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Planning

## **Request For Information (RFI) for technology solutions for Document Management Services (document validation, scanning, categorisation and data extraction).**

Home Office

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-017128

Procurement identifier (OCID): ocds-h6vhtk-046cf0

Published 3 June 2024, 11:37am

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

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

Home Office

2 Marsham Street

London

SW1P 4DF

#### **Email**

[DHCR@homeoffice.gov.uk](mailto:DHCR@homeoffice.gov.uk)

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

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

**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**

General public services

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**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

Request For Information (RFI) for technology solutions for Document Management Services (document validation, scanning, categorisation and data extraction).

**II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Market engagement (RFI) to gain an understanding of the technology available in the document management market (document validation, scanning, categorisation and data extraction).

This RFI is in support of the requirement published in the following PIN:

<https://www.find-tender.service.gov.uk/Notice/016322-2024>

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

Value excluding VAT: £100,000,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 30100000 - Office machinery, equipment and supplies except computers, printers and furniture
- 30120000 - Photocopying and offset printing equipment
- 72000000 - IT services: consulting, software development, Internet and support
- 72100000 - Hardware consultancy services
- 72200000 - Software programming and consultancy services
- 75000000 - Administration, defence and social security services
- 75100000 - Administration services
- 75110000 - General public services
- 75120000 - Administrative services of agencies
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79500000 - Office-support services

- 79560000 - Filing services
- 79900000 - Miscellaneous business and business-related services

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

NUTS codes

- UK - United Kingdom

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

The Contracting Authority - His Majesty's Passport Office (HMPO) - is reviewing technology capabilities for future document validation, scanning, categorisation and data extraction services, and to support this, HMPO is seeking input from the market to ensure that the service is delivered optimally.

This RFI focusses specifically on technology that is available to improve or optimise HMPOs ability to scan and validate identification documents, and then to categorise and extract data.

Overview of the Service:

HMPO requires its customers who apply for a new passport, a replacement passport, or a passport renewal, to send in supporting documentation (hard copies) as part of their application.

During the Document Management service, there is a requirement to:

- Validate the authenticity of documents contained within each application;
- Scan documents to a standard that allows for easy reading of data on documents;
- Categorise documents into streams as defined by HMPO;
- Extract certain data from images of documents.

This RFI focusses specifically on the technology that is available to enable to above tasks.

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

7 April 2025

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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: Yes

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## Section VI. Complementary information

### VI.3) Additional information

Following the publication of this PIN, an RFI questionnaire and supporting information will be launched.

To participate in the RFI, suppliers must register on the Home Office eSourcing portal (JAGGAER) first, and then complete and return a Non-Disclosure Agreement (NDA).

Registering for access to the RFI:

The RFI and NDA will be managed electronically via the Home Office's eSourcing Portal (JAGGAER). To participate in the RFI, participants must first be registered on the eSourcing Portal.

If you have not yet registered on the eSourcing Portal, this can be done online at <https://homeoffice.app.jaggaer.com> by following the link and clicking 'To register click here'.

Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering.

Once you have registered on the eSourcing Portal, you can request access to the NDA, by emailing [DHCR@homeoffice.gov.uk](mailto:DHCR@homeoffice.gov.uk). Your email must clearly state the exact name that you used to register on JAGGAER. Once enabled, you should receive a link to the NDA from JAGGAER.

Once you have submitted a signed NDA you will be given access to the RFI documents.

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).

RFI Deadline:

Responses to the RFI are requested by 17:00 British Summer Time on the 28th of June 2024.

These dates and times may be updated, with messages noting any changes provided via JAGGAER.