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Tender

Records Information Management, Digital Solutions and Associated Services 2

Crown Commercial Service

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

Notice identifier: 2025/S 000-050772

Procurement identifier (OCID): ocds-h6vhtk-0503c8 ([view related notices](#))

Published 22 August 2025, 10:43am

Scope

Reference

RM6346

Description

This framework is for the provision of records information management, and digital solutions, covering a wide range of services, including:

? storage

? scanning (on demand and bulk)

? shredding, destruction and disposal

? digital workflow solutions

? hybrid mail, inbound and outbound mail and data entry services

? cloud based hosting (SaaS)solution

? 3rd party interim technical resources

? specialist records management services supporting Public Records Act (cataloging, listing, appraisal and selection, sensitivity review and record preparation services)

? NHS Preparation of Patient Record Preparation services

Bidders are required to sign Attachment 8 Non Disclosure Agreement before being able to view the full suite of ITT documents.

Commercial tool

Establishes a framework

Total value (estimated)

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

Above the relevant threshold

Contract dates (estimated)

- 23 March 2026 to 22 March 2030
- 4 years

Main procurement category

Services

Contract locations

- UK - United Kingdom
- GG - Guernsey
- IM - Isle of Man
- JE - Jersey

Not the same for all lots

CPV classifications are shown in Lot sections, because they are not the same for all lots.

Lot 1. Records Information Management Services

Description

Records Information Management Services

1. Off Site RIM Services
2. Off Site Inactive Records
3. On/Off Site Secure Shredding, Destruction & Disposal
4. On/Off/Combination RIM Services
5. On/Off Site Scanning Services

A framework contract will be awarded to a maximum of 6 bidders for Lot 1.

Lot value (estimated)

- £100,000,000 excluding VAT
- £120,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 48000000 - Software package and information systems
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48800000 - Information systems and servers
- 63120000 - Storage and warehousing services
- 63121000 - Storage and retrieval services
- 63121100 - Storage services
- 64216200 - Electronic information services
- 72212780 - System, storage and content management software development services
- 72220000 - Systems and technical consultancy services
- 72222100 - Information systems or technology strategic review services
- 72222200 - Information systems or technology planning services
- 72222300 - Information technology services
- 72223000 - Information technology requirements review 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

Same for all lots

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

Lot 2. Combined Digital Workflow, Cloud Based Hosting and Records Information Management Services

Description

Combined Digital Workflow, Cloud Based Hosting and Records Information Management

Services

1. Digital Workflow
2. Cloud Based Hosting
3. Scanning
4. Interim Technical Resources
5. Off Site RIM Services
6. Off Site Storage of Inactive Records
7. Secure Shredding, Destruction & Disposal
8. Off/On Site Combined RIM Services

A framework contract will be awarded to a maximum of 6 bidders for Lot 2.

Lot value (estimated)

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

Framework lot values may be shared with other lots

CPV classifications

- 48000000 - Software package and information systems
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48800000 - Information systems and servers
- 63120000 - Storage and warehousing services

- 63121000 - Storage and retrieval services
- 63121100 - Storage services
- 64216200 - Electronic information services
- 72212780 - System, storage and content management software development services
- 72220000 - Systems and technical consultancy services
- 72222100 - Information systems or technology strategic review services
- 72222200 - Information systems or technology planning services
- 72222300 - Information technology services
- 72223000 - Information technology requirements review 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

Same for all lots

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

Lot 3. Full Management of National Health Service (NHS) Patient Records (Off Site)

Description

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

1. Clinic Prep & Mgmt of NHS Patient Records
2. Digitisation of Patient records
3. Off Site Storage
4. 3rd Party Interim Resources

Scanning Services

5. On Site managed Service
6. Shredding, Destruction & Disposal (On/Off Site)

A framework contract will be awarded to a maximum of 6 bidders for Lot 3

Lot value (estimated)

- £100,000,000 excluding VAT
- £120,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 48000000 - Software package and information systems
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48800000 - Information systems and servers
- 63120000 - Storage and warehousing services
- 63121000 - Storage and retrieval services
- 63121100 - Storage services
- 64216200 - Electronic information services
- 72212780 - System, storage and content management software development services
- 72220000 - Systems and technical consultancy services
- 72222100 - Information systems or technology strategic review services
- 72222200 - Information systems or technology planning services
- 72222300 - Information technology services
- 72223000 - Information technology requirements review 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

Same for all lots

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

Lot 4. Specialist Records Management Services

Description

Specialist Records Management Services

1. Listing

2. Cataloguing

3. Appraisal & Selection

4. Sensitivity Review

5. Records Preparation

A framework contract will be awarded to a maximum of 4 bidders for Lot 4.

Lot value (estimated)

- £50,000,000 excluding VAT
- £60,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 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
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- 79212200 - Internal audit services
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- 79311200 - Survey conduction services
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- 79995100 - Archiving services
- 79995200 - Cataloguing services
- 79996100 - Records management
- 79999100 - Scanning services
- 92512000 - Archive services
- 92512100 - Archive destruction services

Same for all lots

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

Framework

Maximum number of suppliers

22

Maximum percentage fee charged to suppliers

0.5%

Further information about fees

The Supplier will pay, excluding VAT, 0.5% of all the Charges for the Deliverables invoiced to the Buyer under all Call-Off Contracts.

Framework operation description

Refer to Framework Schedule 7 - Call-Off Award Procedure for details of the competitive selection processes for the award of contracts under this framework.

In the event that there is a challenge to the Competition and such a challenge is confined to any one particular Lot, the Authority reserves the right to the extent that it is lawful to do so, to conclude a Framework Contract with the successful Suppliers in respect of the Lot(s) that has (have) not been so challenged." and this should go in the lot descriptions the rest is covered in the ITT The Authority also reserves the right to extend Lots by varying durations.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Refer to RM6346 Records Information Management, Digital Solutions and Associated Services - Customer List for details of contracting authorities that may use the framework.

Participation

Legal and financial capacity conditions of participation

Lot 1. Records Information Management Services

Lot 2. Combined Digital Workflow, Cloud Based Hosting and Records Information Management Services

Lot 3. Full Management of National Health Service (NHS) Patient Records (Off Site)

Lot 4. Specialist Records Management Services

The conditions of participation relating to the legal and financial capacity are set out in the ITT, in the procurement specific questionnaire. The conditions of participation will be assessed in accordance with the assessment methodologies detailed in the procurement specific questionnaire and Attachment 2 How to tender.

Technical ability conditions of participation

Lot 1. Records Information Management Services

Lot 2. Combined Digital Workflow, Cloud Based Hosting and Records Information Management Services

Lot 3. Full Management of National Health Service (NHS) Patient Records (Off Site)

Lot 4. Specialist Records Management Services

The conditions of participation relating to technical capability are set out in the ITT, in the procurement specific questionnaire. The conditions of participation will be assessed in accordance with the assessment methodologies detailed in the procurement specific questionnaire and Attachment 2 How to tender.

Particular suitability

Lot 1. Records Information Management Services

Lot 2. Combined Digital Workflow, Cloud Based Hosting and Records Information Management Services

Lot 3. Full Management of National Health Service (NHS) Patient Records (Off Site)

Lot 4. Specialist Records Management Services

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

Submission

Enquiry deadline

5 September 2025, 5:00pm

Tender submission deadline

29 September 2025, 3:00pm

Electronic auction will be used

Yes

Submission address and any special instructions

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

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

23 February 2026

Award criteria

Lot 1. Records Information Management Services

Lot 2. Combined Digital Workflow, Cloud Based Hosting and Records Information Management Services

Lot 3. Full Management of National Health Service (NHS) Patient Records (Off Site)

Name	Description	Type	Weighting
Price	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme	Price	50%
Supporting Buyers entering and exiting Call-Off Contracts	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme	Quality	25%
Contract Management	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme	Quality	15%
Social Value Delivery	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme	Quality	10%

Lot 4. Specialist Records Management Services

Name	Description	Type	Weighting
Price	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme	Price	50%
Specialist Records Management Services	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme	Quality	25%
Contract Management	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme	Quality	15%
Social Value Delivery	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme	Quality	10%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

[RM6346 Customer list v1.0.docx](#)

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

United Kingdom

Telephone: +44 3454102222

Email: supplier@crowncommercial.gov.uk

Website: <https://www.gov.uk/ccs>

Region: UKD72 - Liverpool

Organisation type: Public authority - central government