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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](mailto: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

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## **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

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## **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

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## **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