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Contract

Inbound Mail and Document Management for DWP

Department for Work and Pensions

F03: Contract award notice

Notice identifier: 2024/S 000-023993

Procurement identifier (OCID): ocds-h6vhtk-0401a2

Published 31 July 2024, 3:34pm

Section I: Contracting authority

I.1) Name and addresses

Department for Work and Pensions

Peel Park, Brunel Way

Blackpool

FY4 5ES

Email

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.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Inbound Mail and Document Management for DWP

Reference number

ecm_11924

II.1.2) Main CPV code

- 79999100 - Scanning services

II.1.3) Type of contract

Services

II.1.4) Short description

This procurement, an Open Procedure via Find a Tender Service, has brigaded all of the services related to an end-to-end document management process for the Department for Work and Pensions (DWP). This Contract, with an initial term of 6 years and an extension option of up to 24 months, for Inbound Mail and Document Management, encompasses the following service components:

Envelope level sortation where the Supplier will 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 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.

A Digital Mailroom service where the Supplier will undertake post opening, document sortation, scanning, indexing and digital ingestion of all DWP's inbound written and electronic communications from citizens. The solution includes provision of any licences required for their solution, such as those required for Optical Character Recognition (OCR) to index items that are scannable and readable.

A Records Management service where the Supplier will 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.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £105,047,306

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

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

Services will cover all components of Inbound Mail and Document Management as stated in the Description field.

II.2.5) Award criteria

Quality criterion - Name: Most Economically Advantageous Tender using price per quality point methodology / Weighting: 100

Price - Weighting: 100

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-027500](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

ecm_11924

Title

Inbound Mail and Document Management

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 July 2024

V.2.2) Information about tenders

Number of tenders received: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Restore Digital Limited

Village Way, Bilston

Wolverhampton

WV14 0UJ

Country

United Kingdom

NUTS code

- UKG - West Midlands (England)

Companies House

04624743

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £105,047,306

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.

VI.4) Procedures for review

VI.4.1) Review body

Department for Work and Pensions

Caxton House, Tothill Street

London

SW1H 9NA

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Department for Work and Pensions

Commercial Directorate, Peel Park, Brunel Way

Blackpool

FY4 5ES

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers. The Public Contracts Regulations 2015 (SI 2015/102) provide for aggrieved parties to take action in the High Court. Any such action must be brought within the relevant time limits. Where a contract has not been entered into, the court may order the setting aside of the award decision or order the authority to amend any document and may award damages. If the contract has been entered into, the court may award damages and in the case of specified breaches of the rules may also order the termination of the contract and the levying of fines. Precise deadlines and the situations in which the deadlines can be extended are contained within part 3 of the Public Contracts Regulations 2015 (SI 2015/102).