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Planning

Request For Information (RFI) for second round of market engagement for Document Management services – including document scanning and validation.

Home Office

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-034859

Procurement identifier (OCID): ocids-h6vhtk-04b1d9

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Section I: Contracting authority

I.1) Name and addresses

Home Office

2 Marsham Street

London

SW1P 4DF

Email

DHCR@homeoffice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/home-office>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://homeoffice.app.jaggaer.com/web/login.html>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Request For Information (RFI) for second round of market engagement for Document Management services – including document scanning and validation.

II.1.2) Main CPV code

- 75112000 - Administrative services for business operations

II.1.3) Type of contract

Services

II.1.4) Short description

A second round of market engagement (RFI) to seek further understanding of the services and innovations available in the Document Management market.

II.1.5) Estimated total value

Value excluding VAT: £100,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 75000000 - Administration, defence and social security services
- 75100000 - Administration services
- 75110000 - General public services
- 75120000 - Administrative services of agencies
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79500000 - Office-support services
- 79560000 - Filing services
- 79900000 - Miscellaneous business and business-related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

His Majesty's Passport Office (HMPO), as the Contracting Authority, is reviewing potential options for future Document Management services. To support this process, HMPO is seeking market input to ensure optimal service delivery.

This is a second round of market engagement that the Authority is running. The Authority has refined the requirement following the first round of market engagement and welcomes further input.

Please see below the link to the PIN for the first round of market engagement:

<https://www.find-tender.service.gov.uk/Notice/016322-2024>

Please note that participation in the first round of market engagement is not a prerequisite to participate in this second round.

Overview of the Service:

HMPO requires its customers who apply for a new passport, a replacement passport, or a passport renewal, to send in supporting documentation (hard copies) as part of their application.

The Document Management service requirement at a high level is to:

- Sort inbound mail into various streams;
- Validate the authenticity of documents contained within each application;
- Scan documents to a standard that allows for easy reading of data on documents;
- Categorise documents into streams as defined by HMPO;
- Store and retrieve documents upon return requests issued by HMPO.

II.3) Estimated date of publication of contract notice

2 June 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

Following the publication of this PIN, an RFI questionnaire and supporting information will be launched on 4th November. In addition to the RFI, there will be a virtual supplier event on the 11th of November 2024 (subject to change).

The event will provide suppliers with an overview of the service and the opportunity to ask clarification questions. A clarification questions log will be shared with participants following the event.

To participate in the RFI and attend the supplier event, suppliers must register on the Home Office eSourcing portal (JAGGAER) first, and then complete and return a Non-Disclosure Agreement (NDA).

Registering for access to the RFI:

The RFI and NDA will be managed electronically via the Home Office's eSourcing Portal (JAGGAER). To participate in the RFI, participants must first be registered on the eSourcing Portal.

If you have not yet registered on the eSourcing Portal, this can be done online at

<https://homeoffice.app.jaggaer.com> by following the link and clicking 'To register click here'.

Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering.

Once you have registered on the eSourcing Portal, you can request access to the NDA, by emailing DHCR@homeoffice.gov.uk. Your email must clearly state the exact name that you used to register on JAGGAER. Once enabled, you should receive a link to the NDA from JAGGAER.

Once you have submitted a signed NDA you will be given access to the RFI documents.

For technical assistance on use of the eSourcing Portal please contact the JAGGAER Supplier Helpdesk at customersupport@jaggaer.com or 0800 069 8630 (0800 - 1800hrs).

Registering for the event:

Details on how to register for the virtual supplier event will be provided to suppliers via JAGGAER. Note, you must be registered on JAGGAER (see above).

It is the Home Office's intention to record this event and make it available on request to those that intend to respond to the RFI but cannot attend.

In order to attend the supplier event, participants must register for JAGGAER and express interest by no later than 8th of November at 15:00 GMT.

RFI Deadline:

Responses to the RFI are requested by 17:00 GMT on the 29th of November 2024.

These dates and times may be updated, with messages noting any changes provided via JAGGAER.