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Planning

Market testing for Secure English Language Testing services

Home Office

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-021709

Procurement identifier (OCID): ocds-h6vhtk-03eaa2

Published 26 July 2023, 4:29pm

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

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

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

Market testing for Secure English Language Testing services

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

Market engagement to gain an understanding of products, services and innovations available in the market as well as testing changes to the current services in order to inform a business case for potential future Secure English Language Testing.

II.1.5) Estimated total value

Value excluding VAT: £390,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75131100 - General personnel services for the government

II.2.3) Place of performance

NUTS codes

- AE - United Arab Emirates
- BD - Bangladesh
- CN - China
- GH - Ghana

- HK - Hong Kong
- IN - India
- KW - Kuwait
- NG - Nigeria
- PH - Philippines
- PK - Pakistan
- SA - Saudi Arabia
- TH - Thailand
- TW - Taiwan
- UK - United Kingdom
- ZA - South Africa
- ZW - Zimbabwe

Main site or place of performance

UK and 127 locations globally

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 reviewing options for a potential future procurement of Secure Testing Services (STS) for the provision of a Secure English language Test (SELT) service in the UK and the rest of the world.

Home Office immigration policy establishes an English language requirement that customers are required to evidence. As such, completing a SELT to an agreed standard, may be required from individuals before applying for entry clearance from outside the UK to enter the UK, or gaining leave to remain to extend their stay in the UK, or for Settlement in the UK, or for naturalisation as a British Citizen.

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 Common Education Framework of Reference for Languages (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 160,000 customers in the UK took the test in the period April 2022 to March 2023 inclusive with a further 490,000 across 136 countries, outside the UK.

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>

The tests are currently delivered as concession agreements split into two lots, UK and Rest of World.

UKVI is seeking input from the market to build a business case to support a potential re-procurement and inform a potential future specification to ensure that the service is delivered with the highest current levels of security, integrity and customer satisfaction. This market data gathering will include but not be limited to testing the feasibility of potential procurement options and the market's capacity, capability, and insight.

II.3) Estimated date of publication of contract notice

26 July 2023

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

Following the publication of this PIN, there will be a Request for Information (RFI) questionnaire requesting data and insight to support this programme. In addition there will be a virtual supplier event on the 16th of August 2023 at 14:00 BST until 15:30 BST that will enable respondents to gain an overview of the service and ask clarification questions, aiding their understanding of the potential requirements, before completing the RFI.

It is the Home Office's intention to record this event and make it available on request to those that intend to respond to the RFI but could not attend.

In order to participate in the RFI and virtual supplier event, participants must complete and return an NDA.

The RFI and NDA 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.

If you have not yet registered on the eSourcing Portal, this can be done online at <https://homeoffice.app.jaggaer.com> by following the link 'To register click here'. 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.

Once you have registered on the eSourcing Portal, a registered user can request access to the NDA. This is done by emailing STS24SELT@homeoffice.gov.uk. Your email must clearly state the exact name that you used to register on Jaggaer. Once enabled by the Buyer you should receive a link to the NDA from Jaggaer.

Once you have submitted an NDA you will be given access to the independent RFI portal where you can complete the RFI. You can also then go to <https://www.techuk.org/what-we-deliver/events/home-office-ukvi-selt-market-engagement-event.html> to register for the virtual event.

We will endeavour to process requests to take part in the RFI and receive an NDA in two working days.

We will endeavour to process completed NDAs and allow access to the RFI in two working days.

You MUST have submitted your NDA and registered by 12:00 BST on the 14th of August

2023 to attend the event live. The event will be recorded and made available to those that can not attend.

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).

Responses to the RFI are requested by 12:00 British Summer Time on Thursday the 31st of August

These dates and times may be updated, with messages noting any changes provided via the eSourcing Tool