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Tender

Visa and Citizenship Application Services (VCAS)

Secretary of State for the Home Department

F02: Contract notice

Notice identifier: 2021/S 000-030608

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

Published 8 December 2021, 10:45pm

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

Email

futuresupplierservices@homeoffice.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/home-office

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to 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

Visa and Citizenship Application Services (VCAS)

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.

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

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Where a bidder is successful in multiple lots, HO reserves the right to award and aggregate any combination of lots 1-5 into a single contract.

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
- 98910000 - Services specific to international organisations and bodies

II.2.3) Place of performance

NUTS codes

- AE - United Arab Emirates
- AF - Afghanistan
- AO - Angola
- BH - Bahrain

- BW - Botswana
- CD - Congo (Democratic Republic)
- CI - Ivory Coast
- CM - Cameroon
- DZ - Algeria
- EG - Egypt
- ET - Ethiopia
- GH - Ghana
- GM - The Gambia
- IR - Iran
- KE - Kenya
- KW - Kuwait
- LB - Lebanon
- MA - Morocco
- MG - Madagascar
- MU - Mauritius
- MW - Malawi
- MZ - Mozambique
- NA - Namibia
- NG - Nigeria
- OM - Oman
- PK - Pakistan
- QA - Qatar
- RW - Rwanda
- SA - Saudi Arabia
- SC - Seychelles

- SD - Sudan
- SL - Sierra Leone
- SN - Senegal
- TN - Tunisia
- TZ - Tanzania
- UG - Uganda
- UK - United Kingdom
- ZA - South Africa
- ZM - Zambia
- ZW - Zimbabwe

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.

In Lot 1, services will cover Africa and Middle East.

II.2.5) Award criteria

Quality criterion - Name: Technical / Quality criteria / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £316,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

The evaluation process will be detailed within the SQ documentation. The Authority intends to invite up to 5 Bidders per Lot to submit an Initial Tender.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

This contract includes the option to be extended for up to a further 3 years in yearly increments (1+1+1).

The estimated value provided in II.2.6. covers the entirety of the contract duration, including all extension options, for this Lot.

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) Description

II.2.1) Title

Americas, Canada, Australasia 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
- 98910000 - Services specific to international organisations and bodies

II.2.3) Place of performance

NUTS codes

- 1A - Kosovo
- AL - Albania
- AM - Armenia
- AR - Argentina
- AT - Austria
- AU - Australia
- AZ - Azerbaijan
- BA - Bosnia and Herzegovina
- BB - Barbados
- BE - Belgium

- BG - Bulgaria
- BM - Bermuda
- BO - Bolivia
- BR - Brazil
- BS - The Bahamas
- BY - Belarus
- CA - Canada
- CH - Switzerland
- CL - Chile
- CO - Colombia
- CU - Cuba
- CY - Cyprus
- CZ - Czechia
- DE - Germany
- DK - Denmark
- DO - Dominican Republic
- EC - Ecuador
- EE - Estonia
- EL - Greece
- ES - Spain
- FI - Finland
- FK - Falkland Islands
- FR - France
- GE - Georgia
- GT - Guatemala
- GY - Guyana

- HN - Honduras
- HR - Croatia
- HU - Hungary
- IE - Ireland
- IL - Israel
- IQ - Iraq
- IS - Iceland
- IT - Italy
- JM - Jamaica
- JO - Jordan
- KG - Kyrgyzstan
- KY - Cayman Islands
- KZ - Kazakhstan
- LC - St Lucia
- LT - Lithuania
- LV - Latvia
- MD - Moldova
- ME - Montenegro
- MK - North Macedonia
- MT - Malta
- MX - Mexico
- NI - Nicaragua
- NL - Netherlands
- NO - Norway
- NZ - New Zealand
- PA - Panama

- PE - Peru
- PG - Papua New Guinea
- PL - Poland
- PS - Occupied Palestinian Territories
- PT - Portugal
- RO - Romania
- RS - Serbia
- RU - Russia
- SE - Sweden
- SH - Saint Helena, Ascension and Tristan da Cunha
- SI - Slovenia
- SR - Suriname
- SV - El Salvador
- TJ - Tajikistan
- TM - Turkmenistan
- TR - Turkey
- TT - Trinidad and Tobago
- UA - Ukraine
- US - United States
- UZ - Uzbekistan
- VE - Venezuela

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.

In Lot 2, services will cover Americas, Canada, Australasia and Europe.

II.2.5) Award criteria

Quality criterion - Name: Technical / Quality criteria / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £303,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

The evaluation process will be detailed within the SQ documentation. The Authority intends to invite up to 5 Bidders per Lot to submit an Initial Tender.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

This contract includes the option to be extended for up to a further 3 years in yearly increments (1+1+1).

The estimated value provided in II.2.6. covers the entirety of the contract duration, including all extension options.

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) 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
- 98910000 - Services specific to international organisations and bodies

II.2.3) Place of performance

NUTS codes

- CN - China
- TW - Taiwan

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.

In Lot 3, services will cover China and Taiwan.

II.2.5) Award criteria

Quality criterion - Name: Technical / Quality criteria / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £147,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

The evaluation process will be detailed within the SQ documentation. The Authority intends to invite up to 5 Bidders per Lot to submit an Initial Tender.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

This contract includes the option to be extended for up to a further 3 years in yearly increments (1+1+1).

The estimated value provided in II.2.6. covers the entirety of the contract duration, including all extension options.

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) 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
- 98910000 - Services specific to international organisations and bodies

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

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.

In Lot 4, services will cover Asia and Asia Pacific.

II.2.5) Award criteria

Quality criterion - Name: Technical / Quality Criteria / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £271,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

The evaluation process will be detailed within the SQ documentation. The Authority intends to invite up to 5 Bidders per Lot to submit an Initial Tender.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

This contract includes the option to be extended for up to a further 3 years in yearly increments (1+1+1).

The estimated value provided in II.2.6. covers the entirety of the contract duration, including all extension options.

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) 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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

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.

In Lot 5, services will cover the UK only. Please note: vignette services and HMPO-specific services will not be required for this lot.

II.2.5) Award criteria

Quality criterion - Name: Technical / Quality criteria / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £163,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

The evaluation process will be detailed within the SQ documentation. The Authority intends to invite up to 5 Bidders per Lot to submit an Initial Tender.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

This contract includes the option to be extended for up to a further 3 years in yearly increments (1+1+1).

The estimated value provided in II.2.6. covers the entirety of the contract duration, including all extension options.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

10 January 2022

Local time

11:00am

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

3 February 2022

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 8 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The procurement will be managed electronically using the Jaggaer eSourcing Portal. The eSourcing Portal is an online application that allows suppliers to create and submit their Standard Selection Questionnaire (SQ) and any further responses to requests for information, requests for quotes, or requests for proposals via the internet rather than in paper form.

In order to participate in this procurement, please follow the steps set out below.

For the avoidance of doubt, please note that respondents are required to express an interest separately for this competition regardless of their involvement in previous Market Engagement activities for this project. Any such involvement does not constitute an expression of interest for the competition advertised in this notice.

To participate in this procurement, participants must first be registered on the eSourcing Suite. If you have not yet registered this can be done online at <https://homeoffice.app.jaggaer.com/web/login.html> by following the link to Register.

Once registered, all interested suppliers should then submit their details (company name, lead contact name, lead contact email address and telephone number), in the first instance, to the following address in order to express interest:
futuresupplierservices@homeoffice.gov.uk

The Authority requires new participants to sign a Non-Disclosure Agreement (NDA) in order to be invited to participate in the competition for this project. On receipt of an email detailed above, the Authority will either confirm prior receipt of an NDA as part of market engagement, or provide the NDA document for signature to be returned via email.

Once a correctly signed NDA is received by the Authority, Participants will be invited to

the Standard Selection Questionnaire (SQ) Event through the portal and will be able to access all of the project documentation.

Participants are requested to register on the portal and then express interest via email by Wednesday 5th January 2022 at the latest, to allow sufficient time for the tender administrative process and submission of responses. (For the avoidance of doubt, the deadline as stated in IV.2.2 refers to submissions of the SQ).

SQ clarification requests must be submitted no later than 12:00pm (GMT) on Wednesday 22nd December 2021.

The closing date for SQ submissions will be 11:00am (GMT) on Monday 10th January 2022.

We reserve the right to delay or adjust our timetables or such other aspects of the procurement as we consider appropriate. We will therefore keep the situation under constant review and will notify all bidders of any changes as and when these are required.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom