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Planning

## **Inbound Mail and Document Management**

Department for Work and Pensions

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-020388

Procurement identifier (OCID): ocds-h6vhtk-03e24d

Published 14 July 2023, 4:53pm

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

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

Department for Work and Pensions

Peel Park

Blackpool

FY4 5ES

#### **Email**

[documentmanagement.procurement@dwp.gov.uk](mailto:documentmanagement.procurement@dwp.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

## **Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/department-for-work-pensions>

## **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**

Inbound Mail and Document Management

Reference number

ITT\_21919

#### **II.1.2) Main CPV code**

- 79999100 - Scanning services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

DWP are seeking to procure a contract for the off-site delivery of a critical service for DWP. This service will be centred around the end-to-end document management of physical and e-mail correspondence from citizens. All DWP inbound mail must be sorted at envelope level, opened (whether hard-copy or email), and prepared into batches according to the DWP business rules ahead of being scanned, indexed using OCR software, and digitally ingested into DWP's IT infrastructure. DWP will then route this digital correspondence to the relevant business unit in DWP for processing. This contract will also include the hard-copy storage of records, both in the short-term following an inbound item being scanned and longer-term hard-copy storage of physical items relating to citizens, staff and corporate records. All items held in storage, whether short-term or longer-term must be securely stored, maintained, retrieved and destroyed in-line with the DWP retention policies.

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

Value excluding VAT: £88,600,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 48311100 - Document management system
- 63121000 - Storage and retrieval services
- 72512000 - Document management services
- 79995100 - Archiving services
- 79996100 - Records management
- 92512100 - Archive destruction services

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

NUTS codes

- UK - United Kingdom
- UKG - West Midlands (England)

Main site or place of performance

The two primary service components shall be delivered from locations as stated below:

Digital Mailroom / Mail Opening Unit - North West Midlands

Full location details will be provided within the ITT

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

This procurement, an Open Procedure via Find a Tender Service, will look to brigade all of the services related to an end-to-end document management process. The resulting contract, with an initial term of 6 years and an extension option of up to 24 months, for Inbound Mail and Document Management, will encompass the following service components:

Envelope level sortation requires the successful supplier to undertake a high-level envelope sortation of all items received from citizens (received via Royal Mail). DWP has in place c. 1,100 'non-geographic' postcodes which can be used as the basis for the sortation. This high-level sortation facilitates finer sortation required at business unit and document level aligned to the DWP business rules.

The Digital Mailroom component requires the successful supplier to undertake post opening, document sortation, scanning, indexing and digital ingestion of all DWP's inbound written communications from citizens. The solution proposed by the successful supplier must include provision of any licence(s) required for their solution, such as those required for Optical Character Recognition (OCR) to index items that are scannable and readable.

The Document Management service component requires the successful supplier to manage all DWP hard-copy document storage from the perspective of both a short-term, post scan storage, and a longer-term hard-copy storage. The component involves the secure storage, intake, maintenance, retrieval, and destruction of all DWP's existing hard-copy citizen, staff, and corporate records.

To avoid any delays in handling and processing of items relating to the Authority's vulnerable citizens, likely to be incurred by any redirections, the Authority requires the MOU to remain inside the Wolverhampton catchment area.

The 'II.1.5) Estimated total value' field within this PIN includes an estimated value for a fully extended term.

## **II.2.14) Additional information**

Via pre-market engagement a number of products have been created and shared. In addition, specific details from the upcoming ITT are anticipated to be shared with interested parties w/c 24/07/23 and will include high level details of the evaluation questions, weightings and specification. All of which will be available to potential suppliers via a secure SharePoint. Access available on request

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

11 September 2023

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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

Suppliers Instructions:

How to Express Interest in this Tender:

1. Register on the eSourcing portal (this is only required once):

<https://dwp.bravosolution.co.uk> & click the link to register - Accept the terms & conditions & click 'continue' - Enter your correct business & user details - Note your chosen username & click 'Save'. You will receive an email with your password (keep this secure)

2. Express an Interest in the tender - Login to the portal with the username/password - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) - Click on the relevant exercise to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (A secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box

3. Responding to the tender - Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - You can now use the 'Messages' function to communicate with the buyer and seek any clarification - Note the deadline for completion. Follow the onscreen instructions to complete the PQQ/ ITT - There may be a mixture of online & offline actions to complete (detailed online help available). To submit your reply use the 'Submit Response' button (top of the page).

For further assistance please consult the online help, or the eTendering help desk.

DWP expressly reserves the rights(i)to use a reverse auction; (ii)to cancel this procurement at any stage; (iii)to not award any contract as a result of the procurement process commenced by publication of this notice; (iv)and in no circumstances will DWP be liable for any costs incurred by potential suppliers.