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Planning

## **Soft-Market Test - Customer Excellence Training**

Torus62 Limited

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-005452

Procurement identifier (OCID): ocds-h6vhtk-043b51

Published 19 February 2024, 7:05pm

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

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

Torus62 Limited

Helene Central, 4 Corporation Street

UK-St Helens

WA9 1LD

#### **Contact**

Procurement Manager

#### **Email**

[ProcurementTeam@torus.co.uk](mailto:ProcurementTeam@torus.co.uk)

#### **Telephone**

+44 7718707048

#### **Country**

United Kingdom

**Region code**

UKD - North West (England)

**Internet address(es)**

Main address

<https://www.torus.co.uk>

**I.3) Communication**

Additional information can be obtained from 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**

Soft-Market Test - Customer Excellence Training

**II.1.2) Main CPV code**

- 80000000 - Education and training services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

We are currently seeking a local training provider to devise and deliver Customer

Excellence training to all colleagues across the Torus group (approx. 1800 colleagues).

#### **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**

We are looking for a local training provider to work with each of our departments across the Group to devise and deliver Customer Excellence Training. This training will be delivered to departments across our 4 entities including:

- Torus Landlord – Who support and empower people living in Torus Homes.
- HMS – Who provide cost effective construction, maintenance and repair services.
- Torus Development – Who build high-quality, affordable new homes that people love
- Torus Foundation – Our charity, that funds vital projects with social impact that strengthen communities and make people's lives better.

### **II.3) Estimated date of publication of contract notice**

5 April 2024

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## Section VI. Complementary information

### VI.3) Additional information

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

<https://www.delta-esourcing.com/tenders/UK-UK-UK-St-Helens:-Education-and-training-services./B45Z42TQ8Z>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/B45Z42TQ8Z>

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