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Tender

Proc 645 Digital Interviewing

Home Office

F02: Contract notice

Notice identifier: 2021/S 000-014259

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

Published 22 June 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Home Office

Croydon

CR0 2EU

Contact

Ben Spencer

Email

benjaminluke.spencer@homeoffice.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

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

Further to a Prior Information Notice (PIN) ref: CF-0160200D58000000L5A4EAK1 issued on 22 April 2021, The Authority is undertaking this tender exercise to appoint suitably capable and experienced provider of a Digital Interviewing solution. It utilises the Restricted Procedure, a multi-stage procurement process that is intended to short list qualified bidders, who will in turn be invited to tender for the contract opportunity.

The objective of the Selection Stage is to assess the responses to the SSQ and select Bidders to proceed to the ITT Stage of this procurement. The evaluation panel shall evaluate the SSQ responses using the selection criteria detailed in the SSQ document, which is provided on the Home Office e-sourcing portal. Bidders who pass this SSQ assessment will then be invited to tender.

II.1.5) Estimated total value

Value excluding VAT: £2,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

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

About the requirement:

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,500,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 4

Objective criteria for choosing the limited number of candidates:

The ITT Evaluation approach is detailed in the procurement documentation, which will be available to suppliers who express interest as per the process set out above. ITT responses will be evaluated, and the 4 x Bidders with the highest scores will be invited to a final round of Bidder presentations, where an additional 15% of the total evaluation mark is available. Following Bidder presentations, the final combined score will be used to identify the preferred Bidder.

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

contract performance requirements are set out within the draft contract and relevant schedules. N.B. the draft Contract is based on the Crown Mid-Tier Model contract

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.2.2) Time limit for receipt of tenders or requests to participate

Date

25 June 2021

Local time

11:59pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

26 July 2021

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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