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**United Kingdom-London: Administration services  
2019/S 099-239830**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

Secretary of State for the Home Department  
2 Marsham Street  
London  
SW1P 4DF  
United Kingdom  
Contact person: SVS Procurement Team  
E-mail: [HMPOSVSProc@homeoffice.gov.uk](mailto:HMPOSVSProc@homeoffice.gov.uk)  
NUTS code: UK

**Internet address(es):**

Main address: [www.gov.uk/home-office](http://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.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp>  
Tenders or requests to participate must be submitted to the abovementioned 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://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp>

**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

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 2 secure Document Handling Units located at supplier's facilities. Further information is available via the Crown Commercial Service's e-Sourcing Suite.

II.1.5) **Estimated total value**

Value excluding VAT: 120 000 000.00 GBP

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

II.2.2) **Additional CPV code(s)**

75000000

72310000

79999100

79996100

75112000

72317000

72300000

79999200

79000000

79500000

75130000

79999000

II.2.3) **Place of performance**

NUTS code: UK

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 6 000 000 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 2 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 Departments or Third Parties as required.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

Value excluding VAT: 120 000 000.00 GBP

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

This contract can be extended for up to 2 years with an option for a further 1 year extension (5 + 2 + 1). The estimated value includes the optional extension periods.

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

This is a restricted procedure with open access to the selection questionnaire (SQ) stage once a non-disclosure agreement has been completed. SQ submissions will be scored, suppliers ranked and 5 will be invited to submit tenders to bid for the contract.

Additional Information on using the eSourcing portal can be obtained via the eSourcing portal. <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp>

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

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**

The Authority is not responsible for any bidding costs incurred by potential suppliers in respect of this procurement. The Authority reserves the right to abandon the competitive process and not award any contract; make any changes it sees as reasonable to the competition; remove and/or amend element(s) from the scope of the requirements; and accept or reject any tender.

### **Section III: Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

##### **III.1.5) Information about reserved contracts**

#### **III.2) Conditions related to the contract**

##### **III.2.1) Information about a particular profession**

##### **III.2.2) Contract performance conditions:**

##### **III.2.3) Information about staff responsible for the performance of the contract**

### **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.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

##### **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**

##### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date: 10/07/2019

Local time: 12:00

##### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

Date: 27/08/2019

##### **IV.2.4) Languages in which tenders or requests to participate may be submitted:**

English

##### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

##### **IV.2.7) Conditions for opening of tenders**

### **Section VI: Complementary information**

#### **VI.1) Information about recurrence**

This is a recurrent procurement: no

#### **VI.2) Information about electronic workflows**

#### **VI.3) Additional information:**

Respondents are requested to express an interest, the process for which is set out below. For the avoidance of doubt, please note that respondents are required to express an interest separately for this competition

regardless of their involvement in the previous market engagement activities for this project. Any such involvement does not constitute an expression of interest for the competition advertised in this notice. In order to express an interest, please follow the steps set out below.

The procurement will be managed electronically via the Crown Commercial Service's e-Sourcing Suite. To participate in this procurement, participants must first be registered on the e-Sourcing Suite. If you have not yet registered on the e-Sourcing Suite, this can be done online at <https://gpsesourcing.cabinetoffice.gov.uk> by following the link 'Register for CCS e-Sourcing'. 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 and who will be entering into a contract if invited to do so. Full instructions for registration and use of the system can be found at <http://gps.cabinetoffice.gov.uk/i-am>

Once registered, organisations wishing to participate in the tender must send an email, as detailed below, to: [HMPOSVSProc@homeoffice.gov.uk](mailto:HMPOSVSProc@homeoffice.gov.uk)

The email should be entitled 'HMPO SVS Procurement — Expression of Interest' and contain the following details:

- your organisation's name,
- your contact name,
- email address,
- telephone number, and
- eSourcing Login details (user name, email, account name, etc.).

Any expressions of interest not submitted in the required format (or containing the requested information) may be rejected.

The Authority requires participants to sign a non-disclosure agreement (NDA) in order to be invited to participate in the competition for this project. On receipt of an email as detailed above, the Authority will confirm receipt of the expression of interest by email with the required NDA attached together with further instructions.

Once a correctly signed NDA is received by the Authority, participants will be invited to the standard selection questionnaire (SQ) to progress further in the process via eSourcing portal. Invitations to the SQ Event will be sent 4.6.2019 provided a valid NDA has been received by the Authority or after that date in cases when a valid NDA is received after 4.6.2019.

The closing date for SQ submissions is 12:00 Wednesday 10.7.2019. SQ clarification questions can not be submitted any later than 12:00 Thursday 27.6.2019.

For technical assistance on use of the eSourcing Suite contact: Crown Commercial Service Help-desk: freephone: +443450103503 or email: [supplier@ccs.gsi.gov.uk](mailto:supplier@ccs.gsi.gov.uk)

VI.4) **Procedures for review**

VI.4.1) **Review body**

N/A  
N/A  
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:**

20/05/2019