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Contract

Financial Inclusion Programme

Orbit Group Limited

F03: Contract award notice

Notice identifier: 2024/S 000-003684

Procurement identifier (OCID): ocids-h6vhtk-041186

Published 5 February 2024, 12:45pm

Section I: Contracting authority

I.1) Name and addresses

Orbit Group Limited

Garden Court, Harry Weston Road, Binley Business Park

Coventry

CV3 2SU

Contact

Mrs Barbara Hunter

Email

Group.Tenders@orbit.org.uk

Telephone

+44 8006781221

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://procontract.due-north.com>

Buyer's address

<http://www.orbit.org.uk>

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

Financial Inclusion Programme

Reference number

DN697684

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

Delivery of a financial inclusion service to c5000 Orbit residents as part of Orbit's Better Days Programme.

We are seeking to partner with a single organisation or consortium of providers with single lead provider to deliver a money advice and income maximisation service to cover our three regions of the midlands, east and south-east of England.

Case work is expected to help navigate and guide the customer through a full journey of dealing with urgent issues, developing and maintaining a budget, maximising their incomes and helping to reduce their expenditure.

Please see ProContract for full tender pack.

The contract will commence April 2024 for a period of 2 years with an option to extend for a further 1 year.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,200,000

II.2) Description

II.2.2) Additional CPV code(s)

- 75200000 - Provision of services to the community

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Orbit are seeking to partner with a single organisation or consortium of providers with single lead provider to deliver a money advice and income maximization service to cover our three regions of the midlands, east and south-east of England.

Case work is expected to help navigate and guide the customer through a full journey of dealing with urgent issues, developing and maintaining a budget, maximising their

incomes and helping to reduce their expenditure.

We want to understand how you would deliver the service from referral to completion, what proactive and skills-based work you could carry out during the money advice process, what added value or innovation you could bring through your networks and experience, your credentials and quality standards, and your costs for the delivery of the service.

Area of focus:

1. Money / debt advice with income maximization
2. Welfare benefits advice and take-up work
3. Telephone and online channels
4. Face to face services including home visits for customers with additional support needs

Other services out of scope, but also part of the Better Days programme for referral purposes include energy advice, hardship grants, wellbeing support, community events, communications campaigns and skills-based training.

Orbit are running this procurement exercise through the housing e-procurement portal "ProContract". Interested suppliers should register/log-in to the portal to view the tender documents and submit their response. Any project related queries should be sent via the messaging function on the portal.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-032545](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 February 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Citizens Advice Mid Mercia (CAMM)

Swadlincote

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £771,000 / Highest offer: £1,167,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Royal Courts of Justice

The Strand

London

Country

United Kingdom