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Tender

## Inbound Mail and Document Management

Department for Work and Pensions

F02: Contract notice

Notice identifier: 2023/S 000-027500

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

Published 18 September 2023, 2:40pm

The closing date and time has been changed to:

**17 January 2024, 11:59pm**

See the [change notice](#).

## 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](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**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://dwp.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://dwp.bravosolution.co.uk>

Tenders or requests to participate must be submitted to 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**

This service will provide 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: £86,200,000

#### **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
- 92512100 - Archive destruction services

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

NUTS codes

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

### **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 and electronic 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 Records 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 DWP's vulnerable citizens, likely to be incurred by any redirections, the DWP requires the MOU to remain inside the Wolverhampton Catchment Area and/the MOU Location Catchment Map (included in the Procurement Documents) which is based 60 minutes travel time by motorised vehicle of the Northwest Midlands Mail Centre (WV1 1AA).

The 'II.1.5) Estimated total value' and 'II.2.6) Estimated value' fields within this Contract Notice includes an estimated value for a fully extended term.

## **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

## **II.2.6) Estimated value**

Value excluding VAT: £86,200,000

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend this contract for up to 24 months.

## **II.2.10) Information about variants**

Variants will be accepted: No

## **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **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: No

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

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Originally published as:

Date

10 November 2023

Local time

5:00pm

Changed to:

Date

17 January 2024

Local time

11:59pm

See the [change notice](#).

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 19 July 2024

#### **IV.2.7) Conditions for opening of tenders**

Date

13 November 2023

Local time

9:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **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 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 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.

Bidders are referred to the Procurement Documents accompanying this Contract Notice for additional information on this procurement and in relation to this Contract Notice.

The Transfer of Undertakings (Protection of Employment) Regulation 2006 are likely to apply to these Services. Bidders should refer to the Instructions to Bidders for further information.

HM Government requires that contracts awarded by Government Departments with a value exceeding 10000 GBP are published online (<http://www.gov.uk/contracts-finder>).

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

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

High Court

Royal Courts of Justice, Strand

London

WC2A 2LL

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 Bidders. 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).

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

High Court

Royal Courts of Justice, Strand

London

WA2A 2LL

Country

United Kingdom