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Tender

## Home Office English Language Testing (HOELT) Services

Home Office

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocds-h6vhtk-0500b5

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## Scope

### Description

The Home Office English Language Test (HOELT) Programme vision is to deliver a best-in-class language testing service, underpinned by automation and efficiency to enable critical UK Visa and Immigration decision making. To do this, we need to deliver a secure, accessible and fair English Language Testing service for our customers.

This procurement seeks a fully remote language testing service, balancing continuity with improvements and transformation. HOELT will move to a digital-by-default approach, while upholding the rigorous standards necessary to support our immigration decisions. The successful provider will deliver a service that combines technological innovation with security assurance, enabling customers to demonstrate their English language skills with confidence and convenience throughout their UK immigration journey.

#### Overview of the Service:

The Supplier shall provide a fully managed Remote Testing service. HOELTs shall be delivered securely in any location where the Customer chooses to take the test, provided secure test conditions are met.

The HOELTs shall be available in two formats:

2-Facet: Speaking and Listening (A1 to C2)

4-Facet: Speaking, Listening, Reading, and Writing (A1 to C2)

The HOELT Fees shall be regulated, as determined by the Authority.

All HOELT scores shall map clearly to CEFR levels A1 to C2, as published by the Council of Europe.

Authority recognises that there is significant uncertainty regarding future demand for English Language Testing (ELT) services in each country and location, the advertised contract value must be considered in this context. This uncertainty arises from a combination of factors, including:

Ongoing changes to UK immigration policy following the Immigration White Paper;

The transition to a new contracting model for the delivery of ELT services;

Broader external influences such as global events, geopolitical developments, environmental disruptions, and demographic shifts.

Given this context, the Authority is unable to provide indicative forecasts or guarantees regarding future test volumes.

The Service must therefore be demonstrably scalable and responsive to fluctuations in demand, both increases and decreases. The Supplier shall proactively manage changes in demand and demonstrate flexibility in adapting to evolving Service requirements throughout the Term.

Please note, five Requests for Information (RFIs) have been run as part of market engagement to inform this procurement.

Links to the notices published in relation to the market engagement are below for further information:

RFI 1: <https://www.find-tender.service.gov.uk/Notice/027422-2024>

RF 2: <https://www.find-tender.service.gov.uk/Notice/035979-2024>

RFI 3: <https://www.find-tender.service.gov.uk/Notice/014337-2025>

RFI 4: <https://www.find-tender.service.gov.uk/Notice/036839-2025>

RFI 5: <https://www.find-tender.service.gov.uk/Notice/054810-2025>

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

- £680,000,000 excluding VAT
- £816,000,000 including VAT

Above the relevant threshold

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

- 1 December 2026 to 30 November 2031
- Possible extension to 30 November 2034
- 8 years

Description of possible extension:

The period of up to three (3) years from the end of the Initial Term, which the Authority may elect to invoke for up to three (3) additional periods of up to twelve (12) months

### **Options**

The right to additional purchases while the contract is valid.

Amendments to immigration and nationality rules, policy, or other legislation

Introduction of new test types beyond the English Language Test (ELT)

Adoption of new technology or digital delivery methods

Changes to the scope of countries or customer groups covered

Service improvements identified during the contract term

Responses to new or evolving fraud threats

Adjustments due to global or country-specific political or socio-economic events

Collaboration with other Government Departments

Changes to regulated fee arrangements or other fee structures

Modifications to Added Value Services (AVS), including services offered, controls, reporting, and remuneration

Commercialisation of ELT or related services

Additional changes required to ensure continued compliance, innovation, and service quality.

## **Main procurement category**

Services

## **CPV classifications**

- 75131100 - General personnel services for the government
- 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
- 32270000 - Digital transmission apparatus
- 72222300 - Information technology services

## **Justification for not using lots**

Opportunities to divide the contract into lots were carefully considered.

This included careful consideration of feedback received from the market during five rounds of market engagement where the market, which supported the decision to consolidate.

Various lotting scenarios based on expertise and geography were tested through Market Engagement and further Internal Options Analysis. A decision was taken to award the contract under a single lot primarily due to:

- The requirement to improve consistency across the service.
- Confirmation received through Market Engagement that there was existing market capability to deliver the full service under one single contract.
- While the contract is not being divided into lots, there are likely to be opportunities for SME to participate in collaborative bids.

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## **Participation**

### **Legal and financial capacity conditions of participation**

Suppliers must meet conditions of participation through the completion of the Procurement Specific Questionnaire including:

- Registration on the Central Digital Platform and submit core supplier information. (Please see: <https://www.gov.uk/government/publications/procurement-act-2023-short-guides/suppliers-how-to-register-your-organisation-and-first-administrator-on-find-a-tender-in-three-easy-steps-html> for guidance)
- Demonstrate economic and financial standing, including minimum turnover, credit rating, operating margin, and net worth as specified in the procurement documents.
- Hold or commit to obtain required insurance levels prior to contract award.

Full details will be included within the ITT documentation.

## **Technical ability conditions of participation**

Suppliers must meet conditions of participation through the completion of the Procurement Specific Questionnaire including:

Provide evidence of relevant technical ability, including, where available, contract examples and required accreditations.

Ensure any associated persons or subcontractors relied upon also meet these requirements and submit information as required.

Full details and assessment criteria are set out in the Procurement Specific Questionnaire and Invitation to Tender documents.

Full details will be included within the ITT documentation.

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## **Submission**

### **Enquiry deadline**

15 December 2025, 11:59pm

### **Submission type**

Tenders

### **Tender submission deadline**

12 January 2026, 12:00pm

## **Submission address and any special instructions**

All submissions will be completed through the Jaggaer portal, for which you can login here: <https://homeoffice.app.jaggaer.com/web/login.html>

If you have not yet registered on Jaggaer, this can also be done online through the above link and clicking on '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 which you are registering.

Once you have registered on the eSourcing Portal, you can request access to the NDA, by emailing [HOELT2024@homeoffice.gov.uk](mailto:HOELT2024@homeoffice.gov.uk). Your email must clearly state the exact name that you used to register on Jaggaer. Once enabled, you should receive a link to the NDA from Jaggaer.

Once you have submitted a signed NDA you will be given access to the documents for the first stage of the procurement.

For technical assistance on use of the eSourcing Portal please contact the JAGGAER Supplier Helpdesk at [customersupport@jaggaer.com](mailto:customersupport@jaggaer.com) or 0800 069 8630 (0800 - 1800hrs).

## **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

16 November 2026

## Recurring procurement

Publication date of next tender notice (estimated): 1 December 2032

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### Award criteria

| Name                            | Description  | Type    |
|---------------------------------|--|---------|
| Ways of working                 | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 2% | Quality |
| The English Language Test (ELT) | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 4% | Quality |
| Identity Verification           | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 4% | Quality |
| Appointment Booking             | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 1% | Quality |
| Fee Handling                    | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 1% | Quality |
| Added Value Service (AVS)       | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 2% | Quality |

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| <b>Name</b>                      | <b>Description</b>   | <b>Type</b> |
|----------------------------------|--|-------------|
| Test Delivery                    | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 4% | Quality     |
| Technology Design & Architecture | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 3% | Quality     |
| Artificial Intelligence (AI)     | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 1% | Quality     |
| Customer support                 | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 1% | Quality     |
| Integrity                        | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 4% | Quality     |
| Security                         | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 4% | Quality     |
| Incident management              | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 3% | Quality     |
| Audits                           | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 2% | Quality     |

| <b>Name</b>         | <b>Description</b>   | <b>Type</b> |
|---------------------|--|-------------|
| Marking and Results | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 3%                         | Quality     |
| Performance         | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 2%                         | Quality     |
| Customer insight    | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 1%                         | Quality     |
| Implementation      | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 6%                         | Quality     |
| Testing Procedures  | Suppliers will be required to respond to a question within the Quality Questionnaire scored on a 0-10 scale and weighted at 2%                         | Quality     |
| Social Value        | Suppliers will be required to respond to 4 quality questions within the Quality Questionnaire, each scored on a 0-10 scale at a total weighting of 10% | Quality     |
| Price               | Supplier's total Bid price.  | Price       |

## Weighting description

Most Advantageous Tender (MAT) determined by a Weighted Value for Money Index (WVFMI), combining quality (60%) and price (40%) scores. Minimum performance thresholds apply at each stage. Full details of evaluation methodology and scoring are set out in the ITT.

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Competitive flexible procedure description

The procurement will follow a staged process as set out in the Invitation to Tender (ITT):

Qualification Envelope (Procurement Specific Questionnaire)

- Suppliers submit responses to mandatory pass/fail questions and selection criteria.

- Only suppliers who pass all mandatory criteria progress to the next stage.

Initial Tender Submission

- Qualified suppliers submit full tenders, including technical and commercial responses.

- Tenders are checked for completeness, compliance, and acceptance of contract terms.

Technical Evaluation

- Technical responses are assessed by an Evaluation Panel using published scoring criteria.

- Minimum performance thresholds apply to critical questions.

#### Moderation and Shortlisting

- Individual scores are moderated to reach consensus.
- The Authority reserves the right to shortlist up to seven highest-scoring suppliers (or more in the event of tied scores).

#### Technical Demonstrations (if required)

- Shortlisted suppliers may be invited to demonstrate their proposed solutions.
- Demonstrations are scored on a pass/fail basis against defined scenarios.

#### Supplier Negotiations (if required)

- Unscored negotiation meetings may be held to clarify and refine proposals ahead of final submissions.

#### Best and Final Offer (BAFO) Submission

- Remaining suppliers submit updated technical and commercial responses.
- Changes must be clearly tracked and highlighted.

#### Final Evaluation and Moderation

- BAFO responses are evaluated and moderated using the same criteria as initial tenders.
- Minimum performance thresholds apply.

#### Award Decision

- The Most Advantageous Tender is determined using a Weighted Value for Money Index (WVFMI), combining quality (60%) and price (40%).
- Notification of award is issued via Jaggaer, followed by an 8-day standstill period.

The indicative procurement timeline is as follows. Please note that this will be superceded by the timeline included within the ITT Instructions to Suppliers:

Issue of Tender Notice: 28 November 2025

Clarification window for Qualification phase closes: 15 December 2025

Procurement Specific Questionnaire (PSQ) Submission Deadline: 12.00 noon, 12 January 2026

PSQ Outcome communicated to Suppliers: 29 January 2026

Clarification window closes for Initial Tender phase: 16 February 2026

Initial Tender submission deadline: 12.00 noon, 2 March 2026

Initial Tender outcome communicated: 30 April 2026

Technical Demonstrations: May 2026

Negotiation Meetings: June 2026

Invitation to submit Best and Final Offer (BAFO): 29 June 2026

Clarification window closes for BAFO phase: 9 July 2026

BAFO submission deadline: 12.00 noon, 20 July 2026

Intention to award notification: November 2026

Contract award: November 2026

Implementation period begins: December 2026

The Authority reserves the right to amend, vary, or withdraw any aspect of this procurement process at any time, including but not limited to the structure, stages, timelines, and evaluation methodology. Any such changes will be communicated to all participating suppliers in a timely and transparent manner.

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## **Documents**

### **Documents to be provided after the tender notice**

The Authority will be sharing the NDA for the procurement via Jaggaer. Once the NDA is signed, the Authority will share Tender documents.

Documents that will be available for download will include:

- i) the Procurement Specific Questionnaire (Appendix 1), used for gathering information to qualify Suppliers for further evaluation;
- ii) the Contract (Appendix 2), this is the draft Contract, including the service description, Key Performance Indicators, and implementation schedules;
- iii) the Quality Questionnaire (Appendix 3), that will be used to assess Suppliers' technical capability.
- iv) the Financial Pricing Model (Appendix 4), that will be used to assess Suppliers' commercial proposals;
- v) the Non-Collusion Certificate (Appendix 5), a certificate provided for Suppliers' declaration of bidding in good faith;
- vi) the Clarification Questions Template (Appendix 6), a template for submitting clarification questions on any aspect of the procurement
- vii) supporting documentation held within the Data Room

The Authority reserves the right to amend, vary, or withdraw any aspect of this procurement process at any time, including but not limited to the structure, stages, timelines, and evaluation methodology. Any such changes will be communicated to all participating suppliers in a timely and transparent manner.

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## **Contracting authority**

### **Home Office**

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Email: [HOELT2024@homeoffice.gov.uk](mailto:HOELT2024@homeoffice.gov.uk)

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government