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Contract

DWP Records Management Services

Department for Work and Pensions

F03: Contract award notice

Notice identifier: 2021/S 000-012614

Procurement identifier (OCID): ocds-h6vhtk-02b8b7

Published 4 June 2021, 10:44pm

Section I: Contracting authority

I.1) Name and addresses

Department for Work and Pensions

Commercial Directorate, Peel Park: The Shell, Level 2, Brunel Way

Blackpool

FY4 5ES

Contact

RECORDSMANAGEMENT.HEYWOOD@DWP.GOV.UK

Email

RECORDSMANAGEMENT.HEYWOOD@DWP.GOV.UK

Telephone

+44 2045210262

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-work-pensions>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Social protection

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

DWP Records Management Services

Reference number

ecm_9143

II.1.2) Main CPV code

- 79996100 - Records management

II.1.3) Type of contract

Services

II.1.4) Short description

On-Site Records Management service. The primary business as usual operational elements of the Records Management Requirements are:

- Intake & Return of records
- Storage of records
- Retrieval
- Destruction of records
- Secure removal of confidential waste
- Management and maintenance of Records Management IT system
- User support
- Provision of Records Management consumables

As well as the BAU requirements listed, this contract also includes the requirement for a full File Audit of all records in storage. This will include the validation, reconciliation and consolidation of all Items.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £9,400,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 63121100 - Storage services
- 72512000 - Document management services

- 79995100 - Archiving services
- 92512100 - Archive destruction services

II.2.3) Place of performance

NUTS codes

- UKD36 - Greater Manchester North West

Main site or place of performance

Heywood Store, Manchester Road, Heywood, Lancashire OL10 2PZ

II.2.4) Description of the procurement

The services require that the supplier is responsible for the provision of a records management service which shall include the requirement to undertake a file audit and consolidation exercise over the contract period to validate the DWP record holdings and manage the space effectively within the Heywood Store. This is to ensure that come the end of the contract term, the boxes DWP plans to transfer to an off-site facility are at the optimum capacity and contents are validated as accurate.

DWP currently utilise the O'Neills system as it's records management IT system and the supplier is required to fully manage and maintain the system on behalf of DWP.

The supplier is required to provide a help desk service to answer DWP user's enquiries in relation to the records management IT system and other general service enquiries related to the provision of the services.

II.2.5) Award criteria

Price

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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 247-615650](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

ecm_9143

Title

DWP Records Management Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 May 2021

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Restore Plc Document Management Services Division

The Databank, Unit 5 Redhill Distribution Centre

Redhill

RH1 5DY

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)

Initial estimated total value of the contract/lot: £9,500,000

Total value of the contract/lot: £9,400,000

Section VI. Complementary information

VI.3) Additional information

Suppliers Instructions:

How to Express Interest in this Tender:

1. Register on the eSourcing portal (this is only required once):

<https://dwp.bravosolution.co.uk> & click the link to register - Accept the terms & conditions & click 'continue' - Enter your correct business & user details - Note your chosen username & click 'Save'. You will receive an email with your password (keep this secure)

2. Express an Interest in the tender - Login to the portal with the username/password - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) - Click on the relevant exercise to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (A secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box

3. Responding to the tender - Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - You can now use the 'Messages' function to communicate with the buyer and seek any clarification - Note the deadline for completion. Follow the onscreen instructions to complete the PQQ/ ITT - There may be a mixture of online & offline actions to complete (detailed online help available). To submit your reply use the 'Submit Response' button (top of the page).

For further assistance please consult the online help, or the eTendering help desk.

DWP expressly reserves the rights(i)to use a reverse auction; (ii)to cancel this procurement at any stage; (iii)to not award any contract as a result of the procurement process commenced by publication of this notice; (iv)and in no circumstances will DWP be liable for any costs incurred by potential suppliers.

VI.4) Procedures for review

VI.4.1) Review body

Department for Work and Pensions

Caxton House, Tothill Street

London

SW1H 9NA

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Department for Work and Pensions

Commercial Directorate, Peel Park, The Shell, Level 2, Brunel Way

Blackpool

FY4 5ES

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers. The Public Contracts Regulations 2015 (SI 2015/102) provide for aggrieved parties to take action in the High Court. Any such action must be brought within the relevant time limits. Where a contract has not been entered into, the court may order the setting aside of the award decision or order the authority to amend any document and may award damages. If the contract has been entered into, the court may award damages and in the case of specified breaches of the rules may also order the termination of the contract and the levying of fines. Precise deadlines and the situations in which the deadlines can be extended are contained within part 3 of the Public Contracts Regulations 2015 (SI 2015/102).