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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

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

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

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

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

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.

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 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