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Contract

## **DWP Document and Data Management Service**

Department for Work and Pensions

F20: Modification notice

Notice identifier: 2021/S 000-025782

Procurement identifier (OCID): ocids-h6vhtk-02ec23

Published 14 October 2021, 10:45pm

### **Section I: Contracting authority/entity**

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

Department for Work and Pensions

Quarry House, Quarry Hill

Leeds

LS2 7UA

#### **Contact**

Victoria Webster

#### **Email**

[victoria.webster@dwp.gov.uk](mailto:victoria.webster@dwp.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

DWP Document and Data Management Service

Reference number

DWP101976

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

- 72512000 - Document management services

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

Services

### **II.2) Description**

#### **II.2.1) Title**

The Contracting Authority, the Department for Work and Pensions (DWP), is awarding the tender for the secure mail opening, document scanning, indexing, valuables handling and multi format inbound chan

Lot No

No

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

- 48311000 - Document management software package
- 48311100 - Document management system

- 48613000 - Electronic data management (EDM)
- 63121100 - Storage services
- 64110000 - Postal services
- 72212223 - Electronic mail software development services
- 72212780 - System, storage and content management software development services
- 72312000 - Data entry services
- 72313000 - Data capture services
- 72314000 - Data collection and collation services
- 72317000 - Data storage services
- 72512000 - Document management services
- 79571000 - Mailing services
- 79999100 - Scanning services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various Locations within the United Kingdom

### **II.2.4) Description of the procurement at the time of conclusion of the contract:**

DWP is looking for the provision of a future secure mail opening, document scanning and indexing, valuables handling and multi format inbound channel service to meet its business requirements. The service would process up to circa 100k DWP mail items per day. DWP will be looking for a service which will have the capacity and capability to interface with multiple systems to deliver a solution for their complex and diverse organisation.

As part of the delivery of its 2020 Vision, DWP is committed to delivering innovative, cost effective services to its customers, whilst developing excellent supplier and stakeholder relationships.

### **II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or**

## **concession**

Start date

24 October 2017

End date

23 October 2022

### **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 IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2017/S 220-457326](#)

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## **Section V. Award of contract/concession**

### **Contract No**

DWP101976

### **Title**

Document and Data Management Service

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

24 October 2017

#### **V.2.2) Information about tenders**

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

**V.2.3) Name and address of the contractor/concessionaire**

Engie Services Limited

Shared Services Q3 Office Quorum Business Park Benton Lane

Newcastle Upon Tyne

NE12 8EX

Email

[uk-bulegalnoticesuk@engie.com](mailto:uk-bulegalnoticesuk@engie.com)

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

00598379

The contractor/concessionaire is an SME

No

**V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £42,780,513

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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.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Department for Work and Pensions

Quarry House, Quarry Hill

Leeds

LS2 7UA

Email

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

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Department for Work and Pensions

Quarry House, Quarry Hill

Leeds

LS2 7UA

Email

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

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

This authority incorporated the required standstill period at the point information on the award of contract was communicated to tenderers. The Public Contracts Regulations 2015 (SI 2015 No 87) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought within 30 days of the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the court considers that there is good reason for extending that period (up to a maximum of 3 months from the date of knowledge). 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 or shortening of the contract and the levying of fines. The purpose of the standstill period referred to above

was to allow parties to apply to the Courts to set aside the award decision before the contract was entered into.

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Department for Work and Pensions

Quarry House, Quarry Hill

Leeds

LS2 7UA

Email

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

Country

United Kingdom

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 72512000 - Document management services

#### **VII.1.2) Additional CPV code(s)**

- 48311000 - Document management software package
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 63121100 - Storage services
- 64110000 - Postal services
- 72212223 - Electronic mail software development services
- 72212780 - System, storage and content management software development services
- 72312000 - Data entry services



- 72313000 - Data capture services
- 72314000 - Data collection and collation services
- 72317000 - Data storage services
- 72512000 - Document management services
- 79571000 - Mailing services
- 79999100 - Scanning services

### **VII.1.3) Place of performance**

NUTS code

- UK - United Kingdom

Main site or place of performance

Various Locations within the United Kingdom

### **VII.1.4) Description of the procurement:**

The contract relates to the provision of a secure mail opening, document scanning and indexing, valuables handling and multi format inbound channel service to meet DWP's business requirements. The service processes up to circa 100k DWP mail items per day. The service will have the capacity and capability to interface with multiple systems to deliver a solution for their complex and diverse organisation.

As part of the delivery of its 2020 Vision, DWP is committed to delivering innovative, cost effective services to its customers, whilst developing excellent supplier and stakeholder relationships.

### **VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

24 October 2017

End date

23 October 2022

### **VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£42,780,513

**VII.1.7) Name and address of the contractor/concessionaire**

Engie Services Limited

Shared Services Q3 Office Quorum Business Park Benton Lane

Newcastle Upon Tyne

NE12 8EX

Email

[uk-bulegalnoticesuk@engie.com](mailto:uk-bulegalnoticesuk@engie.com)

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

00598379

The contractor/concessionaire is an SME

No

**VII.2) Information about modifications**

**VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

In accordance with PPN04; Modify the existing contract (including a price review) with the supplier to make it sustainable for both parties and to allow the continuation of service without any business disruption. The contract modification introduces a revised pricing structure and removes a timebound monthly minimum charge. This involves resizing the supplier operation to 85% pre Covid-19 business volumes. This modification runs until 23.10.22.

### **VII.2.2) Reasons for modification**

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The Covid-19 crisis caused a significant fall in business volumes on this contract due to DWP refocussing resources on escalating Universal Credit claim demand. Volumes are not expected to return to pre-pandemic levels due to easements and process changes introduced by DWP to manage unprecedented demand caused by the pandemic.

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £42,780,513

Total contract value after the modifications

Value excluding VAT: £46,482,697