

A BUYERS GUIDE TO FRAMEWORKS

Iron Mountain provides secure records and information management, warehousing and logistics, digital solutions and content services to the Public Sector through a wide range of frameworks.

However, we know that the number of frameworks out there can make it difficult to find the right one for your requirements, so we have put together a guide to help you.

WHY FRAMEWORKS?

“The over-riding procurement policy requirement is that all public procurement must be based on value for money, defined as “the best mix of quality and effectiveness for the least outlay over the period of use of the goods or services bought”.

Public procurement guidance note, Crown Commercial Service

Procurement regulations oblige public sector bodies to tender from suppliers when they want to buy goods and services above a certain value. Buying through approved frameworks complies with procurement regulations and simplifies the process for buyers.

This means that, rather than go through an extensive process of creating all your procurement requirements from scratch and developing your own terms & conditions every time, you can identify services which have been pre-scoped and pre-negotiated from suppliers whose capabilities are known to meet the relevant stringent levels.

There are frameworks available to meet every type of service and product requirement - some enable you to evaluate your requirements against a suppliers capabilities and award to them directly, others will allow you to run a level of competition if that is your preference. That way,

you can use frameworks while still tailoring your approach.

Ultimately, using a framework takes pressure off busy procurement departments while providing a fast, compliant route to quality services at prices which have been negotiated to take into consideration the scale-buying of the whole of the Public Sector - an ideal route for organisations needing to do more with less.

- > **Compliant route to market**
- > **Value-for-money**
- > **Fast, straightforward process**
- > **Access latest technology and innovation**
- > **Pre-negotiated terms & conditions**
- > **Pre-vetted suppliers**

Please note that all frameworks included in this guide can be used by any Public Sector body unless specifically stated.





CROWN COMERCIAL SERVICE (CCS) RM6282 STORAGE, DISTRIBUTION, KITTING AND ASSOCIATED SERVICES

Iron Mountain services are available under the following Lots:

Lot 3a - Storage

Lot 3c - Transport and Distribution

Lot 5 - Disposal and Recycling Services

This framework provides access to a range of storage, distribution and kitting solutions and services under one agreement. It includes UK and international storage and transportation, quality control of items and specialist collection and delivery services.

Under the lots applicable to Iron Mountain, you can store and retrieve items held on pallets, or individual boxes of materials. We have the capability to store shipping containers, provide customers with dedicated or partially-shared facilities, or provide additional security for storage. Services include fulfillment, tailored to your specific requirements, and we can also recycle, remarket or dispose of your IT Assets.

It is highly flexible which means it can cover storage for everything from equipment, supplies (e.g. PPE) and furniture through to high-value items such as works of art and heritage artefacts.

- > **Pre-negotiated terms and pricing**
- > **Flexibility around specific customer requirements**
- > **Direct award option**
- > Maximum call-off term: 7 years
- > Framework expiry date: February 2026



CROWN COMMERCIAL SERVICE (CCS) RM6175 RECORDS INFORMATION MANAGEMENT, DIGITAL SOLUTIONS AND ASSOCIATED SERVICES

Lot 2 - Digital Workflow and Cloud-Based Hosting Services

Lot 3 - Full Management of NHS Patient Records

Lot 4 - Specialist Records Management Services (TNA)

Lot 5 - Combined Digital Workflow, Cloud Hosting and Records & Information Management

This framework offers all public sector organisations access to storage, scanning, shredding and disposal services. It also provides support with transition to digital solutions through workflow and cloud services.

Lot 2 enables organisations to buy digital solutions and includes capability for technical support and digitisation.

Lot 3 is specifically designed for NHS customers and can be used for any aspect of managing records, whether storing and retrieving them, digitising them on-demand or carrying out large-scale digitisation projects.

Lot 4 is designed to allow government departments to buy services to support them in meeting their obligations under the Public Records Act for submitting material to The National Archives - everything from high-level sorting to full review, preparation and transfer services is available.

Lot 5 is an integrated services Lot, allowing organisations to buy all of the services from the other Lots together - this is beneficial if, for example, where there is a significant transformation programme underway that would be better supported by a central contract.

- > **Pre-negotiated terms and pricing**
- > **Flexibility around specific customer requirements**
- > **Direct award option**
- > Integrated solutions
- > Maximum call-off term: 7 years
- > Framework expiry date: March 2025





CROWN COMMERCIAL SERVICE (CCS) RM6074 LOGISTICS AND WAREHOUSING

Lot 2 - Warehousing and Storage

A full range of logistics and warehousing solutions, and services, including collection, receipt, warehousing and storage, management, processing and onward distribution.

Under this framework, you can store and retrieve items held on pallets, or you can store individual boxes of materials. We have the capability to store shipping containers, provide customers with dedicated or partially-shared facilities, or provide additional security for storage.

It is highly flexible which means it can cover storage for everything from equipment, supplies (e.g. PPE) and furniture through to high-value items such as works of art and heritage artefacts.

- > **Pre-negotiated terms and pricing**
- > **Flexibility around specific customer requirements**
- > **Direct award option**
- > Maximum call-off term: 7 years
- > Framework expiry date: November 2024



CROWN COMMERCIAL SERVICE (CCS) RM6194 BACK-OFFICE SOFTWARE

This framework provides Software as a Service (SaaS) solutions for back office applications, for deploying either in the cloud, on premise or hybrid. It also covers support and maintenance.

Typically, you will be buying software licenses and an instance of the software which will need configuring.

Through this framework, Iron Mountain offers access to our highly-flexible Content Services Platform and workflow capabilities - these include mailroom workflow, business process management, employee management, information request management (including SARs), case management and collaboration services to support mobile and cross-function working.

- > **Pre-negotiated terms**
- > **Pricing is determined by client requirement**
- > **Volume-based pricing available**
- > **Direct award catalogue option**
- > Maximum call-off term: 7 years
- > Framework expiry date: October 2023





CROWN COMMERCIAL SERVICE (CCS) RM6017 POSTAL GOODS, SERVICES AND SOLUTIONS

Lot 9 - Mail Opening and Digital Scanning Services

A straightforward lot to use for processing inbound mail, whether physical, digital or combined. Mail can be provided back via secure transfer or using workflow.

- > **Pre-negotiated terms and pricing**
- > **Flexibility around specific customer requirements**
- > **Direct award option**
- > Maximum call-off term: 7 years
- > Framework expiry date: November 2023



CROWN COMMERCIAL SERVICE (CCS) RM1043 DIGITAL OUTCOMES AND SPECIALISTS

Accessed via Digital Marketplace - www.digitalmarketplace.service.gov.uk

Lot 1 - Digital Outcomes

This is a highly flexible framework for any digitally-related project. Whether you want sets of data analysed, digital business processes reviewed, advice on information governance for digital data or a weed & cull exercise on legacy back-up tapes, you can use this framework.

Having scoped out your work, you list it on the marketplace highlighted above and receive quotes for it.

Because of the breadth of scope of this framework, it is often helpful to review your scope of work in advance with one or more suppliers to ensure that you are putting out a specification that you will get robust responses to.

- > **Pricing is determined by by client requirement and outcome**
- > **Mini-competition available**
- > Terms of contract available: Fully project-dependent
- > Framework expiry date: January 2023



HEALTHTRUST EUROPE (H.T.E.) DOCUMENT STORAGE, SCANNING AND RELATED SERVICES

Lot 1 - Total Document Storage, Scanning and Digitalisation

Lot 3 - Document Scanning, EDRMS, Digitalisation and Related Services

This framework is not just for healthcare! It can, like all our frameworks, be used by all Public Sector organisations and we have a number of non-healthcare customers using it.

The framework enables you to access everything you might need relating to management of records and documents, from storage and retrieval to cataloguing, scanning, workflow and hosting of digitised medical and corporate records.

It has a simple contracting process and offers flexibility.

- > **Pricing is tiered according to call-off term, storage and activity volumes**
- > **Flexibility around specific customer requirements**
- > **Integrated solutions**
- > **Direct award option**
- > Maximum call-off term: 10 years
- > Framework expiry date: June 2024

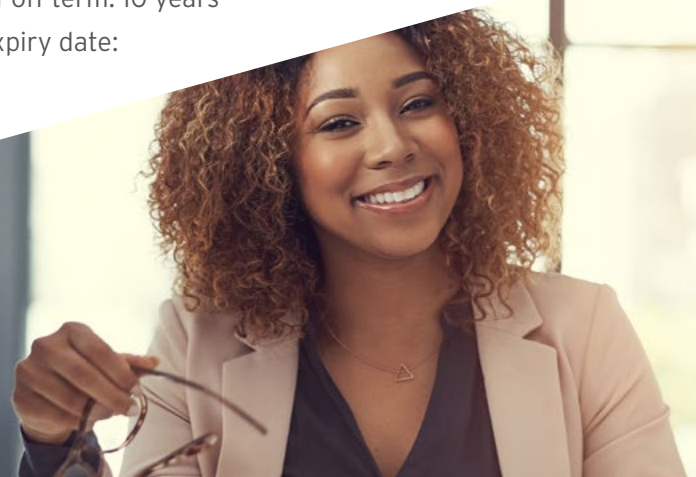


NHS ENGLAND DPS (DYNAMIC PURCHASING SYSTEM) - LLOYD GEORGE RECORDS DIGITISATION

This is a single-Lot framework for Primary Care providers which makes provision for accelerating the digitisation of Lloyd George records.

It offers fast access to uplift GP records, scan them and either ingest the digital records into your clinical foundation system or host in the cloud.

- > **Pre-negotiated terms and pricing**
- > **Mini-competition available**
- > Maximum call-off term: Project-based
- > Framework expiry date: February 2024
- > Available only to NHS customers





LONDON PROCUREMENT PARTNERSHIP DIGITAL DOCUMENTS SOLUTIONS (DDS) FRAMEWORK

Solution 3: Digital Mailroom

Solution 4: Scanning

Solution 5: Document Storage

Solution 6: Electronic Document Record Management Solutions (EDRMS)

Solution 8: Workflow Processes

This framework provides solutions to enable a digitised, interoperable and connected Public Sector. Customers using it can achieve swift, efficient transformation and easier standardisation of care pathways across Sustainability and Transformation Partnerships (STPs) or Integrated Care Systems (ICS) while retaining best value.

It allows ultimate flexibility for supplier innovation, supplier growth and supplier-customer partnerships across the NHS and wider public sector.

Customers and suppliers can work together to create a solution that meets their needs at pricing informed by market research, and then create a catalogue listing which allows them to compliantly direct award, even for bespoke solutions.

The LPP team are happy to talk customers through the innovative structure and approach that they have used in creating this framework.

- Digital Mailroom includes receipt of physical and digital documents and output into one or more digital systems as well as physical and digital mail capabilities
 - Scanning includes the bulk day-forward or backscanning of all types of paper records, including collection and storage prior to scanning
 - Document Storage provides for the long-term storage of documents as well as retrieval, cataloguing and secure destruction
 - Electronic Document Record Management Solutions (EDRMS) provides digital repositories for scanned or born-digital documents to be viewed, processed, edited and held for long-term storage with a complete audit trail of versions, changes and a destruction schedule
 - Workflow Processes Solutions provides predefined workflow templates and customisable scan workflows to streamline document processing and simplify daily routines with the ability to integrate with a range of both clinical and non-clinical solutions such as EPR and Clinical Portals
- > **Pre-negotiated terms**
 - > **Flexibility around customer-specific requirements**
 - > **Direct award option**
 - > Maximum call-off term: 15 years
 - > Framework expiry date: September 2025



ESPO 390_18 - DOCUMENT MANAGEMENT SOLUTIONS

Lot 1 - Electronic Document Scanning and Software

Lot 2 - Document Storage and Retrieval Services

Lot 3 - Total Document Management Solution

Lot 4 - Enhanced Handling and Security Requirements

This framework enables you to access everything you might need relating to management of records and documents, from storage and retrieval to cataloguing, digitisation and associated hosting, workflow provision for digitised records and management of records requiring any additional security.

- > **Pre-negotiated terms and pricing**
- > **Flexibility around specific customer requirements**
- > **Integrated solutions**
- > **Direct award option**
- > No maximum call-off term
- > Framework expiry date: October 2022

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NHS
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ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 225,000 organisations around the world, and with a real estate network of more than 90 million square feet across more than 1,450 facilities in over 50 countries, Iron Mountain stores and protects billions of valued assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include information management, digital transformation, secure storage, secure destruction, as well as data centres, cloud services and art storage and logistics, Iron Mountain helps customers lower cost and risk, comply with regulations, recover from disaster, and enable a digital way of working. Visit www.ironmountain.co.uk for more information.

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