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Tender

## **Welfare Benefits, Debt and Budgeting Advice Services**

Torus62 Limited

F02: Contract notice

Notice identifier: 2023/S 000-003003

Procurement identifier (OCID): ocds-h6vhtk-03a1a5

Published 31 January 2023, 7:05pm

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

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

Torus62 Limited

Helena Central, 4 Corporation Street

St Helens

WA9 1LD

#### **Contact**

Kate Ryan

#### **Email**

[kate.ryan@wearetorus.co.uk](mailto:kate.ryan@wearetorus.co.uk)

#### **Telephone**

+44 1744417842

#### **Country**

United Kingdom

**Region code**

UKD - North West (England)

**Internet address(es)**

Main address

[www.torus.co.uk](http://www.torus.co.uk)

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-St-Helens:-Benefit-services./A9BG7T635Z>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/A9BG7T635Z>

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

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

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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**Section II: Object**

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

**II.1.1) Title**

Welfare Benefits, Debt and Budgeting Advice Services

### **II.1.2) Main CPV code**

- 75310000 - Benefit services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Torus is looking to appoint a suitably experienced supplier to provide Welfare Benefits, Debt and Budgeting Advisory Services to Torus Tenants and their households.

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

Value excluding VAT: £1,160,000

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

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKD - North West (England)

Main site or place of performance

NORTH WEST (ENGLAND)

### **II.2.4) Description of the procurement**

Torus are looking to appoint a suitably experienced supplier to provide Welfare Benefits, Debt and Budgeting Advisory Services to Torus Tenants and their households. This service is currently carried out by a mix of our in-house Financial Inclusion Team and outsourced contract.

Prevention, education and awareness campaigns for staff and customers also need to be part of the provision, especially when there is a change to benefits or new legislation which will impact customers. Monthly update bulletins of any changes to welfare reform and debt will be required to share with Torus colleagues and stakeholders.

Torus' customers comprise of individuals and families who need help with welfare

benefits advice, debt advice and budgeting advice. 20% are customer self-referrals via Torus' contact centre or website, whilst the majority i.e. 80% of referrals are received from staff members within the wider Torus Group or by staff from partner agencies working with Torus customers.

For the first two years of the contract there will be approximately 3,500 referrals per annum, split between welfare benefits advice, debt advice and budgeting advice.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

#### **II.2.6) Estimated value**

Value excluding VAT: £1,160,000

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

Duration in months

24

This contract is subject to renewal

No

#### **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**

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/A9BG7T635Z>

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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

#### **III.1.3) Technical and professional ability**

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: No

### **IV.2) Administrative information**

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

Date

2 March 2023

Local time

4:00pm

#### **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**

Tender must be valid until: 1 May 2023

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

Date

2 March 2023

Local time

4:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

Electronic ordering will be used

Electronic invoicing will be accepted

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

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-St-Helens:-Benefit-services./A9BG7T635Z>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/A9BG7T635Z>

GO Reference: GO-2023131-PRO-22008164

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

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

Torus62 Limited

St Helens

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Golden Gates Housing

Bank House

Warrington

WA1 1RH

Telephone

+44 1925452409

Country

United Kingdom