

Windrush Compensation Scheme – Claims Assistance

Section I: Contracting authority

I.1) Name and addresses

The Secretary of State for the Home Department
Home Office
2 Marsham Street
London, SW1P 4DF
United Kingdom

Contact

Windrush Claims Assistance Procurement Team

Email

windrushclaimsassistance_procurement@homeoffice.gov.uk

Country

United Kingdom

NUTS 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: Yes

I.3) Communication

Additional information can be obtained from 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 Home Office plans to procure independent advisory services for those applying to the Windrush Compensation Scheme and are seeking additional support. The content of this PIN may be subject to change.

II.1.5) Estimated total value

Estimated value excluding VAT: £1,300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

The Home Secretary announced in April 2019 the launch of the Windrush Compensation Scheme. In 2021, the end date for the Windrush Compensation Scheme was removed and the Scheme is expected to continue in the foreseeable future.

As part of this Scheme, The Home Office is seeking suppliers 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. Selection of this service is at the discretion of the claimant and is not a requirement for submission of the form.

It is expected that the chosen supplier will be delivering this service by July 2024.

The Service is required in the UK and must also provide an ability to support individuals from overseas. Service users can contact the supplier directly or will be referred to the supplier via the Windrush Helpline, operated by the Home Office.

The content of this PIN, including the nature of services and estimated value, may be subject to change.

II.2.2) Additional CPV code(s)

- 75130000 - Supporting services for the government

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

Background Information

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 Windrush Compensation Scheme – Claims Assistance procurement is intended to procure independent advisory services for claimants who may 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 claimants can either directly or through Home Office referral seek support on telephone, video conferencing or in-person (at home or supplier locations) in the UK. Overseas claimants are also able to seek support through telephone or alternative medium.

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

Background information about the Windrush Scheme can be found here – [Windrush Scheme: full eligibility details - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/windrush-compensation-scheme:full-eligibility-details)

More information about the Windrush Compensation Scheme can be found here – [Apply to the Windrush Compensation Scheme: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/apply-to-the-windrush-compensation-scheme:overview)

Market Engagement

Prior to the procurement the Home Office will run a market testing exercise to seek valuable input from the market to understand supplier / market appetite, capacity and capability, along with an understanding of potential risks and opportunities.

UKVI are also seeking input from the market to establish the most effective way of packaging and scoping the procurement for advisory services for Windrush Compensation Scheme. The aim is to deliver the highest degree of customer satisfaction while delivering value to the Home Office.

The Home Office's intention is to conduct an Open Procedure competition to identify a partner to fulfil this service. The intention is to run this process in early 2024, which may be subject to change.

If deemed appropriate/necessary, we may also choose to hold a virtual supplier briefing session to engage with prospective bidders and provide further information.

II.3) Estimated date of publication of contract notice

11th March 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement:

Yes

Section VI. Complementary information

VI.3) Additional information

Following the publication of this PIN, there will be a Request for Information (RFI) questionnaire requesting data and insight to support this procurement.

In order to participate in the RFI, participants must complete and return an NDA.

The RFI 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 Buyer 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 complete the RFI.

We will endeavour to process requests to take part in the RFI and receive an NDA in two working days starting 2nd January 2024.

We will endeavour to process completed NDAs and allow access to the RFI in two 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).

Timetable

These dates and times may be updated, with messages noting any changes provided via the eSourcing Portal.

If deemed appropriate/necessary, we may also choose to hold a virtual supplier briefing session to engage with prospective bidders and provide further information.

In the event a virtual supplier briefing session is held, this notice will be updated and RFI respondents will be made aware of the details to participate.

Milestone	Date
Publication of the PIN	13/12/23
Suppliers registration on Jaggaer	13/12/23
Suppliers sign and return NDA	02/01/24
Suppliers receive access to RFI	Once registered
Suppliers register for Virtual Supplier Briefing session	TBC
Clarification Questions start	04/01/24
Virtual Supplier Briefing session	TBC
Final date for Clarification Questions to be received 12pm on	12/01/24
Target Date Final Q&A Log published	17/01/24
RFI responses deadline 17:00 GMT	22/01/24

The content of this PIN, including the nature of works, services, and estimated value, may be the subject to change and no contract is guaranteed as a result of it.