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Planning

Unaccompanied Asylum-Seeking Children Support Services

Home Office

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

Notice identifier: 2025/S 000-024324

Procurement identifier (OCID): ocds-h6vhtk-05174b

Published 21 May 2025, 5:22pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Scope

Reference

Project 19024

Description

The Home Office (HO) has a statutory duty to safeguard and promote the welfare of children under Section 55 of the Borders, Citizenship and Immigration Act 2009. This includes Unaccompanied Asylum-Seeking Children (UASC) who arrive in the UK and enter the immigration system without a parent or guardian. Support services for UASC ensure that their immediate needs are met upon arrival in Kent, prior to entering the care of the local authority. Additionally, there is a need to ensure UASC have access to information and support to help them navigate the asylum process.

The potential scope of services, which the Home Office (HO) is reviewing, includes:

1. 24/7 reception support at the Kent Intake Unit (KIU);
2. A national digital and telephone-based advice and referral service;
3. Delivery of in-person and virtual orientation sessions; and
4. The provision of Responsible Adults during formal Home Office processes, including asylum interviews and biometric enrolments.

This market engagement exercise is intended to inform the future commercial strategy, assess viable delivery models that uphold safeguarding obligations, and explore options for the potential disaggregation of service areas. The overarching aim is to ensure high-quality, trauma-informed, and responsive support for UASC throughout their asylum journey.

The content of this Notice, including the scope of services and indicative contract timelines, is subject to change.

Total value (estimated)

- £6,300,000 excluding VAT
- £7,560,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main procurement category

Services

CPV classifications

- 85311300 - Welfare services for children and young people
- 85321000 - Administrative social services
- 85312400 - Welfare services not delivered through residential institutions
- 85310000 - Social work services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

13 June 2025

Engagement process description

It is our intention to invite those suppliers that express an interest in this procurement to

complete an initial Supplier Questionnaire, subject to parties signing a Non-Disclosure Agreement. Following receipt of responses, the Authority will decide whether to conduct further market engagement activities. These may include an Industry Day, one-to-one engagement sessions with prospective bidders, or the issuing of clarifying questions to suppliers.

How to Express Interest

1. Register on the Home Office eSourcing Portal

Suppliers must be registered on the Home Office eSourcing Suite to participate. If your organisation is not yet registered, please do so at:

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

Select the "To register click here" link and follow the instructions.

Note: You must have a valid DUNS number (as provided by Dun & Bradstreet) for the organisation that will be entering into any subsequent contract.

2. Submit an Expression of Interest via Email

Send an email to: AsylumSupportProcurementTeam@homeoffice.gov.uk

Use the subject line: Unaccompanied Asylum-Seeking Children Support Services (UASC) – Expression of Interest

Please include the following details in the body of the email, using the format below:

Organisation name: [Insert name]

Contact name: [Insert name]

Email address: [Insert email]

Telephone number: [Insert number]

Next Steps Following Expression of Interest

3. NDA Issuance

Once your Expression of Interest has been received, your organisation will be invited to sign a Non-Disclosure Agreement (NDA), which must be completed prior to receiving further materials.

4. Access to Further Information

Upon receipt of the signed NDA, you will be provided with access to a Background Note detailing the potential scope of services, along with a Supplier Questionnaire to complete.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

26 August 2025

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Contact name: Asylum Support Procurement Team

Email: AsylumSupportProcurementTeam@homeoffice.gov.uk

Website: <http://www.gov.uk/home-office>

Region: UKI32 - Westminster

Organisation type: Public authority - central government