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Contract

Visa and Citizenship Application Services (VCAS) - Lot 4

Secretary of State for the Home Department

F03: Contract award notice

Notice identifier: 2023/S 000-028547

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

Published 27 September 2023, 4:41pm

Section I: Contracting authority

I.1) Name and addresses

Secretary of State for the Home Department

Home Office, Peel Building, 2 Marsham Street

London

SW1P 4DF

Contact

Andrew Vanson

Email

Andrew.Vanson@homeoffice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/home-office

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

Visa and Citizenship Application Services (VCAS) - Lot 4

II.1.2) Main CPV code

- 75110000 - General public services

II.1.3) Type of contract

Services

II.1.4) Short description

The Secretary of State for the Home Department, acting through UK Visas and Immigration (UKVI), is the Authority seeking to procure a global network of Visa and Citizenship Application Service (VCAS) Centres, in support of Home Office activity across both UKVI and Her Majesty's Passport Office (HMPO). This procurement was formerly referred to as Future Supplier Services.

UKVI is responsible for making millions of decisions every year about who has the right to visit or stay in the country, with a firm emphasis on national security and a culture of customer satisfaction for people who come here legally.

UKVI's vision is to be a world-leading immigration service working for a safe and prosperous UK. To that end, two of our key missions are to deliver world-class customer service and to control migration. UKVI's challenge is to transform services in a way that enhances customer experience and controls outcomes.

To achieve this, the VCAS requirements will cover the following activities:

- Provision of VCAS Centres (infrastructure and people)
- Appointment booking
- Priority / added-value services
- Fees
- Identity check and document verification
- Document upload
- Biometric capture
- Digital interviewing
- Vignette services
- HMPO specific requirements
- Complaints and customer insight

The procurement has been divided into 5 geographical lots:

- (1) Africa and Middle East
- (2) Americas, Canada, Australasia and Europe
- (3) China and Taiwan
- (4) Asia and Asia Pacific
- (5) The UK

Through this procurement, VCAS is seeking solutions that will provide continuity of services for customers, global consistency for HO and suppliers, and a foundation to support future transformation delivered by other HO Programmes.

This Award Notice relates to Lot 4 - Asia and Asia Pacific Only.

Further Award Notices will be issued following the Award of all other Lots.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £271,000,000

II.2) Description

II.2.1) Title

Lot No

4

II.2.2) Additional CPV code(s)

- 75110000 - General public services

II.2.3) Place of performance

NUTS codes

- BD - Bangladesh
- BN - Brunei
- BT - Bhutan
- FJ - Fiji
- ID - Indonesia
- IN - India
- JP - Japan
- KH - Cambodia
- KR - South Korea
- LA - Laos
- LK - Sri Lanka

- MM - Myanmar (Burma)
- MN - Mongolia
- MV - Maldives
- MY - Malaysia
- NP - Nepal
- PH - Philippines
- SG - Singapore
- TH - Thailand
- VN - Vietnam

Main site or place of performance

Asia & Asia Pacific

II.2.4) Description of the procurement

Please see section II.1.4 of this Notice for an overview of the services that will be required in each Lot.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60

Cost criterion - Name: Finance / Weighting: 40

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-027270](#)

Section V. Award of contract

Lot No

4

Title

Lot 4 - Asia & Asia Pacific

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 August 2023

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

VF Worldwide Holdings Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £271,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Royal Courts of Justice

London

Country

United Kingdom

