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Tender

Welfare Benefits Advice Service

Orbit Group Limited

F02: Contract notice

Notice identifier: 2022/S 000-008045

Procurement identifier (OCID): ocids-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 Mephram

Email

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

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

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

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