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Contract

Generic Identity Verification Service

Home Office

F03: Contract award notice

Notice identifier: 2023/S 000-005657

Procurement identifier (OCID): ocds-h6vhtk-02d719

Published 27 February 2023, 11:16am

Section I: Contracting authority

I.1) Name and addresses

Home Office

2 Marsham Street

London

SW1P 4DF

Email

fbiscommercial@homeoffice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk

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

Generic Identity Verification Service

Reference number

C21545

II.1.2) Main CPV code

- 72416000 - Application service providers

II.1.3) Type of contract

Services

II.1.4) Short description

Personal device based, generic identity verification (GIDV), document verification and facial biometric enrolment, identity capture

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: £91,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of a mobile device application and functional service wrapper necessary to capture and verify applicant identities:

- Scanning or reading documents (passport)
- Identity capture including facial biometric enrolment
- Document verification
- Real-time facial matching
- Liveness assessment
- Integration (Home Office application and case working systems)
- Personal information and data must be secure
- Continuous improvement

II.2.5) Award criteria

Quality criterion - Name: Implementation Planning / Weighting: 9.8

Quality criterion - Name: Technical Solution / Weighting: 21

Quality criterion - Name: Operating the Service / Weighting: 7.7

Quality criterion - Name: Managing Change / Weighting: 5.6

Quality criterion - Name: Ongoing Development / Weighting: 5.6

Quality criterion - Name: Maintaining a quality and performant service / Weighting: 5.6

Quality criterion - Name: Security / Weighting: 2.6

Quality criterion - Name: Exit Management / Weighting: 2.1

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial / Weighting: 30

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

Restricted 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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-031984](#)

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

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

C21545

Title

Generic Identity Verification Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 June 2022

V.2.2) Information about tenders

Number of tenders received: 17

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

V.2.3) Name and address of the contractor

Entrust Corporation

Minneapolis

Country

United States

NUTS code

- US - United States

Internet address

www.entrust.com

The contractor is an SME

No

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

Total value of the contract/lot: £18,300,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Hight Court

The Strand

London

WC2A 2LL

Country

United Kingdom