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Tender

## **Welfare Benefits Advice Service**

Orbit Group Limited

F02: Contract notice

Notice identifier: 2022/S 000-008045

Procurement identifier (OCID): ocds-h6vhtk-032607

Published 24 March 2022, 4:07pm

The closing date and time has been changed to:

**25 April 2022, 8:00am**

See the [change notice](#).

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

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

Orbit Group Limited

Garden Court, Harry Weston Road, Binley Business Park, Binley

Coventry

CV3 2SU

#### **Contact**

Mrs Julie Mepham

#### **Email**

[group.tenders@orbit.org.uk](mailto:group.tenders@orbit.org.uk)

**Country**

United Kingdom

**NUTS code**

UKF - East Midlands (England)

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

<http://www.procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.procontract.due-north.com>

**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 Advice Service

Reference number

DN604190

### **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**

Orbit is seeking an experienced provider to deliver an easily accessible, Welfare Benefits Advice Service, that successfully engages 1200 Orbit customers per annum to enhance their financial control, build long term resilience and maximise their income to reduce pressures of cost of living increases

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)

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

Feedback suggests that our customers are struggling with knowing what benefits they are eligible for, missing out on potential income, have difficulties in navigating systems, and

are fearful of doing something wrong when applying for benefits independently.

Orbit, through its Better Days advice and support programme, are introducing extra measures to further support customers through this time.

We are looking to complement our existing suite of financial inclusion offers by commissioning a Welfare Benefits Advice Service. The service will have the capacity to advise 1200 customers annually.

The contract will be awarded for a period of Two (2) years with an option to extend to a further One (1) year, subject to requirement and budget.

To register interest, see further information and submit a tender response to this opportunity, please go to <https://procontract.due-north.com> (registration to the portal is free).

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

36

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

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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**

Originally published as:

Date

24 April 2022

Local time

11:55pm

Changed to:

Date

25 April 2022

Local time

8:00am

See the [change notice](#).

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

English

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

Date

25 April 2022

Local time

8:00am

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

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

Royal Courts of Justice

The Strand

London

Country

United Kingdom