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Planning

Heathrow IRC Operator Services

Home Office

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-018437

Procurement identifier (OCID): ocds-h6vhtk-050b69 ([view related notices](#))

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Scope

Reference

Heathrow IRC Operator Services / project_18030

Description

The Home Office is seeking to engage with suppliers who are interested in becoming the commercial partner (Prime) responsible for delivering 24/7 operation of the Heathrow Immigration Removal Centre (IRC).

BACKGROUND:

The Heathrow IRC is a medium security facility in the UK where Residents are detained under immigration powers to effect their removal from the UK. The IRC houses c.1,000 Resident and comprises two sites, Colnbrook and Harmondsworth. The commercial partner is required to support the Home Office to deliver its immigration detention operations.

The operational services required include (but are not limited to):

- a. Overall management of the services;
- b. Security and guarding;
- c. Admissions and discharge
- d. Detainee welfare and general care;
- e. Local escorting and hospital bed watches;
- f. Provision of furniture and equipment;
- g. Facilities Management and cleaning services;
- h. Educational and Recreational services including sport & health related activities and paid activity services;
- i. Religious affairs;
- j. Catering and shop services.

REQUIREMENT:

The Prime will be required to manage all operations of the IRC, including providing the staff. Where specialist services are required, or additional capacity, the Prime may decide to subcontract. Therefore, the Home Office also seeks to engage with Small and Medium Enterprises (SMEs) who could potentially partner with the Prime.

Total value (estimated)

- £420,000,000 excluding VAT
- £504,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 March 2028 to 28 February 2033

- Possible extension to 28 February 2035
- 7 years

Main procurement category

Services

CPV classifications

- 55500000 - Canteen and catering services
- 60130000 - Special-purpose road passenger-transport services
- 79710000 - Security services
- 79713000 - Guard services
- 79993000 - Building and facilities management services
- 80000000 - Education and training services
- 90911100 - Accommodation cleaning services
- 92000000 - Recreational, cultural and sporting services
- 98341000 - Accommodation services
- 98341110 - Housekeeping services
- 92600000 - Sporting services
- 98131000 - Religious services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

27 June 2025

Engagement process description

Suppliers are required to express interest by 12PM on the 09/05/2025.

The market engagement exercise seeks to understand supplier interest, capabilities, and approaches to delivering a high-quality and compliant operational service. The Home Office would like to solicit market views on specific topics such as:

- a. Payment mechanisms and performance incentives;
- b. Increasing Home Office visibility and performance management of subcontractors;
- c. Staffing model approach;
- d. Key performance indicators;
- e. Continuous improvement and innovation.

The estimated dates will be the 28th of May and 29th of May 2025.

The Home Office anticipates to host the Market Engagement event late May to Early June. The structure of the events is as follows:

- Day 1: Home Office presentations, site tour and discussions;
- Day 2: Presentations, Workshops and supplier 1-2-1s.

The Home Office may issue questionnaires to the suppliers in attendance to complete in advance of the event.

Day 1:

The session will be delivered in person at Heathrow Immigration Removal Centre and will comprise of a site tour, Home Office presentations and supplier discussions. Interested suppliers will be informed of the agenda in advance and any rules of engagement. This event will provide suppliers with an opportunity to get an insight into the strategic, commercial and operational aims of the procurement.

Day 2:

This event will take place the day after the 'Day 1' event. Day 2 will comprise Home Office presentations, group workshops and supplier discussions, an overview of the proposed procurement process, and 1-2-1's with suppliers.

The Home Office will capture any questions raised in the 1-2-1's and issue responses to all suppliers for transparency purposes, before the engagement deadline.

Please note:

- Due to room capacity, and site tour safety restrictions, there will be a maximum number of representatives per supplier permitted to attend the event. Suppliers will be notified in advance.
- All participants will be required to sign and return a Non-Disclosure Agreement (NDA) in advance of the initial event, which will be issued upon receipt of your expression of interest. Failure to return a signed NDA by the deadline will exclude the participant from the market engagement exercise.

To express your interest in the market engagement process, please contact Catharine Bishop (IRC Procurement Manager) at HeathrowIRCprocurementproject@homeoffice.gov.uk to request a Market Engagement Interest Form. Be sure to quote reference project_18030 in all correspondence.

Submission

Publication date of tender notice (estimated)

27 April 2026

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Contact name: Catharine Bishop

Email: HeathrowIRCreprocurementproject@homeoffice.gov.uk

Website: <https://www.gov.uk/government/organisations/home-office>

Region: UKI32 - Westminster

Organisation type: Public authority - central government