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Award

Document Management System for H&SC

Royal Borough of Greenwich

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012047

Procurement identifier (OCID): ocds-h6vhtk-04fac1

Published 31 March 2025, 3:16pm

Scope

Description

Provision of a document management system (NEC Documents) for H&SC, replacing the incumbent solution

Contract 1. Document Management System for H&SC

Supplier

- [NEC SOFTWARE SOLUTIONS UK LIMITED](#)

Contract value

- £700,000 excluding VAT
- £840,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 March 2025

Contract dates (estimated)

- 1 April 2025 to 31 March 2028
- Possible extension to 31 March 2030
- 5 years

Description of possible extension:

If towards the end of the current contract and subsequent to further options appraisal and market engagement, a gap still remains in the market for suitable suppliers then RBG have including the provision to take an extension of 2 years (i.e. from 01/04/2028 to 31/03/2030).

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services

Contract locations

- UKI51 - Bexley and Greenwich

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - technical reasons

The directorate of Housing and Safer Communities has a long-established need for a dedicated document management solution. This is especially relevant to services that make use of business systems, such as NEC Housing, that do not provide built-in document storage capabilities of their own.

The incumbent system, TRIM (provided by Hewlett Packard), has been in operation since 2007. The system has more than 500 users and now contains ~3.6 million documents, amounting to ~3.5 TB of data. The ability to store and access these documents is critical to service delivery.

The Council's version of TRIM is outdated and all vendor support has been withdrawn. The Council does not have an active contract with the supplier, Hewlett Packard, or means of seeking renewal of any support agreements given the age of the system. The system is no longer commercially available for purchase.

TRIM is not compliant. The system is dependent upon legacy infrastructure, namely 2003 and 2008 servers, which no longer receive security patches or support. As a result, TRIM and the hosting infrastructure present a major risk to the Council's PSN compliance. Though Digital has taken steps to secure TRIM, these are interim measures only and do not satisfy PSN requirements.

Working in collaboration, Digital and H&SC started a technology options appraisal in December 2022. The appraisal aimed to determine the best document management solution available to replace TRIM and meet the Council's requirements. When the appraisal was concluded, the team presented a recommendation to procure and implement NEC Documents. The recommendation was approved by H&SC Digital Board in March 2023.

The proposed contract with NEC Software Solutions UK Ltd will secure provision of the preferred document management system, NEC Documents.

The documents retained in the incumbent system are critical to service delivery. If we do not proceed with the award of a contract and subsequently implement a new document management system, the Council faces significant risk of reputational, legal and financial damage resulting from potential data loss and system failure. Without a replacement system, it will not be possible to decommission TRIM and the Council's PSN compliance will also be at serious risk.

Supplier

NEC SOFTWARE SOLUTIONS UK LIMITED

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- Public Procurement Organisation Number: PHXX-6931-VYBP

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Website: <https://www.necsws.com>

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Document Management System for H&SC

Contracting authority

Royal Borough of Greenwich

- Public Procurement Organisation Number: PXBB-6689-HZVL

The Woolwich Centre, 35 Wellington Street

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Region: UKI51 - Bexley and Greenwich

Organisation type: Public authority - sub-central government