

United Kingdom-London: Administrative social services
OJ S 86/2018 04/05/2018
Contract 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.gsi.gov.uk

Internet address(es):

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

Address of the buyer profile: www.gov.uk/government/organisations/home-office/about/procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp>

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

UK Visas and Immigration plan to procure a consolidated service that:

- provides advice to asylum seekers,
- provides asylum seekers with the ability to report issues, and
- provides assistance to asylum seekers to complete an application form to confirm their eligibility for support.

Local capacity to support asylum applicants, familiarity with community cohesion and proximity to local voluntary and social groups will be key.

II.1.5. Estimated total value

Value excluding VAT: 200 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

85300000 Social work and related services, 85312000 Social work services without accommodation, 85312310 Guidance services, 85320000 Social services, 75100000 Administration services, 75112000 Administrative services for business operations, 75130000 Supporting services for the government, 75131000 Government services, 75310000 Benefit services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Under the Immigration and Asylum Act 1999, United Kingdom Visas and Immigration (UKVI) has an obligation to provide accommodation and support to asylum seekers (Service Users) who would otherwise be destitute. To support this obligation UKVI facilitate the availability of advice, issue reporting and eligibility assistance services for Service Users. This includes the provision of:

Advice and Guidance.

Advice and guidance is provided to asylum applicants throughout their asylum application.

Advice is provided through a range of communication channels appropriate to asylum seekers' needs. This service will include but is not limited to:

- briefings about the asylum process, including induction services,
- provision of general advice about asylum and signposting to relevant public services,
- provision of advice on the asylum support eligibility system, and
- provision of advice & guidance to Service Users to support them in acting upon the outcome of their asylum claim, including engagement with the Department for Work and Pensions and Local Authorities or advice on the support available to return to their country of origin.

Issue Reporting:

The new asylum support model seeks to streamline customer contact through the establishment of a consolidated customer contact centre, with a single entry point for Service Users to communicate complaints and issues.

Feedback and complaints from Service Users related to service delivery and Accommodation Provider performance will be made to a single, dedicated point of contact operated by the AIRE Provider. The AIRE Provider will be responsible for capturing, logging and referring feedback and complaints to the relevant parties for resolution.

Eligibility Assistance:

Eligibility-assistance will support Service Users in completing and submitting applications for support and accommodation services. This service will include but is not limited to:

- explanation of the eligibility criteria for support under Section 4 and Section 95 of the Immigration and Asylum Act 1999,
- assistance in the completion of an Asylum Support Application Form (ASF1), including where necessary language assistance to complete forms in English, and
- assistance in submitting written notifications in English of prescribed change of circumstances.

Project Vision:

The project aims to deliver a value for money and affordable support system which effectively facilitates the delivery of the UK's statutory and international obligations to asylum seekers, supporting the operation of effective immigration controls.

The system will ensure the safety and security of Service Users and their host communities. Services will be delivered as consistently and efficiently as possible at a level which is proportionate to similar services offered to UK nationals:

- service Users will experience an accessible and easy to navigate system, which delivers consistent and compassionate support. The system will protect the vulnerable, keep service users safe, orientate them to live in their communities and prepare them to act on the outcome of their asylum claim,
- providers will supply a service of which they are proud, providing high quality support services. The department will take practical steps to provide a good level of certainty on demand, with a sustainable balance of risk, an appropriate rate of return and scope for innovation in delivery, and
- communities will feel involved in the support of destitute asylum seekers, working in partnership with UKVI and others to support community cohesion as service users transition through the asylum system.

The new arrangements will come into operation on a staged basis commencing in the spring of 2019 with full operation of services on expiry of the current agreements in September 2019.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Technical / Weighting: 60

Price - Weighting: 40

II.2.6. Estimated value

Value excluding VAT: 200 000 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract can be extended on two (2) separate occasions for three (3) years each, giving a maximum duration of 10 years.

II.2.10. Information about variants

Variants will be accepted: no

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

The Authority is not responsible for any bidding costs incurred by Bidders in respect of this procurement. The Authority reserves the right to abandon the competitive process and not award any contract; make any changes it sees as reasonable to the competition; remove and /or amend element(s) from the scope of the requirements; and accept or reject any tender.

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

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 009-015919](#)

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

Date: 05/06/2018 Local time: 13:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

It is recommended that Respondents express interest by 31.5.2018 (13:00) Local Time. The process for submission of expressions of interest and requesting further information is set out below.

For the avoidance of doubt, please note that Respondents are required to express an interest separately for this competition regardless of their involvement in the previous Market

Engagement activities for this project. Any such involvement does not constitute an expression of interest for the competition advertised in this Notice.

The Home Office uses an eSourcing toolkit to enable its sourcing activities to be conducted over the internet. In order to express an interest in the process, please follow the steps set out below.

The procurement will be managed electronically via the Crown Commercial Service's e-Sourcing Suite. To participate in this procurement, participants must first be registered on the e-Sourcing Suite. If you have not yet registered on the e-Sourcing Suite, this can be done online at <https://gpsesourcing.cabinetoffice.gov.uk> by following the link "Register for CCS e-Sourcing".

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 and who will be entering into a contract if invited to do so.

Once registered, organisations wishing to participate in the tender must send an email to: AIREprocurement@homeroffice.gsi.gov.uk

The email should be entitled "AIRE Services Procurement — Expression of Interest" and contain the following details: your organisation's name, your contact name, email address and telephone number. Any expressions of interest not submitted in the required form (or not containing the requested information) may be rejected. Participants are requested to express interest by 31.5.2018 (13:00) Local Time, to allow sufficient time for the tender administrative process and submission of bids.

The Authority requires Participants to sign a Non-Disclosure Agreement (NDA) in order to be invited to participate in the competition for this project.

On receipt of an email detailed above, the Authority will provide access to the NDA document through the eSourcing portal. The Authority requires Participants to download and re attach a signed copy of the NDA to the event. When saving the "pdf" document, please ensure that you include the participant organisation's name in the filename.

Once a correctly signed NDA is received by the Authority, Participants will be invited to the Selection Questionnaire (SQ) event and will be able to access all of the project documentation. SQ clarification requests must be submitted no later than 25.5.2018, 13:00 Local Time to allow the Authority to publish responses within a reasonable period before the SQ closing date.

Any expressions of interest not submitted in the required form (or containing the requested information) may be rejected.

For technical assistance on use of the e-Sourcing Suite contact; Crown Commercial Service Help-desk: +44 3450103503 or email: supplier@ccs.gsi.gov.uk

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

03/05/2018