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Planning

Environment, Build, Support and Administration (EBSA)

Home Office

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

Notice identifier: 2025/S 000-069430

Procurement identifier (OCID): ocds-h6vhtk-05d65b ([view related notices](#))

Published 29 October 2025, 2:36pm

Scope

Reference

Prj9595

Description

The Home Office is seeking to engage with suppliers interested in delivering Environment Build, Support and Administration (EBSA). which is an enterprise applications platform hosted on Amazon Web Services (AWS). The new contract is due to commence around September 2026 to replace the current contract.

Description

EBSA provides a highly secure and scalable build, test, deployment and run capability for CNI and non-CNI applications for Migration and Borders within the Home Office.

EBSA key information

- Hosts around 250 programme/product teams, 3,000 users, and major programmes,

including Crossing the Border, Electronic Travel Authorisation (ETAs) and Immigration Case Management.

- Multiple tenancy in a secure manner that adheres to the security requirements for each programme of work
- Provides service management for the hosted tenants.
- The existing service is provided by Capgemini.
- The successful bidder will be required to provide a product- centric managed service for EBSA, ensuring optimal performance, security, and cost-efficiency.
- Responsibilities will include infrastructure platform support, management, monitoring, backup and disaster recovery, compliance, updates, managing & delivering remediation of technical debt etc.
- The successful bidder will maintain near 24/7 platform availability, implement best practices as per the policy direction of Home Office Digital and help with cloud strategy, scalability, and resource optimisation for seamless operations.
- Working with the Home Office to deliver efficiency improvement and support the 2030 Digital Strategy

Total value (estimated)

- £200,000,000 excluding VAT
- £240,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 20 August 2026 to 19 August 2030
- Possible extension to 19 August 2031
- 5 years

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

21 November 2025

Engagement process description

This is the first round of market engagement for the Environment, Build, Support and Administration (EBSA) procurement under the Technology Services 4 (TS4) framework.

No additional rounds of engagement are planned as previous market engagement was delivered when EBSA was being procured under the TS3 framework.

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:

ebbsa.commercial@homeoffice.gov.uk

with the subject line:

"EBSA - Expression of Interest"

The email should include:

- Organisation name (as registered on JAGGAER)
- Contact name
- Email address
- Telephone number
- DUNS number
- Confirmation that you have bid to be on the TS4 framework via CCS

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 7 November.

5. Ahead of the Market Engagement event, the Home Office will share some of the draft ITT documentation with potential suppliers so they have early sight of content which will be discussed at the event. The Home Office will be requesting written feedback on this documentation until Friday 21 November 2025 and any feedback submitted after this deadline will not be considered. The Home Office will provide further instruction on the written feedback request when they share documentation. The documentation will be draft, with the Home Office reserving the right to amend the documents and to not implement all feedback received.

6. The TS4 Market Engagement Briefing Event will be held virtually on Tuesday 18 November 2025. This event will provide an overview of the opportunity, outline the procurement timeline and process, as well as present on topics which may include:

- Instructions to Bidders
- Evaluation Criteria
- Service Levels/KPIs

7. In addition to written feedback on the draft ITT documentation, there will be a supplier Clarification Question (CQ) submission period from Tuesday 18 November to Friday 21 November. 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 28 November 2025.

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

Submission

Publication date of tender notice (estimated)

12 December 2025

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

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London

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United Kingdom

Email: ebsa.commercial@homeoffice.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government