



Contract Change Notice (CCN) – Extension to ESPO Framework Reference 390_18 Document Management Solution with Annual CPI Increase.

Title: Contract Change Notice (CCN) – Extension to ESPO Framework Reference 390_18 Document Management Solution with Annual CPI Increase.

Contracts Affected: ESPO Framework Reference 390_18 Document Management Solution Lot 4

Parties: The Council of the Borough of Middlesbrough / Restore Information Management

Date of Issue: 02/02/2026

Proposed Effective Date: 01/08/2026

1. Purpose

This CCN confirms the extension of the current ESPO Framework Reference 390_18: Document Management Solution contract for the period 01/08/2026 to 31/07/2029.

The extension period will be subject to an annual increase based on the Consumer Price Index (CPI), applied on each anniversary of the contract.

A CPI increase of **3.8%** will be applied from **01/08/2026** to the charges under the above contract(s). This adjustment reflects the most recently published CPI by the Office for National Statistics (ONS) and supports the continued sustainability of records management services considering ongoing cost pressures.

The CPI increase applicable from **2027** and **2028** will be determined using the most recently published CPI at the relevant time.

2. Rationale and Impact Statement

Over the past 12–24 months, Restore has experienced increases in operating costs across multiple areas that directly affect service delivery. The proposed 3.8% adjustment is evidence-based and proportionate:

a) Labour / People Costs

- Wage growth, recruitment, and retention for warehouse, transport, and records management staff have materially increased labour costs.

b) Property / Facility Costs

- Storage site rental, utilities, insurance, business rates, and compliance costs have risen in line with market trends for commercial properties, critical for secure, storage facilities.

c) Transport & Logistics

- Costs for fuel, vehicle maintenance, insurance, and driver pay have increased due to market volatility, affecting collection, delivery, and inter-site transfers.

d) Consumables / Operational Supplies

- Increased costs of archive boxes, pallets, racking, and other operational materials further contribute to the overall cost base.

Summary:

The combined effect of these cost pressures supports a 3.8% uplift, ensuring service continuity, compliance, and operational quality.

3. Proposed Change

- **Price Adjustment:** All applicable charges in the contract(s) will increase by 3.8%, effective from 1st August 2026, and
- **Service Levels:** No change to scope, KPIs, SLAs, or service delivery standards.
- **Duration:** This increase remains in effect until any future contract review or pricing update is agreed.

4. Financial Impact

This shows the key activities only. The 3.8% will apply to all contracted rates and will be shown on your invoices and MI packs.

Activity	Activity Comments	ESPO Rate
File Add		£1.20
File Perm Out	plus handling	£0.80
File Retrieval		£1.50
File Return		£1.50
File Destroy	plus handling	£0.35
File Index		£0.35
Box Add		£1.20
Box Retrieval		£1.50
Box Return		£1.20
Box Destroy	plus handling	£1.80
Box Index		£0.35
Box Perm Out	plus handling	£1.80
ReBox (includes flatpack)		£2.50
Failed Pick Charge		£0.70
Sell Flatpack Small	R10	£2.29
Sell Flatpack Medium	R14	£2.99
Sell Flatpack Large	R17	£3.99
Labour		£30.00
Transport Next Day	From Spennymoor	£30.00
Transport	up to 20 boxes from Upper Heyford	£86.00
Collection		£30.00
Box Barcodes		£0.10
File Barcodes		£0.10
Transport Same Day	NA	£55.00
Transport Urgent		£150.00
Transport Out of Hours	NA	£150.00
Storage File	NA	£0.02
Storage Brief Case		£0.16

Storage Ledger		£0.08
Storage Packet		£0.02
Storage (Medium Tube)		£0.16
Storage (Tube Large)		£0.25
Storage (Tube Sml)		£0.08
Storage Small Box (R05)		£0.12
Storage Small Box (R06)		£0.12
Storage R10		£0.00
Storage R14		£0.24
Storage R17		£0.00
Storage R19		£0.00
0.5 m3	heritage/vault	£4.40
1m3	heritage/vault	£8.80
Brief Case	heritage/vault	£0.25
Cabinets	heritage/vault	£5.54
Cabinets	heritage/vault	£5.54
Drawer	heritage/vault	£0.16
Drawer	heritage/vault	£0.25
Frame (R03)	heritage/vault	£0.25
Ledger	heritage/vault	£0.12
Packet	heritage/vault	£0.03
Storage (Medium Tube)	heritage/vault	£0.25
Storage (Tube Large)	heritage/vault	£0.38
Storage (Tube Sml)	heritage/vault	£0.12
Storage Large Box (R17)	heritage/vault	£0.43
Storage Standard Box (R14)	heritage/vault	£0.35
Storage: 0.91 Cu Ft Box	heritage/vault	£0.16
Storage: 0.91 Cu Ft Box	heritage/vault	£0.25

5. Approval

This CCN requires written acceptance by the authorised signatory for each customer. On acceptance, the updated charges will be applied from the Proposed Effective Date.

	Restore Information Management	Budget holder - Customer
For and on behalf of Authorised signatory	Restore Information Management	
Name	Nigel Dews	
Position	Managing Director	
Signature of authorised representative		
Date of signature		

Annex A – Supporting Cost Impact Statement

1. Overview

This annex summarises the principal cost pressures experienced by Restore Information Management over the past 12–24 months. These pressures directly affect the delivery of secure, compliant, and timely records management services.

The 3.8% one-off increase is based on the most recent published CPI and aligns with documented increases in labour, property, transport, and operational costs.

2. Key Cost Drivers

Cost Category	Description of Cost Pressure	Evidence / Source
Labour / People Costs	Wage growth, retention, and recruitment for warehouse, transport, and records management personnel	ONS ASHE wage data; internal payroll review
Property / Facility Costs	Increased storage site rents, utilities, business rates, insurance, and compliance costs	CBRE commercial property market commentary; internal lease and utility invoices
Transport & Logistics	Fuel cost volatility, vehicle maintenance, insurance, and driver pay increases	Road Haulage Association (RHA) reports; internal fleet and fuel data
Consumables / Operational Supplies	Archive boxes, pallets, racking, and other operational materials	Supplier price lists and purchase records
Overall Impact	Combined effect of these factors exceeds headline CPI	Proposed one-off uplift of 3.8% balances these cost pressures while ensuring service continuity

3. Rationale

The above categories represent the most significant and unavoidable cost increases affecting records management service delivery. The 3.8% uplift:

- Accounts for rising labour, property, transport, and consumable costs
- Ensures continuity of service and compliance with information governance standards

This annex supports the CCN and can be referenced in internal and customer approvals.

4. References

1. Office for National Statistics (ONS), Consumer Price Index, September 2025, <https://www.ons.gov.uk/>
2. CBRE UK Industrial Market Commentary, 2025
3. Road Haulage Association (RHA), Annual Cost Movement Report, 2025
4. Internal payroll, fleet, and facilities cost records, Restore Information Management