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Planning

## **Provision of Digital Interviewing Services**

Home Office

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-007045

Procurement identifier (OCID): ocds-h6vhtk-02a2f6

Published 6 April 2021, 10:56pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Home Office

London

#### **Contact**

Andrew Scripture

#### **Email**

[andrew.scripture@homeoffice.gov.uk](mailto:andrew.scripture@homeoffice.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - UNITED KINGDOM

#### **Internet address(es)**

Main address

[www.gov.uk](http://www.gov.uk)

### **I.3) Communication**

Additional information can be obtained from the above-mentioned address

### **I.4) Type of the contracting authority**

Ministry or any other national or federal authority

### **I.5) Main activity**

Public order and safety

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of Digital Interviewing Services

Reference number

C20887

#### **II.1.2) Main CPV code**

- 72232000 - Development of transaction processing and custom software

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Home Office (hereafter referred to as the Authority) intends to issue a notice to tender for the provision of Digital Interviewing (Goods and Services) in support of the asylum procedures.

The aim of this Prior Information Notice is to notify the market of our future plans to procure services for Digital Interviewing services, including Defined Role-Based Access Controls; the ability to operate on the Home Office 'POISE' network; the ability to audio record interviews; provision of one-time interview session access link, which expires at the end of the session; notification and alert capabilities; provision of live service user support; the ability to hold multiple sessions for the same case; third party access via their own devices; the ability to capture acknowledgments and confirmations digitally; audio transcription as required; suitable MI; dedicated and secure storage solution; wraparound support service for both hardware and software; ability to share a digital copy of both transcript and audio file with the customer.

The Authority currently anticipates that the procurement stages for the Digital Interviewing Contract Agreement will comprise the following stages under the Restricted Procedure:

- Stage 1: Supplier selection through the issue of a Standard Selection Questionnaire (SSQ) to check compliance with wider laws, regulations and demonstrate appropriate financial standing and technical ability to deliver the service.
- Stage 2: Shortlisted bidders will be invited to the next stage, which is an Invitation To

Tender (ITT) process, being invited to submit a bid in response to the published Scope of Requirements

- Stage 3: Contract award.

The purpose of this process is to ensure that the widest possible pool of suitably-qualified potential bidders is reached.

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72910000 - Computer back-up services

#### **II.2.3) Place of performance**

NUTS codes

- UK - UNITED KINGDOM

#### **II.2.4) Description of the procurement**

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#### **II.2.14) Additional information**

This procurement will be managed electronically via the Home Office's eSourcing Portal (JAGGAER). To participate in this procurement, participants must first be registered on the eSourcing Portal.

For technical assistance on use of the eSourcing Portal please contact the JAGGAER Supplier Helpdesk at [customersupport@jaggaer.com](mailto:customersupport@jaggaer.com) or 0800 069 8630 (0800 - 1800hrs).

#### **II.3) Estimated date of publication of contract notice**

3 May 2021

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### **Section IV. Procedure**

#### **IV.1) Description**

##### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No