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Tender

## **Windrush Compensation Scheme – Claims Assistance**

Home Office

F02: Contract notice

Notice identifier: 2024/S 000-009433

Procurement identifier (OCID): ocds-h6vhtk-042540

Published 22 March 2024, 3:03pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Home Office

2 Marsham Street

London

SW1P 4DF

#### **Email**

[windrushclaimsassistance\\_procurement@homeoffice.gov.uk](mailto:windrushclaimsassistance_procurement@homeoffice.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Internet address(es)**

Main address

[www.gov.uk/home-office](http://www.gov.uk/home-office)

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

### **I.4) Type of the contracting authority**

Ministry or any other national or federal authority

### **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Windrush Compensation Scheme – Claims Assistance

#### **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 Windrush Compensation Scheme – Claims Assistance procurement is intended to procure independent advisory services for Claimants who need support in making their claims. This is an optional service that can be availed by Claimants but is not a requirement to submit their claims.

Deadline to submit response to the tender is 12:00 BST on 1 May 2024.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,300,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **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”), is procuring 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 wishes to appoint 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.

The Windrush Compensation Scheme – Claims Assistance procurement is intended to procure independent advisory services for Claimants who need support in making their claims. This is an optional service that can be availed by Claimants but is not a requirement to submit their claims.

The value of the contract will be in the range £1m – £1.3m. This is a volume led contract and so whilst contract value is expected to be in the stated range, it could be lower.

In order to get access to the Invitation to Tender (ITT) pack, Bidders are required to return signed Non-Disclosure Agreements (NDA) ahead of the prescribed deadline.

#### **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

36

This contract is subject to renewal

Yes

Description of renewals

Initial contact term is 3 years with the option to extend for up to two terms of 12 months each.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

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## **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: [2023/S 000-036645](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

1 May 2024

Local time

12:00pm

#### **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**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

22 March 2024

Local time

3:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

In order to get access to the Invitation to Tender (ITT) pack and bidding a Tender for the provision of Windrush Compensation Scheme – Claims Assistance Service, the Bidders are required to request access to the NDA as a pre-requisite.

The ITT will be managed electronically via the Home Office's eSourcing Portal (JAGGAER). To participate in this procurement, participants must first be registered on the eSourcing Portal.

If you have not yet registered on the eSourcing Portal, this can be done online at <https://homeoffice.app.jaggaer.com> 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 which you are registering, who will be entering into a contract if invited to do so.

Once you have registered on the eSourcing Portal, a registered user can request access to the NDA by emailing [windrushclaimsassistance\\_procurement@homeoffice.gov.uk](mailto:windrushclaimsassistance_procurement@homeoffice.gov.uk).

Your email must clearly state the exact name that you used to register on Jaggaer. Once enabled by the Procurement Team, you should receive a link to the NDA from Jaggaer.

Once you have submitted an NDA you will be given access to the eSourcing Portal where you can respond to the tender.

We will endeavour to process completed NDAs and allow access to the ITT within three working days.

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).

Deadline to submit response to the tender is 12:00 BST on 1 May 2024.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

The Secretary of State for the Home Department

London

Country

United Kingdom