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Planning

Provision of Passport Manufacturing and Personalisation Services

Home Office

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocds-h6vhtk-055dd6 ([view related notices](#))

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Scope

Description

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The Home Office is seeking to engage with suppliers interested in delivering a secure, end-to-end passport manufacturing and personalisation service. This includes the secure design artwork, manufacturing, and personalisation of UK passports and related travel documents under a new contract planned to commence September 2027, to replace the current agreement ahead of its scheduled expiry in 2029.

Description

HM Passport Office (HMPO) issues approximately 7 million passports annually and is the sole provider of passports to British nationals globally. The current contract, held by Thales, covers:

- UK passports and variants for Crown Dependencies and British Overseas Territories
- Official, Diplomatic, Emergency, and Temporary passports

- Biometric Travel Documents (BTDs) for UK Visas and Immigration, including those issued to stateless persons and refugees
- Secure laminate for Emergency and Temporary passports

The new contract will be procured through a competitive tender process and must ensure continuity of service, compliance with international passport standards, and support for future innovations.

Potential Requirements

The future contract may include:

- Secure design and manufacture of UK passports and variants
- Personalisation of travel documents, including biometric and visual data
- Production of non-variant travel documents and potential future products (e.g., Passport Cards, Digital Travel Credentials)
- Integration with HMPO systems and support for future transformation
- Disaster recovery and business continuity provisions
- Transition and mobilisation planning
- Optional call-off provisions for crypto technologies and contingency solutions

Contract Locations

- United Kingdom (primary delivery location). Certain elements of the service may be delivered from offshore facilities, subject to compliance with security and regulatory standards.

The duration of the contract is to be determined, with possible extensions; the provided timeframe is an estimate and may be subject to change.

The estimated total value of the contract is between £200 million and £400 million; this figure is to be determined and may be subject to change.

Total value (estimated)

- £300,000,000 excluding VAT
- £360,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2027 to 1 September 2037
- 10 years, 1 day

Main procurement category

Services

CPV classifications

- 22400000 - Stamps, cheque forms, banknotes, stock certificates, trade advertising material, catalogues and manuals
- 79811000 - Digital printing services
- 79800000 - Printing and related services
- 30200000 - Computer equipment and supplies
- 30124530 - Scanner transparency adapters
- 35125110 - Biometric sensors
- 30191140 - Personal identification accessories
- 30172000 - Identification ID press machines
- 79920000 - Packaging and related services
- 72222300 - Information technology services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

25 July 2025

Engagement process description

Engagement Process Description

This is the first round of market engagement for the Passport Manufacturing and Personalisation (PMP) procurement. At least one further round is planned, which will explore specific areas in more detail and provide additional opportunities for supplier input. Please note the following steps for participation in this round:

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.

Please note: To register, you must have a valid DUNS number (as provided by Dun & Bradstreet) for the organisation which you are registering and which would be entering into a contract if invited to do so.

2. Registering on JAGGAER does not provide immediate access to the market engagement event. Once registered, a user must express interest in this specific procurement by emailing:

PMPprocurement@homeoffice.gov.uk

with the subject line:

“Passport Manufacturing and Personalisation – Expression of Interest”

The email should include:

- Organisation name (as registered on JAGGAER)
- Contact name
- Email address
- Telephone number
- DUNS number

3. Once the above steps are completed, participants will be granted access to the Non-Disclosure Agreement (NDA) event in JAGGAER.

4. Participants must complete and return their signed NDA via JAGGAER in order to be added to the Market Engagement Event, which includes access to the supplier briefing document and further instructions. Please do this by Friday 25th July.

5. The Round 1 Market Engagement Briefing Event will be held virtually on Wednesday 30th July 2025. This event will provide an overview of the opportunity, outline the procurement timeline, and present the supplier briefing document.

6. The supplier Clarification Question (CQ) submission period will run from Monday 28th July to Friday 8th August 2025. Suppliers may submit questions during this time via JAGGAER.

7. The Home Office will respond to all CQs with a final published response set on Friday 15th August 2025.

8. Participants should ensure they allow sufficient time to complete the NDA process and submit any responses or feedback before the event closes.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

26 June 2026

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Email: PMPprocurement@homeoffice.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government