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**United Kingdom-London: Administration services
2020/S 110-268628**

Contract award notice

Results of the procurement procedure

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Official name: Secretary of State for the Home Department

Postal address: 2 Marsham Street

Town: London

NUTS code: UK UNITED KINGDOM

Postal code: SW1P 4DF

Country: United Kingdom

Contact person: SVS Procurement Team

E-mail: HMPOSVSProc@homeoffice.gov.uk

Internet address(es):

Main address: www.gov.uk/home-office

Address of the buyer profile: <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp>

I.2) Information about joint procurement

I.4) Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

HMPO Scanning, Validation and Storage

Reference number: C10931

II.1.2) Main CPV code

75100000 Administration services

II.1.3) Type of contract

Services

II.1.4) Short description:

Contract for the provision of back-office services for Her Majesty's Passport Office (HMPO) to support the processing of passport applications. Required services include secure handling and digitisation of documentation, cashiering and payment processing, checking and validation of documentation, physical storage

and retrieval of documentation and the return of documentation to the applicant. This service will support the transformation strategy of HMPO to become a modern digital business, reducing and removing reliance on the current paper workflow while maintaining the business continuity of existing services. Services must be delivered from two secure document handling units located at supplier's facilities. Further information is available via the Crown Commercial Service's eSourcing Suite.

II.1.6) Information about lots

This contract is divided into lots: no

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: 64 557 931.27 GBP

II.2) Description

II.2.1) Title:

II.2.2) Additional CPV code(s)

75000000 Administration, defence and social security services
72310000 Data-processing services
79999100 Scanning services
79996100 Records management
75112000 Administrative services for business operations
72317000 Data storage services
72300000 Data services
79999200 Invoicing services
79000000 Business services: law, marketing, consulting, recruitment, printing and security
79500000 Office-support services
75130000 Supporting services for the government
79999000 Scanning and invoicing services

II.2.3) Place of performance

NUTS code: UK UNITED KINGDOM

II.2.4) Description of the procurement:

Established in 2006, Her Majesty's Passport Office provides passport services for British nationals residing in the UK and to those residing overseas with over 6 million passports issued each year. The current contract for handling and preparing new applications for examination by HMPO staff is due to expire. HMPO seeks a commercial partner to provide new replacement service to both maintain business continuity while transforming existing arrangements to introduce a modern, digital service. This will be delivered within two secure document handling units (DHU) located at supplier's facilities. It will reduce the flow of hardcopy documentation across the business, eliminate geographical restraints, maximise efficiency and quality and improve document fraud detection. Services will include scalable provision to meet varying levels of demand in both the short and long term to required deadlines; digitisation and association of any paper input submitted as part of an application; handling, sortation, security screening, opening and tracking of incoming mail; processing of application payments; verification of the physical integrity and validity of paper applications and supporting documents; scanning of paper applications and supporting documents to a quality that enables accurate transfer of applicant data and examination by HMPO staff; engaging with applicants and HMPO staff to ensure required information is received; secure storage of data and transfer of data to HMPO systems in conformance to industry information security management standards; responsibility for documents lost or damaged within the DHU; Documents to

be stored and prepared for return to Applicants, forwarded to other Government Departments or Third Parties as required.

II.2.5) Award criteria

Quality criterion - Name: Supplier solution / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: no

II.2.13) Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) Additional information

Section IV: Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

IV.1.6) Information about electronic auction

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

The procurement is covered by the Government Procurement Agreement: no

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 099-239830](#)

IV.2.8) Information about termination of dynamic purchasing system

IV.2.9) Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: C10931

Title:

HMPO Scanning, Validation and Storage

A contract/lot is awarded: yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract:

13/05/2020

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: no

V.2.3) Name and address of the contractor

Official name: Sopra Steria Ltd
National registration number: 04077975
Postal address: Three Cherry Trees Lane, Hertfordshire
Town: Hemel Hempstead
NUTS code: UK UNITED KINGDOM
Postal code: HP2 7AH
Country: United Kingdom
Internet address: www.soprasteria.co.uk
The contractor is an SME: no

V.2.4) Information on value of the contract/lot (excluding VAT)

Total value of the contract/lot: 64 557 931.27 GBP

V.2.5) Information about subcontracting

The contract is likely to be subcontracted
Value or proportion likely to be subcontracted to third parties
Proportion: 52 %
Short description of the part of the contract to be subcontracted:
The Key Sub-contractor is Iron Mountain (UK) PLC;
Address: Ground Floor, 4 More London Riverside, London, United Kingdom, SE1 2AU;
And will be providing 52 % of the services and covering all parts of the service.

Section VI: Complementary information

VI.3) Additional information:

VI.4) Procedures for review

VI.4.1) Review body

Official name: N/A
Town: N/A
Country: United Kingdom

VI.4.2) Body responsible for mediation procedures

VI.4.3) Review procedure

VI.4.4) Service from which information about the review procedure may be obtained

VI.5) Date of dispatch of this notice:

05/06/2020