

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/018586-2025>

Planning

HMPO Document Management Services

Home Office

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-018586

Procurement identifier (OCID): ocds-h6vhtk-050bcd ([view related notices](#))

Published 1 May 2025, 5:12pm

Scope

Description

His Majesty's Passport Office (HMPO), part of the Home Office, as the Contracting Authority, is reviewing potential options for future Document Management services.

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.

The Document Management service requirement at a high level is to:

- Sort inbound mail into various streams;
- Validate and, where required, verify 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;

- Store and retrieve documents upon return requests issued by HMPO.

Please note, three Requests for Information (RFIs) have been run as part of market engagement to inform this procurement. Links to the Prior Information Notices (PINs) for these are below:

- <https://www.find-tender.service.gov.uk/Notice/016322-2024?origin=SearchResults&p=1>

- <https://www.find-tender.service.gov.uk/Notice/017128-2024?origin=SearchResults&p=1>

- <https://www.find-tender.service.gov.uk/Notice/034859-2024?origin=SearchResults&p=1155>

Total value (estimated)

- £140,000,000 excluding VAT
- £140,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 13 November 2026 to 12 November 2030
- Possible extension to 12 November 2033
- 7 years

Description of possible extension:

The 3-year extension will be broken down into three separate extension options of +1, +1, and +1.

Main procurement category

Services

CPV classifications

- 75112000 - Administrative services for business operations
- 72000000 - IT services: consulting, software development, Internet and support
- 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

Submission

Publication date of tender notice (estimated)

25 June 2025

Submission type

Requests to participate

Deadline for requests to participate

25 July 2025, 11:59pm

Languages that may be used for submission

English

Award decision date (estimated)

16 October 2026

Award criteria

Name	Description	Type	Weighting
Weighted Value for Money Index	The Quality weighting includes 10% for Social Value	Quality	60%
Weighted Value for Money Index	The cost will be evaluated in combination with quality using the Weighted Value for Money Index (WVFMI). The financial pricing model submitted during the ITT stage by Bidders will inform the cost that is inputted into the WVFMI formula.	Cost	40%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)
 - Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
-

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

There will be five stages for the Competitive Flexible Procedure:

1. Conditions of Participation - Bidders will be asked to complete the Procurement Specific Questionnaire, used to qualify suitable Bidders for the later stages of the procurement through assessment of basic financial, legal, and organisational standards.
2. Dialogue - Bidders who successfully pass the Conditions of Participation stage will be invited to 1-2-1 dialogue sessions with the Authority focussed on ensuring a common understanding of requirements before the ITT stage.
3. Invitation To Tender (ITT) - Following the Dialogue stage, Bidders will be invited to formally respond to both a quality questionnaire and financial pricing model, allowing the Authority to assess technical and commercial elements of bids. Bidders will be down selected at this point ahead of the next stage.
4. Negotiation - Down selected Bidders will be invited to 1-2-1 negotiation sessions with the Authority focussed on pre-selected elements of bids.
5. Best and Final Offer (BAFO) - Following the Negotiation stage, Bidders will be invited to submit a BAFO. Following this stage, the winning Bidder will be awarded.

The information provided here is for transparency and based on latest available information but may be subject to changes at the time of publishing.

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Email: DHCR@homeoffice.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government