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Contract

2831146

The Secretary of State for the Home Office

F03: Contract award notice

Notice identifier: 2024/S 000-021538

Procurement identifier (OCID): ocds-h6vhtk-047d2e

Published 12 July 2024, 4:55pm

Section I: Contracting authority

I.1) Name and addresses

The Secretary of State for the Home Office

2 Marsham Street

London

SW1P 4DF

Email

adcommercial@homeoffice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/government/organisations/uk-visas-and-immigration

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

2831146

II.1.2) Main CPV code

- 72300000 - Data services

II.1.3) Type of contract

Services

II.1.4) Short description

UKVI which is one of the operational commands at the Home Office has a contract for Assisted Digital Services.

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: £2,831,146

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

Assisted Digital Support Services for UKVI applicants in the UK. The Authority has an obligation to provide an Assisted Digital service that ensures its online services are accessible to everyone. Applicants must still be able to apply for a visa, whether they are online or not. As UKVI digitises more products and services, it is acknowledged that this process may exclude customers that are not online and that these customers will need support to ensure that the services remain accessible to them.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 35

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Price / Weighting: 55

Price - Weighting: 55

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.2.14) Additional information

Price is not the only award criteria and all criteria is stated in the procurement documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The competition was Invitation only using a DPS filter option. CCS owned DPS RM6209

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

C25576

Title

Assisted Digital Support Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 May 2024

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

We Are Digital Ltd

Friars House, Manor House Drive

Coventry

CV1 2TE

Email

getgoing@we-are-digital.co.uk

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://www.we-are-digital.co.uk>

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £2,831,146

Lowest offer: £2,831,146 / Highest offer: £3,031,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Home Office

2 Marsham Street

London

SW1P 4DF

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The Home Office

2 Marsham Street

London

SW1P 4DF

Country

United Kingdom