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Tender

## **Home Office Crossing the Border Procurement 2024 - Products, services and Support (Border crossing, Helios, Border Platforms and Level 2 Support)**

Home Office

F02: Contract notice

Notice identifier: 2024/S 000-034734

Procurement identifier (OCID): ocds-h6vhtk-04b18b

Published 25 October 2024, 4:01pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Home Office

London

##### **Email**

[CrossingtheBorder2024Procurement@homeoffice.gov.uk](mailto:CrossingtheBorder2024Procurement@homeoffice.gov.uk)

##### **Country**

United Kingdom

##### **Region code**

UK - United Kingdom

##### **Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/home-office>

### **I.3) Communication**

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

<https://crowncommercialservice.bravosolution.co.uk/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://crowncommercialservice.bravosolution.co.uk/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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Home Office Crossing the Border Procurement 2024 - Products, services and Support (Border crossing, Helios, Border Platforms and Level 2 Support)

#### **II.1.2) Main CPV code**

- 72261000 - Software support services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Crossing the Border (CtB) is the steady state services and products which controls the flow of people and services across the borders. This is done principally via the Primary Control Points, mediated by a Border Force officer, or via an e-gate indirectly supervised by an officer. Information from ports is processed by a central collection of systems, hosted in the cloud and on premise.

Home Office are seeking a system management, development and associated level 2 support partner for the listed systems - Border Crossing (BX), Helios, Border Platforms and

Border Crossing (BX) is made up of several parts. At the Passenger Control Point (PCP) BX allows Border Force officers to search passenger records using biometrics and documents. In addition, checks take place on the passport chip to verify its validity. In the back-office BX Tools allows Border Force officers to investigate passengers more thoroughly, either before, during or after they have crossed the border. The BX Admin tool provides authorised users with access to BX audit and performance data.

Helios is a maintenance and sharing of watchlist data. This data then supports the end-to-end passenger journey - from visa applications and pre-departure checks right through to crossing the border.

Borders Platforms is responsible for building and maintaining the hybrid platform which enables tenant teams (currently CtB) to effectively develop and run current and future services that keep the UK border operational.

Level 2 support is in relation the Border crossing and Helios for the duration of the contract.

#### **II.1.5) Estimated total value**

Value excluding VAT: £195,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### **II.2) Description**

#### **II.2.1) Title**

BX and Helios

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 72232000 - Development of transaction processing and custom software

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

The Authority are seeking a system management & development partner to run, maintain and improve the Border crossing & Helios systems within an integrated product ecosystem. Border Crossing is made up of several parts. At the Passenger Control Point (PCP) Border crossing allows Border Force officers to search passenger records using biometrics and documents. In addition, checks take place on the passport chip to verify its validity. In the back-office Border crossing Tools allows Border Force officers to investigate passengers more thoroughly, either before, during or after they have crossed the border. The Border crossing Admin tool provides authorised users with access to BX audit and performance.

Helios is a direct replacement of a previous system - Warning's Index (WI)/Argus, and will be used for the ingest, maintenance and sharing of watchlist data. This data then supports the end-to-end passenger journey - from visa applications and pre-departure checks right through to crossing the border.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £120,000,000

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

Extension provisions for 1 X 12 months

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

#### **II.2.14) Additional information**

Estimated contract value is £110 - £120 Million

### **II.2) Description**

#### **II.2.1) Title**

Borders Platforms

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 72262000 - Software development services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

The Authority are seeking a system management & development partner to run, maintain and improve the Borders Platforms which sits within the Migration and Border Technology Portfolio (MBTP). Border Platforms is responsible for building and maintaining the hybrid platform which enables tenant teams (currently CtB) to effectively develop and run current and future services that keep the UK border operational.

Borders Platforms vision is to provide a stable and resilient, highly reliable, and highly available platform, with a route to production for our tenant teams.

Borders Platforms works closely with internal and external, third-party infrastructure providers to ensure services are operating to the highest degree of availability and provide tenants with a resilient service. This includes building and maintaining components that enable secure data as well as building capabilities to other platforms.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £50,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Extension provision for 1 x 12 month

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

### **II.2.14) Additional information**

Estimated Contract Value £45-50M

## **II.2) Description**

### **II.2.1) Title**

Level 2 Support for Border Crossing (BX) and Helios

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 72261000 - Software support services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

The Authority are seeking a partner to provide level 2 support to ensure reliance and service of central systems, supporting a 24 hours a day 365 days a year operation, requiring high degrees of resilience and availability. The existing applications run on diverse technological stacks and have been delivered over a 3-year programme and are expected to evolve over the next 5 years in line with government policy and operational need. The system is critical national infrastructure, incorporating official and secret data sets and related processes.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £25,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Extension provision of 1 x 12 months

**II.2.10) Information about variants**

Variants will be accepted: No

**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

**II.2.14) Additional information**

Estimated value of contract is £20 - £25 million

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

Date

31 October 2024

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

14 November 2024

Local time

5:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

Please note the dates listed in Section IV: Procedure, IV.2.2) Time limit for receipt of expressions of interest and IV.2.7) Conditions for opening of tenders are for guidance only. ITT documentation has NOT yet been published in Bravo and therefore there is not an expectation for return of tenders by the listed date. Suppliers listed on CCS Framework, Technology Services 3 (RM6100) will receive the ITT documentation Via Bravo portal once published (for the relevant lots.)

Please also note as ITT pack is still being finalised information within this Notice may differ slightly within the published ITT.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Cabinet Office

London

Country

United Kingdom