.

Some purchases under this framework Agreement may have requirements that can be met under this Framework Agreement but the purchase of which may be exempt from the Procurement Regulations (as defined in Attachment 1 – About the framework within the invitation to tender documentation). In such cases, Call-offs from this Framework will be unregulated purchases for

the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the Framework and any Call-off Contracts to reflect that buyer's specific needs.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

The Minister for the Cabinet Office acting through the Cabinet Office

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

[supplier@crownccommercial.gov.uk](mailto:supplier@crownccommercial.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.crowncommercial.gov.uk/>

**VI.4.2) Body responsible for mediation procedures**

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

[supplier@crowcommercial.gov.uk](mailto:supplier@crowcommercial.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

**VI.4.4) Service from which information about the review procedure may be obtained**

The Minister for the Cabinet Office acting through the Cabinet Office

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

[supplier@crowcommercial.gov.uk](mailto:supplier@crowcommercial.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.crowcommercial.gov.uk/>