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Planning

## **Provision of Service User Assistance Services for Future Asylum Contracts Transformation (FACT)**

Home Office

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

Notice identifier: 2025/S 000-077036

Procurement identifier (OCID): ocds-h6vhtk-052777

Published 25 November 2025, 5:16pm

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### **Scope**

### **Reference**

Project\_838 - ASAP - Asylum Support and Accommodation Programme

### **Description**

The Future Asylum Contracts Transformation (FACT), formerly Asylum Support and Accommodation Programme (ASAP), is a long-term transformation programme in the delivery of asylum support and accommodation services.

This Notice is part of Preliminary Market Engagement on Asylum Support and Accommodation Programme (ASAP) and more details can be found about the wider programme here – <https://www.find-tender.service.gov.uk/Notice/077001-2025>

The Home Office will be going to market for supplier(s) who can:

The Provider must ensure that asylum seekers receive clear, accessible, and timely information and support throughout their asylum journey - from initial application and arrival at accommodation to integration into the community. This includes maintaining a reliable single point of contact, delivering oral and written communication in a way asylum seekers can understand, assisting with access to local services, and continuously monitoring and improving the asylum seeker experience through inclusive feedback mechanisms.

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The Home Office intends to procure a significant proportion of the services under the Light Touch regime in accordance with the Procurement Act 2023.

**\*\*The content of this Notice, including the nature of works and services including start date of contract, may be subject to change.\*\***

### **Total value (estimated)**

- £0 excluding VAT
- £0 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 September 2029 to 31 August 2036
- Possible extension to 31 August 2039
- 10 years

### **Main procurement category**

Services

## **CPV classifications**

- 85312300 - Guidance and counselling services
- 85312400 - Welfare services not delivered through residential institutions
- 85300000 - Social work and related services

## **Contract locations**

- UK - United Kingdom

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## **Engagement**

### **Engagement deadline**

27 February 2026

### **Engagement process description**

Please refer to the 'Engagement' section of the Master PMEN for Asylum Support and Accommodation Programme (ASAP) using the link – <https://www.find-tender.service.gov.uk/Notice/077001-2025>

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## **Participation**

## Particular suitability

- Small and medium-sized enterprises (SME)
  - Voluntary, community and social enterprises (VCSE)
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## Submission

### Publication date of tender notice (estimated)

12 March 2027

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## Contracting authority

### Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Contact name: ASAP Commercial Team

Email: [asaprocurement@homeoffice.gov.uk](mailto:asaprocurement@homeoffice.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government