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Contract

Proc 645 Digital Interviewing

Home Office

F03: Contract award notice

Notice identifier: 2022/S 000-008543

Procurement identifier (OCID): ocds-h6vhtk-02bf26

Published 30 March 2022, 1:13pm

Section I: Contracting authority

I.1) Name and addresses

Home Office

Home Office

Croydon

CR0 2EU

Contact

Zobair Mehmood

Email

zobair.mehmood@homeoffice.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/home-office>

Buyer's address

<https://homeoffice.app.jaggaer.com>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Immigration, Citizenship and Borders

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Proc 645 Digital Interviewing

Reference number

C20887 (Proc 645)

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 Authority has undertaken this tender exercise to appoint suitably capable and experienced provider of a Digital Interviewing solution. It has utilised the Restricted Procedure, a multi-stage procurement process intended to short list qualified bidders, who where in turn invited to tender for the contract opportunity.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,861,264.68

II.2) Description

II.2.2) Additional CPV code(s)

- 72232000 - Development of transaction processing and custom software

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

CR0 2EU

II.2.4) Description of the procurement

Digital Interviewing is used by the Home Office Visas & Immigration Directorate to gather additional information to support a visa application or asylum claim. Interviews are currently carried out in-person and as remote interviews (via telephone or video links). Other areas of the Home Office also use interviewing to different extents.

This notice relates specifically to delivering a continuous operational service for Asylum and V&C Operations from January 2022 to 2023.

The core components of the project include:

- Digital Audio Recording Software; Capture the audio from all participants whether they are present in the host room or joining remotely via MS Teams. It will allow control of the audio (e.g. pause) during the interview and will link to the Interview Record Forms software.

- Interview Records Software: Capture typed information during the interview in relation to the interview including information about the interview, the participants and the questions, statements and response made during the interview.
- Cloud Hosted Storage: The audio record and the interview record forms will be saved and stored to cloud-hosted storage on completion of the interview or, if offline, when later connected to the network
- Management Information: The solution must provide reports of all digital interviews undertaken with filtering and sorting by all metadata data captured during interviewing and any automatically applied grouped by business area/team responsible.
- RBAC: The solution shall have Role-based User Access Control which will allow specific user roles to be defined - each with a specific set of permissions within the system
- Auto Transcription: Provision of automated transcripts from the recorded interview audio including all audio spoken during the interview in the English language only.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70%

Quality criterion - Name: Presentation / Weighting: 10%

Quality criterion - Name: Price / Weighting: 30%

Price - Weighting: 100

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

Accelerated procedure

Justification:

PIN previously published (reference CF-0160200D58000000L5A4EAK1), and the Authority is using electronic tendering via its e-Sourcing portal.

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-014259](#)

Section V. Award of contract

Contract No

Proc 645

Title

Digital Interviewing

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 December 2021

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Business Systems (UK) Ltd

462 London Road

Isleworth

TW7 4ED

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2199582

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,861,264.68

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Secretary of State for the Home Department (Commercial Directorate)

2 Marsham Street

London

SW1P 4DF

Country

United Kingdom