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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

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: <a href="https://homeoffice.app.jaggaer.com/web/login.html">https://homeoffice.app.jaggaer.com/web/login.html</a>

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 <a href="mailto:DHCR@homeoffice.gov.uk">DHCR@homeoffice.gov.uk</a>. 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 <a href="mailto:customersupport@jaggaer.com">customersupport@jaggaer.com</a> 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	Туре	Weighting
Weighted Value for Money Index	The Quality weighting includes 10% for Social Value.	•	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.		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