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Not applicable

## **Inbound Mail and Document Management**

Department for Work and Pensions

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-031724

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

Published 27 October 2023, 10:17am

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

#### **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**

UKG - West Midlands (England)

#### **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**

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.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

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

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

IV.1.8)

Instead of

Text

No

Read

Text

Yes