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Planning

Market Testing for Home Office English Language Testing (HOELT) Services: Second Round Request for Information

Home Office

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-035979

Procurement identifier (OCID): ocds-h6vhtk-04b472

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Section I: Contracting authority

I.1) Name and addresses

Home Office

London

SW1 P4DF

Contact

HOELT Commercial Team

Email

HOELT2024@homeoffice.gov.uk

Country

United Kingdom

Region 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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

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

Market Testing for Home Office English Language Testing (HOELT) Services: Second Round Request for Information

II.1.2) Main CPV code

- 75131100 - General personnel services for the government

II.1.3) Type of contract

Services

II.1.4) Short description

SECOND ROUND RFI

This notice is to introduce a second round of market engagement for the testing of a new delivery model for provision of English Language Testing services and gain an understanding of the products, services, and innovations available in the market.

UK Visas and Immigration (UKVI) is seeking a second round of input from the market to build a business case to inform future specifications, to ensure that the service is delivered with the highest current levels of security, integrity and customer satisfaction. This market data gathering will include but not be limited to testing the feasibility of potential procurement options and the market's capacity and capability for delivery.

Secure English Language Testing is currently delivered by multiple concessionaires who are responsible for providing their version of the test, test facilities, and all associated services.

The Home Office is planning to move away from a concession model and contract directly with suppliers. The service is also planned to be disaggregated into two service lines: 1) The development, evaluation and ongoing support of a Home Office branded test to be used globally for all HOELTs, and 2) The facilitation of tests globally, including a customer booking platform, test centre provision, invigilation, and ID-verification. The two services will be lotted as outlined below.

The contract value is an estimate only, developed using estimated test volumes, and is therefore subject to change.

The content of this PIN, including the nature of works, services and estimated value, may be subject to change.

II.1.5) Estimated total value

Value excluding VAT: £1,130,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

The Development, Evaluation and Ongoing Support of the Home Office English Language

Test (HOELT)

Lot No

1

II.2.2) Additional CPV code(s)

- 48190000 - Educational software package
- 72000000 - IT services: consulting, software development, Internet and support
- 72212190 - Educational software development services
- 75110000 - General public services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.2.3) Place of performance

NUTS codes

- BD - Bangladesh
- CN - China
- GH - Ghana
- IN - India
- NG - Nigeria
- PH - Philippines
- PK - Pakistan
- SA - Saudi Arabia
- ZA - South Africa
- ZW - Zimbabwe

Main site or place of performance

UK and 141 locations globally

II.2.4) Description of the procurement

The Secretary of State for the Home Department, acting through the Home Office's UK

Visas and Immigration (UKVI), is the Authority reviewing options for a potential future procurement of a Home Office English Language Test (HOELT) for the provision of the test in the UK and the rest of the world.

Some immigration application routes require customers to evidence competency in the English language. As such, completing a HOELT to an agreed standard may be required from individuals before applying for entry clearance from outside the UK, extending settling in the UK or for applying for British Citizenship.

The HOELT will assess a customer's competency in speaking and listening and dependent on the route, reading and writing English, between levels A1 to C1 of the Common Education Framework of Reference for Languages (CEFR).

Tests are currently provided by multiple suppliers, however UKVI is seeking to procure a dedicated test to be owned by the Home Office and used by all customers globally. The chosen test developer will also be responsible for:

- Maintaining and updating the test
- Provision of a test delivery system which will assess a Customer's English language ability
- Securely receiving test data from test centres, marking of the test and sending test results back
- Evaluating and moderating all tests taken
- Performing anti-fraud checks
- Gaining independent assurance of the test

The content of this PIN, including the nature of works, services and estimated value, may be subject to change.

II.2.14) Additional information

A second round Request for Information (RFI) will be published w/c 11th November 2024, with a deadline of 11th December 2024. Bidders who have expressed interest and returned a signed NDA via the Jaggaer portal will be granted access to the RFI once it is live. Details on how to register via the Jaggaer portal can be found at the bottom of this notice.

II.2) Description

II.2.1) Title

Global Facilitation of HOELT and Associated Services

Lot No

2

II.2.2) Additional CPV code(s)

- 32571000 - Communications infrastructure
- 35125110 - Biometric sensors
- 48190000 - Educational software package
- 72000000 - IT services: consulting, software development, Internet and support
- 75110000 - General public services
- 75131100 - General personnel services for the government
- 80490000 - Operation of an educational centre

II.2.3) Place of performance

NUTS codes

- BD - Bangladesh
- CN - China
- GH - Ghana
- IN - India
- NG - Nigeria
- PH - Philippines
- PK - Pakistan
- SA - Saudi Arabia
- ZA - South Africa
- ZW - Zimbabwe

Main site or place of performance

UK and 141 locations globally

II.2.4) Description of the procurement

There is a global requirement for the facilitation of HOELT. This includes design and maintenance of an online platform for customers to book tests and receive results, physical test centres, invigilators, and ID-verification services.

The Home Office has a requirement for HOELT to be taken under UKVI-prescribed secure conditions where secure relates to:

1. Processes to verify the identity of the customer;
2. Ensuring that it is only the validated customer who takes the test and does so under exam conditions with an appropriately trained invigilator to eliminate the ability to cheat;
3. Ensuring results are not released until the provider has completed additional verification checks to ensure that collusion and fraud have not taken place; and
4. Ongoing audits, both internal and via external independent auditors, of the physical test points, processes and delivery systems in order to ensure that the security and integrity protocols are being strictly adhered to.

Additional information on the current service can be found here:

<https://www.gov.uk/guidance/prove-your-english-language-abilities-with-a-secure-english-language-test-self>

The content of this PIN, including the nature of works, services and estimated value, may be subject to change.

II.2.14) Additional information

A second round Request for Information (RFI) will be published w/c 11th November 2024, with a deadline of 11th December 2024. Bidders who have expressed interest and returned a signed NDA via the Jaggaer portal will be granted access to the RFI once it is live.

II.3) Estimated date of publication of contract notice

7 April 2025

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

1. To express an interest, participants must first be registered on the Home Office's eSourcing Portal (JAGGAER). If you have not yet registered, this can be done online at <https://homeoffice.app.jaggaer.com/web/login.html> by following the Register Here Link.
2. Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering and who will be entering into a contract if invited to do so.
3. Registering on JAGGAER will not provide immediate access to the second round RFI. Once you have registered on JAGGAER, a registered user can express an interest for a specific procurement. This is done by emailing HOELT2024@homeoffice.gov.uk as below:

Email subject line: HOELT Procurement - Expression of Interest

Email to include: Organisation name (as registered on JAGGAER), Contact name, E-mail address and telephone number.
4. Once the above steps are completed, participants will be granted access to the Non-Disclosure Agreement (NDA) event in JAGGAER.
5. Participants should then complete and return their signed NDA via JAGGAER, in order to be added to the RFI event once live.

If you have already participated in round 1 of Market Engagement and therefore previously signed an NDA, this NDA will also apply for the second round. In this instance, please still follow step 3 above in order to register your interest and gain access to the RFI. If you have followed step 3 above, you will be added to the RFI when it is live w/c 11th November 2024.