

United Kingdom-Croydon: Scanning and invoicing services

OJ S 67/2020 03/04/2020

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: HM Land Registry

Postal address: Trafalgar House, 1 Bedford Park

Town: Croydon

NUTS code: UKI62 Croydon

Postal code: CR0 2AQ

Country: United Kingdom

Contact person: Tim Smith

E-mail: tim.smith@landregistry.gov.uk**Internet address(es):**Main address: <https://www.gov.uk/government/organisations/land-registry>Address of the buyer profile: <https://www.gov.uk/government/organisations/land-registry>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://hmlandregistry.force.com>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://hmlandregistry.force.com>

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://hmlandregistry.force.com>

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

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Scanning, Processing and Data Extraction Services

Reference number: CO591

II.1.2. Main CPV code

79999000 Scanning and invoicing services

II.1.3. Type of contract

Services

II.1.4. Short description

This requirement is to procure a replacement contract for scanning, processing and data extraction services which are located off HM Land Registry premises. To access the procurement documents for this contract please sign up at <https://hmlandregistry.force.com> and register for project C0591. You should use the same link to submit your selection questionnaire response.

II.1.5. Estimated total value

Value excluding VAT: 10 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: Her Majesty's Land Registry, UK-wide

II.2.4. Description of the procurement

HM Land Registry plan to procure a replacement contract for scanning, processing and data extraction services. The contract period will be for an initial period of 42 months, plus 2 x 12 month extension options, with an indicative value of between GBP 7 000 000 and GBP 10 000 000 across the whole contract period, including extension options. We expect that the scope of the services will cover the following:

- receipt and processing of items of mail addressed to HM Land Registry, which may include opening, re-directing, returning and/or scanning;
- mail items may be of varying size for example letters and packets and are currently delivered by Royal Mail and DX;
- preparation and scanning of HM Land Registry application forms, plans and documents, of varying size, age and quality, which may be coloured or black and white;
- the extraction, capture and electronic submission of accurate data from HM Land Registry paper and scanned images of application forms (electronic data extraction) and documents;
- the electronic submission of high quality digital images within specified service levels;
- temporary storage and secure destruction of hard copy original documents;
- returning through post and/or courier cherished documents and other associated documents;
- processing, validation and banking of cheques and postal orders;
- bulk scanning and digitisation of documents held in HM Land Registry's archive;
- quality assurance processes average front file scanning daily volumes are as follows:
 - mail items received 2 150,
 - images scanned 23 000.
- average back file scanning daily volumes are as follows:
 - mail items received 1 000,
 - images scanned 16 000.
- electronic data extraction daily volumes are as follows:
 - documents 13 000,
 - images 51 000.
- cheques and postal orders daily volumes are as follows: 355.

Please note that the value provided in section II.1.5) is only an estimate.

This procurement offering does not guarantee any minimum spend and there will be no form of exclusivity or volume guarantee under this contract. This is the first stage of the procurement where suppliers are asked to download and complete the selection questionnaire document. To access the procurement documents for this contract please sign up at <https://hmlandregistry.force.com> and register for project C0591. If you have already registered for this procurement via the supplier day you do not need to re-register. You should use the same link to submit your selection questionnaire response. The selection questionnaire will be accompanied by the draft tender documents, including the statement of requirements, invitation to negotiate, method statement, pricing schedule and the contract. All communications should be via HM Land Registry's tender portal <https://hmlandregistry.force.com> and register for project C0591. The deadline for submitting selection questionnaire responses is 12.00 on Wednesday 29 April 2020.

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

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

Duration in months: 42

This contract is subject to renewal: yes

Description of renewals:

There will be 2 x 12 month extensions following the initial 42-month period.

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

Maximum number: 10 Objective criteria for choosing the limited number of candidates:

Evaluation criteria as set out in the selection questionnaire.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Chapter V of the General Data Protection Regulation (GDPR) restricts the transfer of personal data from the EU to 'third countries'. If the UK leaves the EU without a deal it will be classed as a third country by the EU. In the event of the UK leaving the EU without having reached agreement on data transfers during the transitional period there is a risk that the transfer of personal data from an EU based processor to HM Land Registry in the UK may be restricted under the GDPR. The statement of requirements requires personal data to be only stored in, processed in and accessed from the EU or UK and bidders are required to state the specific geographical location where data will be stored, processed and managed. If the successful supplier for this procurement processes personal data from a location within the EU (but outside of the UK) in their role as data processor, the successful supplier agrees, at the request of HM Land Registry, to repatriate (according to the cost and approach outlined in their tender submission) personal data processed under the contract to the UK and to cease the transfer of personal data from the EU to the UK (and to cooperate with HM Land Registry in the event of appropriate safeguards for the transfer of personal data becoming available). HM Land Registry expects bidders to take steps to ensure they are aware of this risk and understand whether services could be restricted in the circumstances outlined above, and that they are prepared to address any actual or reasonably suspected legal or regulatory claim,

demand, action or proceeding that may arise in relation to this risk. As part of the submissions bidders are therefore asked to provide two different pricing options:

- (1) Option A – ‘Primary offer’ – based upon meeting all of the statement of requirements.
- (2) Option B – ‘UK based storage, processing and access’ – based upon the requirement in section 9. Data Protection and Brexit – risk of no agreement during the transition period’ of the Invitation to negotiate. Bidders are asked to provide a breakdown of what their cost offer would be if they were required to store, process and access data only in the UK if requested by HM Land Registry.

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 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

List and brief description of conditions:

HM Land Registry will have certain technical requirements for this contract that will be mandatory in order to meet the necessary UK Government security standards.

(i) Bidders will be asked to self-certify that their organisation either is already certified to ‘ISO 27001:2017 Information Security Management’ or equivalent level, or would ensure that it is accredited in accordance with the outline implementation plan timescale requirements and will maintain this certification throughout the contract period.

(ii) Bidders will be asked to self-certify that their organisation either is already certified to ‘Penetration of systems by a CHECK, CREST, or TIGER approved’ or equivalent standard, or would ensure that it is accredited in accordance with the outline implementation plan timescale requirements and will maintain this certification throughout the contract period.

(iii) Bidders will be asked to self-certify that their organisation either is already operating to UK government cloud security principles in terms of official data holding and management of personal information, or can provide assurance that the required services will be implemented and managed in accordance to these principles. This includes assurance that controls will be implemented as part of a security risk management process within the outline implementation plan timescale requirements, and risk management maintained throughout the contract period. Please see the following link: <https://www.ncsc.gov.uk/guidance/cloud-security-collection>.

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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation Accelerated procedure Justification:

The needs of the contracting authority cannot be met without adaptation of ready available solutions.

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

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 005-006629](#)

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

Date: 29/04/2020 Local time: 12:00

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

Date: 22/05/2020

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)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: HM Land Registry

Postal address: Trafalgar House, 1 Bedford Park

Town: Croydon

Postal code: CR0 2AQ

Country: United Kingdom

E-mail: _Procurement&CommercialGroup@landregistry.gov.uk

Internet address: <https://www.gov.uk/government/organisations/land-registry>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

There is no right of appeal in this procurement. If you have a complaint or seek to challenge the outcome, please follow the guidance on procedure contained in the previous section.

VI.5. Date of dispatch of this notice

30/03/2020