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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

Telephone

+44 1744417842

Country

United Kingdom

Region code

UKD - North West (England)

Internet address(es)

Main address

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

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>

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

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

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:

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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