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Tender

Environment, Build, Support and Administration (EBSA)

Home Office

F02: Contract notice

Notice identifier: 2025/S 000-062299

Procurement identifier (OCID): ocds-h6vhtk-05a842

Published 3 October 2025, 4:27pm

Section I: Contracting authority

I.1) Name and addresses

Home Office

2 Marsham Street

London

Email

ebsa.commercial@homeoffice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's 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

Environment, Build, Support and Administration (EBSA)

Reference number

Project_9595

II.1.2) Main CPV code

- 72211000 - Programming services of systems and user software

II.1.3) Type of contract

Services

II.1.4) Short description

Background to Requirement

EBSA key information

EBSA hosts around 250 project teams, 3,000 users, and at least 10 major programmes.

Supports the onboarding and integrations for delivery of HMPO, Borders, and Immigration systems including ETA scaling.

Supports multiple tenancy in a secure manner that adheres to the security requirements for each programme of work; and

Provides service management of the services hosted on EBSA.

The existing EBSA Managed Service is being provided by Capgemini.

The successful bidder will be required to provide a product centric managed service for an AWS cloud platform. This will involve ensuring optimal performance, security, and cost-efficiency.

Responsibilities will include infrastructure platform support, management, monitoring, backup and disaster recovery, compliance, updates, and troubleshooting.

The successful bidder will maintain near 24/7 platform availability, implement best practices as per the policy direction of DDaT, and help with cloud strategy, scalability, and resource optimisation for seamless operations.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72221000 - Business analysis consultancy services
- 72225000 - System quality assurance assessment and review services
- 72243000 - Programming services
- 72246000 - Systems consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Opportunity

This procurement will establish a contract for the purchase of Services as described within the published ITT Services Specification.

The Contract will be for an Initial Term of four (4) year with an option to extend for an optional one (1) year.

The Contract is being offered under the terms of RM6100 Technology Services 3 – Lot 3d, which will govern any resultant contract.

The Contracting Authority is managing this procurement in accordance with the Public Contracts Regulations 2015. This is a call off contract and as such the Contracting Authority cannot guarantee volumes of work or minimum revenue/spend commitment under the Contract.

II.2.5) Award criteria

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

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

1 Year Optional extension

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

1. Non Disclosure Agreement
2. Conflict of interest forms
3. (If required) Ethical Wall agreement

To be completed and returned prior to launch and issuing of the full ITT pack.

All TS3 Lot 3d suppliers will be sent the above documentation via ebsa.commercial@homeoffice.gov.uk with details of deadlines included.

To participate, potential suppliers must first be registered on the eSourcing Portal. If you have not yet registered on the e-sourcing portal, please do so at: <https://crowncommercialservice.bravosolution.co.uk/web/login.html> by following the link 'To register click here'.

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

Once you are registered, you may submit any feedback or Clarification Questions via the eSourcing Portal. No Clarification Questions or technical support shall be provided from the EBSA mailbox above. Please note that the Authority will share questions and answers with all participants by default.

For technical assistance on the use of the e-sourcing portal, please contact the Bravo supplier helpdesk at info@crowncommercial.gov.uk, Phone :0345 410 2222

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

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 116

In the case of framework agreements, provide justification for any duration exceeding 4 years:

1 Year optional extension period. Initial term within the 4 years.

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

17 October 2025

Local time

12:00pm

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

20 October 2025

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

Tender must be valid until: 30 October 2026

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Crown Commercial Services

10 S Colonnade

London

E14 4PX

Country

United Kingdom

Internet address

<https://www.crowncommercial.gov.uk/about-ccs>