

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/034197-2023>

Not applicable

Inbound Mail and Document Management

Department for Work and Pensions

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-034197

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

Published 20 November 2023, 9:24am

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

Country

United Kingdom

Region code

UKG - West Midlands (England)

Internet address(es)

Main address

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

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.

Section VI. Complementary information

VI.6) Original notice reference

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

Section VII. Changes

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

Section number

IV.2.2)

Instead of

Date

10 November 2023

Local time

5:00pm

Read

Date

17 January 2024

Local time

11:59pm

Section number

IV.2.6)

Place of text to be modified

Tender must be valid until: (dd/mm/yyyy)

Instead of

Date

19 July 2023

Read

Date

23 September 2024

Section number

IV.2.7)

Instead of

Date

13 November 2023

Local time

9:00am

Read

Date

18 January 2024

Local time

9:00am