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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

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Section I: Contracting authority

I.1) Name and addresses

Home Office

London

Email

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

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

48

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

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

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