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Tender

Storage, Retrieval, Destruction & Scanning of Multi Health Board Documents

Cardiff and Vale University Health Board
NHS Wales Shared Services Partnership

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016628

Procurement identifier (OCID): ocds-h6vhtk-050695

Published 23 April 2025, 4:48pm

Scope

Reference

CAV-FTS-PROJECT56520

Description

Cardiff and Vale University Health Board, on behalf of other Health Boards/Trusts, are seeking to appoint one or more suppliers to establish contract(s) for the Storage, Retrieval, Destruction & Scanning of Multi Health Board Documents.

Multiple Health Boards & Trusts across Wales have a requirement for physical document storage, archiving, scanning and restoration. The documents include medical records, clinical research records, screening slides and comprise of highly sensitive patient information that have a legal requirement to be retained for a set period. It is a requirement to retain paper records in accordance with applicable legislation (e.g. Public Records Act 1958, Access to Health Records Act 1990, Freedom of Information Act 2000, Inquiries Act 2005 and Data Protection Act 2018) as well as guidance set out in the NHS Wales Records Management Code of Practice for Health and Social Care 2022. This

contract will encompass all documents that require storage, retrieval, archiving and potential scanning and or destruction.

This contract is to be managed by Cardiff and Vale, on behalf of The Trust & Health Boards including:

- Cardiff & Vale University Health Board
- Velindre University NHS Trust
- Public Health Wales Trust
- NHS Wales Shared Services Partnership
- Primary Care (IP5)
- Other Health Boards & Trusts could onboard during the life of the contract

In order to ensure the Health Board has the correct provisions, the contract will be broken down and evaluated based on 3 lots. The aim of the procurement is to award 1 or more supplier, per Health Board/Trust, per lot to ensure each Health Board/Trust can appoint the most suitable provider for their requirements.

Lot 1 - Storage, Collection, Transportation & Destruction of Documents: Approximately 122,000 boxes of documents require storage, with the potential for this number to increase or decrease within the lifetime of the contract.

Lot 2 - Scanning: Due to the ever-growing number of records requiring storage, and the digital infrastructure that is growing, Health Boards and Trust are looking to undertake a digital scanning programme and a wider adoption of electronic in the near future.

Lot 3 - Restoration: This relates to restoration of goods damaged by the following eventualities including, but not limited to: Flood, fire, natural disasters, unexpected weather events

Qualification Questionnaire: The main purpose of the Qualification is to enable Cardiff and Vale University Health Board to select suitably qualified suppliers with whom it will invite tenders with a view to becoming a supplier of the Health Board. The suppliers who pass the qualification will progress to have their Technical submission evaluation. The qualification questionnaire will be evaluated based on the criteria outlined within the 'Qualification Questionnaire'. Bidders failing to meet the criteria will be disqualified from further participation in the tender process and will be notified at point of disqualification. Qualitative and financial: 70/30.

The scoring criteria is a combination of pass/fail and scored questions. The questionnaires sheets must be completed in full. Scoring is based on the details provided in the response. Failure to provide a response may result in the bid being deemed as non-compliant. If a Bid is deemed to be non-compliant it will be rejected and disqualified from further participation in this Procurement. Pass/ Fail: Bidders must submit a written response in relation to each of the pass/fail criteria to enable the evaluation team to determine that you meet the basic requirements of the tender. Bidders who fail to provide a response that would satisfy a pass to the Health Boards requirements will not progress to the scored element of the evaluation as their Bid will be deemed as non-compliant and disqualified from further participation in the tender. Bidders will be notified at point of failure. Please note additional information on this procurement:1. The Contracting Authority reserves the right to award the contract in whole, in part or annul the tendering process and not award any contract.2. Bidders should note that they will be required to enter into terms and conditions of contract asset out in the ITT and that save for matters of clarification or consistency the Contracting Authority will not negotiate the terms.3. The Contracting Authority will not accept completed ITT's after the stated closing date.4. All documents to be priced (where applicable) in sterling and all payments made in sterling.5. All tender costs and liabilities incurred by bidders shall be the sole responsibility of the bidders.6. Prospective suppliers should note that NHS Shared Services Partnership - Procurement Services is acting on behalf of Cardiff and Vale University Local Health Board.7. Bidders wishing to participate should visit the Bravo e-tenderwales portal to gain full visibility of the tender documentation.

Total value (estimated)

- £2,500,000 excluding VAT
- £3,000,000 including VAT

Above the relevant threshold

Main procurement category

Services

CPV classifications

- 63120000 - Storage and warehousing services

Contract locations

- UKL - Wales

Lot constraints

Maximum number of lots a supplier can bid for: 3

Maximum number of lots a supplier can be awarded: 3

Description of how multiple lots may be awarded:

Health Boards/Trusts can potentially award a sole provider per lot, with suppliers being able to bid for one or more lots or Health Boards/Trusts. This route provides flexibility for each organization and provides the option for other Organisations across all Health Boards to utilise the contract should they so wish.

Not the same for all lots

Contract dates are shown in Lot sections, because they are not the same for all lots.

Lot 1A. Storage, Collection, Transportation & Destruction of Documents (C&V / VEL)

Description

Storage, Collection, Transportation & Destruction of Documents - Lot scoring for Cardiff and Vale University Health Board & Velindre University NHS Trust.

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Contract dates (estimated)

- 1 October 2025 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years, 6 months

Description of possible extension:

To be reviewed annually, invoked in annual tranches.

Same for all lots

CPV classifications and contract locations are shown in the Scope section, because they are the same for all lots.

Lot 1B. Storage, Retrieval, Destruction & Scanning of Multi Health Board Documents (NWSSP)

Description

Storage, Retrieval, Destruction & Scanning of Multi Health Board Documents - Primary Care Services (NWSSP) scored criteria.

Lot value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Contract dates (estimated)

- 1 October 2025 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years, 6 months

Description of possible extension:

To be invoked in annual tranches, reviewed on an annual basis.

Same for all lots

CPV classifications and contract locations are shown in the Scope section, because they are the same for all lots.

Lot 1C. Storage, Collection, Transportation & Destruction of Documents - PHW

Description

Storage, Collection, Transportation & Destruction of Documents for Public Health Wales Trust

Lot value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Contract dates (estimated)

- 1 October 2025 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years, 6 months

Description of possible extension:

To be invoked in annual tranches, to be reviewed on an annual basis.

Same for all lots

CPV classifications and contract locations are shown in the Scope section, because they are the same for all lots.

Lot 2. Scanning - Cardiff and Vale & Velindre

Description

Scanning requirement to Cardiff and Vale University Health Board and Velindre University NHS Trust.

Lot value (estimated)

- £375,000 excluding VAT

- £450,000 including VAT

Contract dates (estimated)

- 1 October 2025 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years, 6 months

Description of possible extension:

To be invoked in annual tranches, to be reviewed on an annual basis.

Same for all lots

CPV classifications and contract locations are shown in the Scope section, because they are the same for all lots.

Lot 3A. Restoration - C&V and VEL

Description

Restoration - Ad hoc Lot, to be utilised as and when there is a requirement.

(N.B. - This lot may not be a requirement within the duration of the contract) for Cardiff and Vale University Health Board & Velindre University NHS Trust

Lot value (estimated)

- £200,000 excluding VAT

- £240,000 including VAT

Contract dates (estimated)

- 1 October 2025 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years, 6 months

Description of possible extension:

To be invoked in annual tranches, to be reviewed on an annual basis.

Same for all lots

CPV classifications and contract locations are shown in the Scope section, because they are the same for all lots.

Lot 3B. Restoration - NWSSP

Description

Restoration - Ad hoc Lot, to be utilised as and when there is a requirement for Primary Care Services (NWSSP)

Lot value (estimated)

- £175,000 excluding VAT
- £210,000 including VAT

Contract dates (estimated)

- 1 October 2025 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years, 6 months

Description of possible extension:

To be invoked in annual tranches, to be reviewed on an annual basis.

Same for all lots

CPV classifications and contract locations are shown in the Scope section, because they are the same for all lots.

Participation

Legal and financial capacity conditions of participation

Lot 1B. Storage, Retrieval, Destruction & Scanning of Multi Health Board Documents (NWSSP)

As per tender documentation

Lot 1C. Storage, Collection, Transportation & Destruction of Documents - PHW

Lot 3B. Restoration - NWSSP

As per tender documents.

Lot 2. Scanning - Cardiff and Vale & Velindre

Lot 3A. Restoration - C&V and VEL

As per tender documents

Technical ability conditions of participation

Lot 1B. Storage, Retrieval, Destruction & Scanning of Multi Health Board Documents (NWSSP)

As per tender documentation

Lot 1C. Storage, Collection, Transportation & Destruction of Documents - PHW

Lot 3B. Restoration - NWSSP

As per tender documents.

Lot 2. Scanning - Cardiff and Vale & Velindre

Lot 3A. Restoration - C&V and VEL

As per tender documents

Particular suitability

Lot 1A. Storage, Collection, Transportation & Destruction of Documents (C&V / VEL)

Lot 1B. Storage, Retrieval, Destruction & Scanning of Multi Health Board Documents (NWSSP)

Lot 1C. Storage, Collection, Transportation & Destruction of Documents - PHW

Lot 2. Scanning - Cardiff and Vale & Velindre

Lot 3A. Restoration - C&V and VEL

Lot 3B. Restoration - NWSSP

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

22 May 2025, 2:00pm

Tender submission deadline

28 May 2025, 2:00pm

Submission address and any special instructions

<https://etenderwales.bravosolution.co.uk/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 June 2025

Award criteria

Lot 1A. Storage, Collection, Transportation & Destruction of Documents (C&V / VEL)

Name	Description	Type	Weighting
Retrieval and transport of documents	How will the Bidder deal with ad hoc requests for retrieval and delivery of records?	Quality	15.00%
Capacity of proposed storage site.	Bidder is expected to provide the size and capacity of the site being proposed for storage of documents. Information is to be provided regarding the operation within the site is to be detailed, i.e number of employees, security, movement of documents within the site.	Quality	14.00%
Environment	All records must be stored in an environment that protects them from: Damp Mould Pest damage. How will the bidder ensure that documents stored are protected from the potential risks above?	Quality	12.50%

Name	Description	Type	Weighting
Business continuity	Due to a natural weather event, there has been a flood and a large proportion of the documents within your storage facility have been affected by significant water damage. Please provide a detailed response plan.	Quality	10.00%
Destruction	How will the bidder handle requests for destruction of documents? N.B - Documents are only to be destroyed upon request/instruction by the Health Board/Trust.	Quality	10.00%

Name	Description	Type	Weighting
Foundational Economy	<p>What level of your business is made up solely Welsh employment? If you are a Welsh based supplier (company & storage site), please provide detail of how you contribute to boosting unemployment within the Welsh economy. If the bidder's company headquarters are based outside of Wales, please evidence the ways in which the company will boost the Welsh economy. Are there any elements of outsourcing within your business, that are solely supplied to local businesses, in particular SMEs? What are your expansion plans for the next 5 years, providing detail of how this will provide potential benefits for the Welsh Economy?</p>	Quality	7.50%

Name	Description	Type	Weighting
Carbon Footprint	<p>NHS Wales wishes to reduce the carbon footprint of its supply chains with the aim of being net zero carbon by at the latest 2030. Please provide an overview of how your organisation is working towards reducing the carbon impact of its activities and provide a roadmap detailing how this will progress. Please advise the carbon reduction processes you currently have in place in relation to transportation in particular. As some records will need to be in controlled environment, please detail the ways in which you reduce the emissions produced from these artificial environments.</p>	Quality	7.50%
Implementation	<p>How will the Bidder communicate with the incumbent supplier to facilitate the implementation of the contract i.e. moving documents from the incumbent's facility to the Bidder's proposed storage facility?</p>	Quality	6.50%
Proposed plan for successful bidder	<p>Once you are in possession of the documents, what is the process plan from Day 1 onwards?</p>	Quality	6.50%

Name	Description	Type	Weighting
Digital presence	Does your business provide an online portal for customers to access and track their items in storage? Please note, bidders who do not have this will be allocated a lower score.	Quality	5.50%
Future growth for physical storage	What is the capacity for potential future growth? This will be scored on a sliding scale, with scope for 50% growth gaining the maximum score and lower growth being allocated lower scores.	Quality	5.00%

Lot 1B. Storage, Retrieval, Destruction & Scanning of Multi Health Board Documents (NWSSP)

Name	Description	Type	Weighting
Future growth for physical storage	What is the capacity for potential future growth? This will be scored on a sliding scale, with scope for 50% growth gaining the maximum score and lower growth being allocated lower scores.	Quality	15.00%

Name	Description	Type	Weighting
Capacity of proposed storage site.	Bidder is expected to provide the size and capacity of the site being proposed for storage of documents. Information is to be provided regarding the operation within the site is to be detailed, i.e number of employees, security, movement of documents within the site.	Quality	14.00%
Implementation	How will the Bidder communicate with the incumbent supplier to facilitate the implementation of the contract i.e. moving documents from the incumbent's facility to the Bidder's proposed storage facility?	Quality	13.00%
Retrieval and transport of documents	How will the Bidder deal with ad hoc requests for retrieval and delivery of records?	Quality	10.00%
Proposed plan for successful bidder	Once you are in possession of the documents, what is the process plan from Day 1 onwards?	Quality	8.00%
Destruction	How will the bidder handle requests for destruction of documents? N.B - Documents are only to be destroyed upon request/instruction by the Health Board/Trust.	Quality	8.00%

Name	Description	Type	Weighting
Foundational Economy	<p>What level of your business is made up solely Welsh employment? If you are a Welsh based supplier (company & storage site), please provide detail of how you contribute to boosting unemployment within the Welsh economy. If the bidder's company headquarters are based outside of Wales, please evidence the ways in which the company will boost the Welsh economy. Are there any elements of outsourcing within your business, that are solely supplied to local businesses, in particular SMEs? What are your expansion plans for the next 5 years, providing detail of how this will provide potential benefits for the Welsh Economy?</p>	Quality	7.50%

Name	Description	Type	Weighting
Carbon Footprint	<p>NHS Wales wishes to reduce the carbon footprint of its supply chains with the aim of being net zero carbon by at the latest 2030. Please provide an overview of how your organisation is working towards reducing the carbon impact of its activities and provide a roadmap detailing how this will progress. Please advise the carbon reduction processes you currently have in place in relation to transportation in particular. As some records will need to be in controlled environment, please detail the ways in which you reduce the emissions produced from these artificial environments.</p>	Quality	7.50%
Business continuity	<p>Due to a natural weather event, there has been a flood and a large proportion of the documents within your storage facility have been affected by significant water damage. Please provide a detailed response plan.</p>	Quality	7.00%

Name	Description	Type	Weighting
Environment	All records must be stored in an environment that protects them from: Damp Mould Pest damage. How will the bidder ensure that documents stored are protected from the potential risks above?	Quality	5.00%
Digital presence	Does your business provide an online portal for customers to access and track their items in storage? Please note, bidders who do not have this will be allocated a lower score.	Quality	5.00%

Lot 1C. Storage, Collection, Transportation & Destruction of Documents - PHW

Name	Description	Type	Weighting
Environment	All records must be stored in an environment that protects them from: Damp Mould Pest damage. How will the bidder ensure that documents stored are protected from the potential risks above?	Quality	25.00%

Name	Description	Type	Weighting
Business Continuity	Due to a natural weather event, there has been a flood and a large proportion of the documents within your storage facility have been affected by significant water damage. Please provide a detailed response plan.	Quality	15.00%
Proposed plan for successful bidder	Once you are in possession of the documents, what is the process plan from Day 1 onwards?	Quality	10.00%
Retrieval and transport of documents	How will the Bidder deal with ad hoc requests for retrieval and delivery of records?	Quality	10.00%

Name	Description	Type	Weighting
Foundational Economy	<p>What level of your business is made up solely Welsh employment? If you are a Welsh based supplier (company & storage site), please provide detail of how you contribute to boosting unemployment within the Welsh economy. If the bidder's company headquarters are based outside of Wales, please evidence the ways in which the company will boost the Welsh economy. Are there any elements of outsourcing within your business, that are solely supplied to local businesses, in particular SMEs? What are your expansion plans for the next 5 years, providing detail of how this will provide potential benefits for the Welsh Economy?</p>	Quality	7.50%

Name	Description	Type	Weighting
Carbon Footprint	<p>NHS Wales wishes to reduce the carbon footprint of its supply chains with the aim of being net zero carbon by at the latest 2030. Please provide an overview of how your organisation is working towards reducing the carbon impact of its activities and provide a roadmap detailing how this will progress. Please advise the carbon reduction processes you currently have in place in relation to transportation in particular. As some records will need to be in controlled environment, please detail the ways in which you reduce the emissions produced from these artificial environments.</p>	Quality	7.50%
Capacity of proposed storage site.	<p>Bidder is expected to provide the size and capacity of the site being proposed for storage of documents. Information is to be provided regarding the operation within the site is to be detailed, i.e number of employees, security, movement of documents within the site.</p>	Quality	5.00%

Name	Description	Type	Weighting
Implementation	How will the Bidder communicate with the incumbent supplier to facilitate the implementation of the contract i.e. moving documents from the incumbent's facility to the Bidder's proposed storage facility?	Quality	5.00%
Future growth for physical storage	What is the capacity for potential future growth? This will be scored on a sliding scale, with scope for 50% growth gaining the maximum score and lower growth being allocated lower scores.	Quality	5.00%
Digital Presence	Does your business provide an online portal for customers to access and track their items in storage? Please note, bidders who do not have this will be allocated a lower score.	Quality	5.00%
Destruction	How will the bidder handle requests for destruction of documents? N.B - Documents are only to be destroyed upon request/instruction by the Health Board/Trust.	Quality	5.00%

Lot 2. Scanning - Cardiff and Vale & Velindre

Name	Description	Type	Weighting
Business Continuity Plans	Should a power outage occur, please detail how you will maintain 'business as usual'. If there is to be a planned and unplanned period of downtime, how will you communicate this to the service and what back up provisions are in place?	Quality	34.00%
Scanning of documents	Please provide the process of scanning documents into your system, from start to finish. In what format will the document(s) be returned to the Trust?	Quality	17.00%
Capacity	How will you deal with adhoc activity/unplanned requirements for scanning?	Quality	17.00%
Cloud Storage	Bidders are required to provide detail about their cloud storage system.	Quality	17.00%

Name	Description	Type	Weighting
Foundational Economy	What level of your business is made up solely Welsh employment? If you are a Welsh based supplier (company & storage site), please provide detail of how you contribute to boosting unemployment within the Welsh economy. If you are based outside of Wales, please evidence the ways in which you boost the Welsh economy. Are there any elements of outsourcing within your business, that are solely supplied to local businesses? What are your expansion plans for the next 5 years, providing detail of how this will provide potential benefits for the Welsh Economy?	Quality	7.50%
Carbon Footprint	NHS Wales wishes to reduce the carbon footprint of its supply chains with the aim of being net zero carbon by at the latest 2030. Please provide an overview of how your organisation is working towards reducing the carbon impact of its activities and provide a roadmap detailing how this will progress.	Quality	7.50%

Lot 3A. Restoration - C&V and VEL

Name	Description	Type	Weighting
Restoration Process	What is your restoration process for documents that have been damaged due to a natural or unnatural cause?	Quality	45.00%
Disaster Recovery Plans	What are your disaster recovery plans in response to documents in storage that have been damaged by natural and unnatural causes., i.e. flood, fire, vandalism.	Quality	40.00%
Foundational Economy	Are there any elements of outsourcing within your business, that are solely supplied to local businesses? What are your expansion plans for the next 5 years, providing detail of how this will provide potential benefits for the Welsh Economy?	Quality	7.50%

Name	Description	Type	Weighting
Carbon Footprint	NHS Wales wishes to reduce the carbon footprint of its supply chains with the aim of being net zero carbon by at the latest 2030. Please provide an overview of how your organisation is working towards reducing the carbon impact of its activities and provide a roadmap detailing how this will progress. Bidders are to provide evidence of their waste management system and the recycling processes that are in practice.	Quality	7.50%

Lot 3B. Restoration - NWSSP

Name	Description	Type	Weighting
Disaster Recovery Plans	What are your disaster recovery plans in response to documents in storage that have been damaged by natural and unnatural causes., i.e. flood, fire, vandalism.	Quality	55.00%
Restoration Process	What is your restoration process for documents that have been damaged due to a natural or unnatural cause?	Quality	25.00%

Name	Description	Type	Weighting
Foundational Economy	Are there any elements of outsourcing within your business, that are solely supplied to local businesses? What are your expansion plans for the next 5 years, providing detail of how this will provide potential benefits for the Welsh Economy?	Quality	10.00%
Carbon Footprint	NHS Wales wishes to reduce the carbon footprint of its supply chains with the aim of being net zero carbon by at the latest 2030. Please provide an overview of how your organisation is working towards reducing the carbon impact of its activities and provide a roadmap detailing how this will progress. Bidders are to provide evidence of their waste management system and the recycling processes that are in practice.	Quality	10.00%

Other information

Payment terms

NHS Wales NO PO NO PAY policy applies to this tender. Payments are to be made within 30 days of receipt of invoice.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authorities

Cardiff and Vale University Health Board

- NHS Organisation Data Service: 7A4

Woodland House

Cardiff

CF14 4HH

United Kingdom

Contact name: Bethan Dyke

Telephone: +442921500836

Email: bethan.dyke@wales.nhs.uk

Website: <http://nwssp.nhs.wales/ourservices/procurement-services/>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales

NHS Wales Shared Services Partnership

- NHS Organisation Data Service: RQF

4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw

Nantgarw

CF15 7QZ

United Kingdom

Contact name: Bethan

Telephone: +442921500836

Email: bethan.dyke@wales.nhs.uk

Website: <http://nwssp.nhs.wales/ourservices/procurement-services/>

Region: UKL15 - Central Valleys

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)

Devolved regulations that apply: Wales

Contact organisation

Contact [Cardiff and Vale University Health Board](#) for any enquiries.