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Contract

## **Provision of Rent Analytics Software**

Torus62Ltd

F03: Contract award notice

Notice identifier: 2025/S 000-015206

Procurement identifier (OCID): ocds-h6vhtk-049b58

Published 15 April 2025, 12:05pm

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

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

Torus62Ltd

Helena Central, 4 Corporation Street

St Helens

WA9 1LD

#### **Contact**

Carol Rabone

#### **Email**

[carol.rabone@torus.co.uk](mailto:carol.rabone@torus.co.uk)

#### **Telephone**

+44 8006781894

#### **Country**

United Kingdom

**Region code**

UKD - North West (England)

**Internet address(es)**

Main address

[www.torus.co.uk](http://www.torus.co.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**

Provision of Rent Analytics Software

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Provision of rent analytical data services which utilises machine learning to manage its rent collection activities and analysis of areas of risk.

#### **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

### **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 requires an Intelligent automated solution which prioritises income officer caseloads based upon risks of increasing customer debt, automates contact with low risk, low-level cases, and provides an integrated call handling and text messaging solution for those

cases considered higher risk.

The solution is to integrate fully with QL, enabling activity records in real time, but also have the capability to integrate with other housing management systems.

The value stated on this Contract Notice includes 2 X12 month extensions and we are expecting to obtain savings by running this exercise.

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

Price

#### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend for a further 2 x 12 months

#### **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/RMP2B53KS2>

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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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-029626](#)

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## **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**

28 February 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 6

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

#### **V.2.3) Name and address of the contractor**

Voicescape Ltd

Unit 4 The Boatshed,, 22 Exchange Quays, Salford

Manchester

M5 3EQ

Country

United Kingdom

NUTS code

- UKD - North West (England)

National registration number

10440336

The contractor is an SME

Yes

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

Lowest offer: £603,204 / Highest offer: £1,281,600 taken into consideration

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=939722376> GO

Reference: GO-2025415-PRO-30174819

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

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

Torus62Ltd

Helena Central, 4 Corporation Street

St Helens

WA9 1LD

Country

United Kingdom

