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Contract

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

Department for Work and Pensions

F20: Modification notice

Notice identifier: 2023/S 000-026844

Procurement identifier (OCID): ocids-h6vhtk-03fbce

Published 11 September 2023, 4:38pm

### **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

#### **Region 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**

Equans Services Limited

Shared Services Q3 Office Quorum Business Park Benton Lane

Newcastle

NE12 8EX

Country

United Kingdom

NUTS code

- UK - United Kingdom

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

Country

United Kingdom

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

Department for Work and Pensions

Quarry House Quarry Hill

Leeds

LS2 7UA

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

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 2024

#### **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**

Equans Services Limited

Shared Services Q3 Office Quorum Business Park Benton Lane

Newcastle Upon Tyne

NE12 8EX

Country

United Kingdom

NUTS code

- UK - United Kingdom

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):

The contract was awarded on 24 October 2017 for a period of 5 years with a provision to extend the contract for a period of up to 2 years as published in the original Contract Notice. The contract was previously modified as a result of PPN04 to 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 during the Covid-19 crisis. This modification ran until 23 October 2022. The contract was then extended from 24 October 2022 to 23 October 2023. This notice confirms a further second extension from 24 October 2023 to 23 October 2024.

A new procurement is underway for Inbound Mail and Data Management (IMDM) and the extension is required to ensure the procurement timeline is met and also to ensure that there is no break in service for this business critical service. A change of contractor at this time would not be feasible due to the complexity of the service and there is a procurement underway with an estimated award date of May 2024. A further reason for extending the contract is to support the transition to a new supplier following the award of the IMDM contract. Without an extension there would be a service provision gap, adversely impacting DWP customers.

This Contract is extended under Regulation 72(1)(b) Additional Services as the modification involves additional services. The contract price is to be uplifted to £57,823,015 (less than 50% of the total contract value).

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

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

This increase in contract value is for the purpose of extending the contract whilst DWP run a procurement for Inbound Mail and Data Management.

Due to operational and digital constraints and the complexities surrounding provision of the DDMS postal, scanning and indexing services to the whole of DWP and the fact that

service continuity must be maintained without any risk of disruption, and that change to a new contractor will require significant transition time from the incumbent to a new supplier, a change of contractor at this time is not feasible.

Furthermore, an interim change of contractor at this time when procurement of a new contractor is already under way will cause significant inconvenience and substantial duplication of costs for the Department including set up costs, change of premises, premises, mail redirection.

The contract price is to be uplifted to £57,823,015 (less than 50% of the total contract value).

### **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: £46,343,115.11

Total contract value after the modifications

Value excluding VAT: £57,823,015