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Tender

Contract for the Provision of Travel Services for Immigration Purposes.

Home Office

F02: Contract notice

Notice identifier: 2025/S 000-004181

Procurement identifier (OCID): ocids-h6vhtk-041b96

Published 7 February 2025, 1:56pm

Section I: Contracting authority

I.1) Name and addresses

Home Office

The Secretary of State for the Home Department Home Office,

London

SW1P 4DF

Contact

Immigration Enforcement Commercial

Email

Escorting-Commercial@homeoffice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/home-office

Buyer's address

<https://homeoffice.app.jaggaer.com/web/login.html>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://homeoffice.app.jaggaer.com/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://homeoffice.app.jaggaer.com/web/login.html>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contract for the Provision of Travel Services for Immigration Purposes.

II.1.2) Main CPV code

- 63515000 - Travel services

II.1.3) Type of contract

Services

II.1.4) Short description

The Home Office is responsible, under UK legislation including but not limited to the Immigration Act 1971 and the Immigration and Asylum Act 1999, for detaining and/or enforcing the removal of certain persons.

It is necessary to provide sufficient travel methods (not exclusively air travel) to ensure that individuals with no legal basis to remain in the UK can be removed to overseas destinations. This includes ensuring those methods can accommodate vulnerable individuals, such as those with medical conditions, or those who refuse to comply with transfer. There may also be a requirement to manage travel arrangements for other immigration/government purposes as required by the Authority.

The Authority is seeking a commercial partner to provide a number of fully integrated services in regards to Travel. These services include (but are not limited to):

- Providing a comprehensive travel service that complies with requirements and restrictions imposed by airlines in relation to immigration passengers on scheduled flights;
- Providing tickets for Service Users, taking into account restrictions imposed by individual airlines;
- Following detailed and specific individual airline procedures for obtaining refunds;
- Managing relationships with the carriers to maximise cost-effective opportunities;
- Provision of a complete Charter service to meet the requirements of the Home Office;

- Provision of accommodation for Home Office staff and representatives when required.

II.1.5) Estimated total value

Value excluding VAT: £391,700,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 34980000 - Transport tickets
- 60000000 - Transport services (excl. Waste transport)
- 60400000 - Air transport services
- 60410000 - Scheduled air transport services
- 60423000 - Air-charter services
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 63516000 - Travel management services
- 63520000 - Transport agency services
- 79997000 - Business travel services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

The Authority is seeking a commercial partner to provide a number of fully integrated services in regards to travel for immigration purposes, primarily to/from destinations overseas, but including some UK based activity.

These services include (but are not limited to):

- Providing a comprehensive travel service that complies with requirements and restrictions imposed by airlines in relation to immigration passengers on scheduled flights;
- Providing tickets for Service Users, taking into account restrictions imposed by individual airlines;
- Following detailed and specific individual airline procedures for obtaining refunds;
- Managing relationships with the carriers to maximise cost-effective opportunities;
- Provision of a complete Charter service to meet the requirements of the Home Office;
- Provision of accommodation for Home Office staff and/or representatives when required.

The Authority may have requirements for other UK based travel services. If this requirement materialises, the Authority will agree with the supplier awarded the contract how these requirements can be delivered. There may also be a requirement to manage travel arrangements for other immigration/government purposes as required by the Authority.

The potential length of contract will be 5 years from service commencement, with options to extend on one or more occasions up to a maximum of a further 2 years.

The estimated contract value in this contract notice is calculated over the potential maximum term of 7 years including optional extensions.

The estimated contract value includes pass-through costs and management services which incorporates implementation costs.

Pass-through costs are costs which are associated with the purchase of travel services including tickets, chartering aircraft(s) and hotel bookings. The pass-through costs over the life of this contract are estimated to be in the range of £171m - £384m.

The content of this notice, including the nature of services and estimated value (including estimated value of pass-through costs), may be subject to change.

Note that services may include but not be limited to current and future related service requirements.

This service is volumetric and any estimated values (including estimated value of pass-through costs) may be subject to change up or down depending on the amount of activity

undertaken during the life of contract.

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: £391,700,000

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

Option to extend on one or more occasions up to a maximum of a further 2 years.

II.2.10) Information about variants

Variants will be accepted: No

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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: [2023/S 000-034388](#)

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

Date

3 April 2025

Local time

4:00pm

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: 13 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

3 April 2025

Local time

4:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

1. To express an interest, participants must first be registered on the Home Office eSourcing Suite. If you have not yet registered, this can be done online at <https://homeoffice.app.jaggaer.com/web/login.html> by clicking the 'Register Here' link.

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.

2. Email: Escorting-Commercial@homeoffice.gov.uk

Title of email: Travel Services Procurement - Expression of Interest

Email to include: Organisation name, Contact name, E-mail address and telephone number.

Once the above steps are completed, documents will be made available via the portal, subject to parties signing a Non-Disclosure Agreement (NDA).

A supplier event will be held virtually on Monday 17th February 2025 (may be subject to change). Supplier participation in the industry day will require a signed NDA to be submitted by Friday 14th February 2025 - midday. Further details of the event will be provided to those suppliers who have submitted their signed NDAs.

The contract falls under Regulation 74 of and Schedule 3 to the Public Contracts Regulations 2015. As a result, the Authority has determined the procurement procedure that is being followed.

The Authority will ensure that the procurement procedure is at least sufficient to ensure compliance with the principles of transparency and equal treatment of Bidders.

The content of this notice, including the nature of services and estimated value (including estimated value of pass through costs) may be the subject to change.

VI.4) Procedures for review

VI.4.1) Review body

N/A

N/A

Country

United Kingdom