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Planning

Future Supplier Services - Front End Services

Home Office

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-027270

Procurement identifier (OCID): ocids-h6vhtk-02f1f4

Published 29 October 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Home Office

Peel Building, 2 Marsham Street

London

SW1P 4DF

Email

fssindustryengagementevent@homeoffice.gov.uk

Country

United Kingdom

NUTS 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

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

Future Supplier Services - Front End Services

Reference number

C11327

II.1.2) Main CPV code

- 75110000 - General public services

II.1.3) Type of contract

Services

II.1.4) Short description

The Home Office is responsible for making decisions every year about who has rights to visit or stay in the country. Future Supplier Services (FSS) is a strategic buying programme that has been set up to procure a variety of services for UK Visas and Immigration (UKVI) and some additional services for Her Majesty's Passport Office (HMPO).

The remit of FSS is to assess how we will deliver services in the future, including running the procurements, mobilising the resulting contracts, and delivering them into business as usual operations.

Following market engagement events held in July 2020 and January 2021, it has been decided that the procurement of the front end services under the Future Supplier Services programme will be procured through a Competitive Procedure with Negotiation through a geographically lotted procurement.

Front end services under the procurement requires the provision of a network of service points, aligned to specific locations within each lot. These service points will offer a variety of services to include; biometric enrolment, digital interviewing and associated customer-facing physical infrastructure, as well as other supporting services.

The Standard Selection Questionnaire for this procurement is expected to be released in December 2021. The purpose of this notice is to notify prospective bidders of a pre-launch event scheduled to take place on Wednesday 24th November 2021. Details of how to

register for this event are provided in section VI.3.

II.1.5) Estimated total value

Value excluding VAT: £1,200,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Africa and Middle East

Lot No

1

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 32571000 - Communications infrastructure
- 35125110 - Biometric sensors
- 64114000 - Post office counter services
- 72222300 - Information technology services
- 75100000 - Administration services
- 75110000 - General public services
- 75112000 - Administrative services for business operations
- 75125000 - Administrative services related to tourism affairs
- 75130000 - Supporting services for the government
- 75131000 - Government services
- 75211110 - Consular services
- 85100000 - Health services

- 98910000 - Services specific to international organisations and bodies

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

FSS requires a variety of services to be delivered globally; under Lot 1, services will cover Africa and Middle East

II.2.4) Description of the procurement

Please see section II.1.4 for a description of the services that will be required in each Lot.

II.2) Description

II.2.1) Title

Americas, Canada, Australia and Europe

Lot No

2

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 32571000 - Communications infrastructure
- 35125110 - Biometric sensors
- 64114000 - Post office counter services
- 72222300 - Information technology services
- 75100000 - Administration services
- 75110000 - General public services
- 75112000 - Administrative services for business operations
- 75125000 - Administrative services related to tourism affairs
- 75130000 - Supporting services for the government

- 75131000 - Government services
- 75211110 - Consular services
- 85100000 - Health services
- 98910000 - Services specific to international organisations and bodies

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

FSS requires a variety of services to be delivered globally; under Lot 2, services will cover Americas, Canada, Australia and Europe

II.2.4) Description of the procurement

Please see section II.1.4 for a description of the services that will be required in each Lot.

II.2) Description

II.2.1) Title

China and Taiwan

Lot No

3

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 32571000 - Communications infrastructure
- 35125110 - Biometric sensors
- 64114000 - Post office counter services
- 72222300 - Information technology services
- 75100000 - Administration services
- 75110000 - General public services

- 75112000 - Administrative services for business operations
- 75125000 - Administrative services related to tourism affairs
- 75130000 - Supporting services for the government
- 75131000 - Government services
- 75211110 - Consular services
- 85100000 - Health services
- 98910000 - Services specific to international organisations and bodies

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

FSS requires a variety of services to be delivered globally; under Lot 3, services will cover China and Taiwan

II.2.4) Description of the procurement

Please see section II.1.4 for a description of the services that will be required in each Lot.

II.2) Description

II.2.1) Title

Asia and Asia Pacific

Lot No

4

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 32571000 - Communications infrastructure
- 35125110 - Biometric sensors
- 64114000 - Post office counter services

- 72222300 - Information technology services
- 75100000 - Administration services
- 75110000 - General public services
- 75112000 - Administrative services for business operations
- 75125000 - Administrative services related to tourism affairs
- 75130000 - Supporting services for the government
- 75131000 - Government services
- 75211110 - Consular services
- 85100000 - Health services
- 98910000 - Services specific to international organisations and bodies

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

FSS requires a variety of services to be delivered globally; under Lot 4, services will be performed in Asia and Asia Pacific

II.2.4) Description of the procurement

Please see section II.1.4 for a description of the services that will be required in each Lot.

II.2) Description

II.2.1) Title

United Kingdom

Lot No

5

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment

- 32571000 - Communications infrastructure
- 35125110 - Biometric sensors
- 64114000 - Post office counter services
- 72222300 - Information technology services
- 75100000 - Administration services
- 75110000 - General public services
- 75112000 - Administrative services for business operations
- 75125000 - Administrative services related to tourism affairs
- 75130000 - Supporting services for the government
- 75131000 - Government services
- 75211110 - Consular services
- 85100000 - Health services
- 98910000 - Services specific to international organisations and bodies

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Services in Lot 5 will be performed across the UK

II.2.4) Description of the procurement

Please see section II.1.4 for a description of the services that will be required in each Lot.

II.3) Estimated date of publication of contract notice

13 December 2021

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

The Authority is intending to host pre SQ launch engagement event on Wednesday 24th November 2021 from 10:00-11:30 GMT.

The event will update attendees on the business requirements and commercial principles ahead of further information being provided as part of the SQ launch.

During the event we hope that you will have a good understanding of what to expect when the SQ is launched and of the associated timescales and next steps as part of the procurement activity.

Places are likely to be limited. If you wish to take advantage of this opportunity and participate in the event, you should register your interest no later than 23:59 on Wednesday 10th November, by sending an email to:

fssindustryengagementevent@homeoffice.gov.uk

This email should include the names, telephone numbers, and email address of up to 2 participants you wish to attend the event. You are also invited to provide any key questions or themes you would hope to see covered at the event. An opportunity for Q&A will be included as part of the event.

Please note that participation will be dependent on the organisation having completed a non-disclosure agreement. If not already completed, this will be sent to you following registration.