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Tender

Tender for a concession agreement to provide Secure English Language Testing services

Home Office

F02: Contract notice

Notice identifier: 2024/S 000-004412

Procurement identifier (OCID): ocds-h6vhtk-0438ca

Published 9 February 2024, 12:11pm

Section I: Contracting authority

I.1) Name and addresses

Home Office

London

Email

sts24selt@homeoffice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/home-office

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

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Tender for a concession agreement to provide Secure English Language Testing services

Reference number

C19512

II.1.2) Main CPV code

- 75131100 - General personnel services for the government

II.1.3) Type of contract

Services

II.1.4) Short description

The Home Office seeks to award concession Agreements for operators to become approved providers in the UK (Lot 1) and the Rest of the World (Lot 2) ("ROW") of a Secure English Language Test (SELT), aligned to the Council of Europe Common European Framework of Reference for Languages (CEFR). These tests will be used to prove English language abilities for UK visa or citizenship applications that require an applicant to prove their knowledge of English. <https://www.gov.uk/guidance/prove-your-english-language-abilities-with-a-secure-english-language-test-selt>

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1 (UK) and Lot 2 (ROW)

II.2) Description

II.2.1) Title

UK Lot

Lot No

1

II.2.2) Additional CPV code(s)

- 75131100 - General personnel services for the government
- 80000000 - Education and training services
- 80580000 - Provision of language courses

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Secretary of State for the Home Department, acting through the Home Office's UK Visas and Immigration (UKVI), is the Authority which seeks to award concession Agreements for operators to become approved providers in the UK (Lot 1) of a Secure English Language Test (SELT) aligned to the Council of Europe Common European Framework of Reference for Languages (CEFR).

Home Office immigration policy establishes an English language requirement that customers may be required to evidence for UK visa or citizenship applications.

The SELT assesses a customer's competency in speaking and listening and dependent on the route of entry, reading and writing English, between levels A1 to C1 of the CERF. Tests are taken under UKVI-prescribed secure conditions where secure relates to:

1. Processes to verify the identity of the customer;
2. Ensuring that it is only the validated customer who takes the test and does so under exam conditions with an appropriately trained invigilator to eliminate the ability to cheat;

3. Ensuring results are not released until the provider has completed additional verification checks to ensure that collusion and fraud have not taken place; and

4. Ongoing audits, both internal and via external independent auditors, of the physical test points, processes and delivery systems in order to ensure that the security and integrity protocols are being strictly adhered to.

Approximately 133,000 2-facet (speaking and listening) and 30,000 4-facet (reading, writing, speaking and listening) tests were taken in the UK in the period April 2022 to March 2023 inclusive.

The Authority plans to award a maximum of two UK concession Agreements but reserves the right to award to fewer.

Additional information on the service can be found here:

<https://www.gov.uk/guidance/prove-your-english-language-abilities-with-a-secure-english-language-test-selt>

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: £165,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The concession Agreement will run for 36 months with an option to extend for a further 12 months and a further 12 months after that

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

II.2) Description

II.2.1) Title

Rest of the World ("ROW")

Lot No

2

II.2.2) Additional CPV code(s)

- 75131100 - General personnel services for the government
- 80000000 - Education and training services
- 80580000 - Provision of language courses

II.2.3) Place of performance

NUTS codes

- AE - United Arab Emirates
- BD - Bangladesh
- CN - China
- FR - France

- GH - Ghana
- HK - Hong Kong
- IN - India
- KE - Kenya
- KW - Kuwait
- LK - Sri Lanka
- NG - Nigeria
- NP - Nepal
- PH - Philippines
- PK - Pakistan
- QA - Qatar
- SA - Saudi Arabia
- TH - Thailand
- TR - Turkey
- TW - Taiwan
- ZA - South Africa
- ZW - Zimbabwe

II.2.4) Description of the procurement

The Secretary of State for the Home Department, acting through the Home Office's UK Visas and Immigration (UKVI), is the Authority which seeks to award concession Agreements for operators to become approved providers in the Rest of the World excluding the UK (Lot 2) of a Secure English Language Test (SELT) aligned to the Council of Europe Common European Framework of Reference for Languages (CEFR).

Home Office immigration policy establishes an English language requirement that customers

may be required to evidence for UK visa or citizenship applications.

The SELT assesses a customer's competency in speaking and listening and dependent on the route of entry, reading and writing English, between levels A1 to C1 of the CERF. Tests are taken under UKVI-prescribed secure conditions where secure relates to:

1. Processes to verify the identity of the customer;
2. Ensuring that it is only the validated customer who takes the test and does so under exam conditions with an appropriately trained invigilator to eliminate the ability to cheat;
3. Ensuring results are not released until the provider has completed additional verification checks to ensure that collusion and fraud have not taken place; and
4. Ongoing audits, both internal and via external independent auditors, of the physical test points, processes and delivery systems in order to ensure that the security and integrity protocols are being strictly adhered to.

Approximately 58,000 2-facet (speaking and listening) and 495,000 4-facet (reading, writing, speaking and listening) tests were taken across 143 countries (excluding the UK) in the period April 2022 to March 2023 inclusive.

For this tender the requirement spans 144 countries. Only the top 90% by volume for the period April 2022 to March 2023 are shown in the NUTS code field.

The Authority plans to award a maximum of four ROW concession Agreements but reserves the right to award to fewer.

Additional information on the service can be found here:

<https://www.gov.uk/guidance/prove-your-english-language-abilities-with-a-secure-english-language-test-selt>

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: £562,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The concession Agreement will run for 36 months with an option to extend for a further 12 months and a further 12 months after that

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 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

Please refer to the ITT instruction to bidder pack on the Home Office eSourcing tool
<https://homeoffice.app.jaggaer.com/web/login.html>

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: Yes

IV.2) Administrative information

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

Date

19 April 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

19 April 2024

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This procurement will be managed electronically via the Home Office's eSourcing Portal (JAGGAER). To participate in this procurement, participants must first be registered on the eSourcing Portal. <https://homeoffice.app.jaggaer.com/>

If you have not yet registered on the eSourcing Portal, this can be done online at <https://homeoffice.app.jaggaer.com> 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, who will be entering into

a contract if invited to do so.

Registering to use the Jaggaer portal also does NOT provide access to the ITT. Once you have registered on the eSourcing Portal, a registered user can express an interest for a specific procurement. This is done by emailing sts24selt@homeoffice.gov.uk.

Your email must clearly state the following to allow the buyer to locate your details on the Jaggaer system and enable your access to the tender:

1. That you wish to register for " Secure English Language Test Concession Agreement Tender C19512";
2. The supplier name that you have used to register on Jaggaer; and
3. The name and contact details used on Jaggaer for the registered individual sending the email.

The eMail will be processed and then the buyer will enable the supplier to access a Non-Disclosure Agreement (NDA) via the eSourcing Portal. The registered user will receive a notification email to alert them once this has been done.

Once the registered user has completed and returned the NDA via the eSourcing Portal the buyer will enable the supplier to access the independent ITT area via the eSourcing Portal. The registered user will receive a notification email to alert them once this has been done. This is not an automated process and the buyer asks that you are patient whilst the NDA is processed.

We highly recommend that once you complete the NDA and first access the Tender section, that you download and review the " C19512 - Invitation to Tender for The Secure English Language Test (SELT) Instructions to Bidders_READ ME FIRST" found within the 'attachments' section of the eSourcing portal.

For technical assistance on use of the eSourcing Portal please contact the JAGGAER Supplier Helpdesk at customersupport@jaggaer.com or 0800 069 8630 (0800 - 1800hrs).

VI.4) Procedures for review

VI.4.1) Review body

Cabinet Office

London

Country

United Kingdom