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Contract

Contract for the Provision of Windrush Compensation Scheme Claims Assistance Service

Home Office

F03: Contract award notice

Notice identifier: 2025/S 000-005170

Procurement identifier (OCID): ocids-h6vhtk-042540

Published 14 February 2025, 2:14pm

Section I: Contracting authority

I.1) Name and addresses

Home Office

2 Marsham Street

London

SW1P 4DF

Email

windrushclaimsassistance_procurement@homeoffice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/home-office

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Contract for the Provision of Windrush Compensation Scheme Claims Assistance Service

II.1.2) Main CPV code

- 75131100 - General personnel services for the government

II.1.3) Type of contract

Services

II.1.4) Short description

The Secretary of State for the Home Department as part of the Crown, acting through UK Visas and Immigration (UKVI) (the "Home Office"), has completed an Open Procurement Procedure under the Public Contract Regulations 2015 and is awarding a contract for an independent advisory service to support Claimants of the Windrush Compensation Scheme.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,264,993.89

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Secretary of State for the Home Department as part of the Crown, acting through UK Visas and Immigration (UKVI) (the "Home Office"), has completed an Open Procurement Procedure under the Public Contract Regulations 2015 and is awarding a contract for an independent advisory service to support Claimants of the Windrush Compensation Scheme.

The Home Secretary announced in April 2019 the launch of the Windrush Compensation Scheme ("the Scheme"). It was announced as part of a suite of measures to right the wrongs suffered by those of the Windrush generation and their descendants who faced difficulties in demonstrating their Lawful Immigration Status.

In 2021, the end date for the Windrush Compensation Scheme was removed and the Scheme is expected to continue in the foreseeable future.

The Scheme Rules set out who is eligible to apply under the Scheme, what losses can be claimed for and how the Scheme operates. Further detailed information on the Compensation Scheme, including Scheme Rules, Claim Forms and associated Guidance on completing claim forms is available here:

<https://www.gov.uk/guidance/windrush-compensation-scheme>

As part of this Scheme, the Buyer has appointed a Contractor to provide independent advisory services for those wishing to make a claim under the Scheme and support those who require additional support to complete the claim form and / or probate applications. This is an optional service that can be availed by Claimants but is not a requirement to submit their claims.

A three-year contract term will commence on 5th May 2025, concluding on 4th May 2028. The Contracting Authority has the option to extend the contract by two further 12-month periods, at its discretion.

II.2.5) Award criteria

Quality criterion - Name: Quality - Technical / Weighting: 60

Quality criterion - Name: Quality - Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 30

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

II.2.14) Additional information

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-009433](#)

Section V. Award of contract

Contract No

Contract_15587

Title

Windrush Compensation Scheme Claims Assistance Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 January 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

We Are Group Holdings Limited

Friars House, Manor House Drive

Coventry

CV1 2TE

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,264,993.89

Total value of the contract/lot: £1,264,993.89

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Home Office

2 Marsham Street

London

SW1P 4DF

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The Home Office

2 Marsham Street

London

SW1P 4DF

Country

United Kingdom