

United Kingdom-London: Administrative social services
OJ S 25/2019 05/02/2019
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: The Secretary of State for the Home Department

Postal address: 2 Marsham Street

Town: London

NUTS code: UK United Kingdom

Postal code: SW1P 4DF

Country: United Kingdom

E-mail: aireprocurement@homeoffice.gov.uk

Internet address(es):

Main address: <https://www.gov.uk/government/organisations/home-office>

I.4. Type of the contracting authority

Other type: The Home Office is the lead government department for immigration and passports, drugs policy, crime, fire, counter-terrorism and police

I.5. Main activity

Public order and safety

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Advice, Issue Reporting and Eligibility (AIRE) Services

II.1.2. Main CPV code

85321000 Administrative social services

II.1.3. Type of contract

Services

II.1.4. Short description

The contract covers the services provided by the AIRE Service Provider regarding advice and eligibility service to the asylum seekers, and deal with issues reported by the service users who are living in accommodation provided by the service providers of Asylum Accommodation and Support Services Contract.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 235 000 000,00 GBP

II.2. Description

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

The AIRE contract is designed to provide advice, guidance, issue reporting and eligibility assistance to the asylum applicants and those who have been granted an asylum status to remain in the UK, through the establishment of a consolidated customer contact centre, with a single entry point for the service users to communicate complaints and issues related to the services provided by the Accommodation Providers. The AIRE service provider will be responsible for capturing, logging and referring feedback complaints to the relevant parties for resolution.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 60 %

Price - Weighting: 40 %

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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

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 in the OJ S: [2018/S 086-193640](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

Advice, Issue Reporting and Eligibility Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

08/01/2019

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Migrant Helpline

Postal address: Charlton House, Dover Street, Dover, Kent

Town: Dover

NUTS code: UKJ South East (England)

Postal code: CT16 1AT

Country: United Kingdom

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 235 000 000,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Town: London

Country: United Kingdom

VI.5. Date of dispatch of this notice

01/02/2019