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Tender

HMPO Document Management Services

Home Office

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-036185

Procurement identifier (OCID): ocds-h6vhtk-050bcd ([view related notices](#))

Published 30 June 2025, 3:33pm

Scope

Description

His Majesty's Passport Office (HMPO), part of the Home Office, as the Contracting Authority, is reviewing potential options for future Document Management services.

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 and, where required, verify 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.

Please note, three Requests for Information (RFIs) have been run as part of market engagement to inform this procurement. This market engagement was conducted under the previous Public Contract Regulations (PCR) 2015 which is the reason why a Preliminary Market Engagement notice under the new regulations has not been published for this procurement.

Links to the Prior Information Notices (PINs) for the market engagement are below for further information:

- <https://www.find-tender.service.gov.uk/Notice/016322-2024?origin=SearchResults&p=1>

- <https://www.find-tender.service.gov.uk/Notice/017128-2024?origin=SearchResults&p=1>

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- <https://www.find-tender.service.gov.uk/Notice/034859-2024?origin=SearchResults&p=1155>

Total value (estimated)

- £140,000,000 excluding VAT
- £140,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 13 November 2026 to 12 November 2030
- Possible extension to 12 November 2033
- 7 years

Description of possible extension:

The 3-year extension will be broken down into three separate extension options of +1, +1

and +1.

Main procurement category

Services

CPV classifications

- 75112000 - Administrative services for business operations
- 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

Justification for not using lots

Lotting was tested during early market engagement and a thorough pros and cons analysis was also conducted to inform the decision to proceed with a single lot. Reasons cited from the market engagement feedback and the pros and cons analysis included the risk of integration, as well as the Authority's contract management resource capability.

Submission

Submission type

Requests to participate

Deadline for requests to participate

30 July 2025, 11:59pm

Submission address and any special instructions

All submissions will be completed through the Jaggaer portal, for which you login here:
<https://homeoffice.app.jaggaer.com/web/login.html>

If you have not yet registered on Jaggaer, this can also be done online through the above link and clicking on '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 documents for the first stage of the procurement.

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).

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

16 October 2026

Award criteria

Name	Description	Type	Weighting
Weighted Value for Money Index	The Quality weighting includes 10% for Social Value.	Quality	60%
Weighted Value for Money Index	The cost will be evaluated in combination with quality using the Weighted Value for Money Index (WVFMI). The financial pricing model submitted during the ITT stage by Bidders will inform the cost that is inputted into the WVFMI formula.	Cost	40%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

There will be five stages for the Competitive Flexible Procedure:

1. Conditions of Participation – Bidders will be asked to complete the Procurement Specific Questionnaire, used to qualify suitable Bidders for the later stages of the procurement through assessment of basic financial, legal, and organisational standards.
2. Dialogue – Bidders who successfully pass the Conditions of Participation stage will be invited to 1-2-1 dialogue sessions with the Authority focussed on ensuring a common understanding of requirements before the ITT stage.
3. Invitation To Tender (ITT) – Following the Dialogue stage, Bidders will be invited to formally respond to both a quality questionnaire and financial pricing model, allowing the Authority to assess technical and commercial elements of bids. Bidders will be down selected at this point ahead of the next stage.
4. Negotiation – Down selected Bidders will be invited to commercial negotiation sessions with the Authority focussed on pre-selected elements of bids.
5. Best and Final Offer (BAFO) – Following the Negotiation stage, Bidders will be invited

to submit a BAFO. Following this stage, the winning Bidder will be awarded.

The information provided here is for transparency and based on latest available information but may be subject to changes during the procurement.

Documents

Documents to be provided after the tender notice

The Authority will be sharing the NDA for the procurement via Jaggaer. Once the NDA is signed, the Authority will share five documents as part of the first stage of the procurement, the Conditions of Participation:

1. Appendix 1 – PSQ Instructions

This sets out the instructions for the Conditions of Participation stage and provides an overview of the overall procurement timeline.

2. Appendix 2 – Supplier Briefing Document – PSQ

This provides an overview of the Document Management Service and a commercial overview of the Conditions of Participation stage and is supplementary to the Instructions Document.

3. Appendix 3 - Procurement Specific Questionnaire

The Procurement Specific Questionnaire (PSQ) will be used to qualify suitable Bidders for the later stages of the procurement through assessment of basic financial, legal, and organisational standards. Bidders will be required to populate and return the PSQ by the specified deadline in the Instructions Document.

4. Appendix 4 – Financial Viability Risk Assessment Tool

The Financial Viability Risk Assessment Tool (FVRA) accompanies the Procurement Specific Questionnaire (PSQ) and will be used specifically for monitoring the economic and financial standing of Bidders.

5. Appendix 5 – Clarification Questions Template

This template will be used for any questions that Bidders have during the Conditions of Participation stage.

Documents associated specifically with each future stage of the procurement following the Conditions of Participation stage will be shared at the beginning of each stage. For example, the draft contract will be shared at the start of the Invitation To Tender (ITT) stage.

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Email: DHCR@homeoffice.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government