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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

Telephone

+44 8006781894

Country

United Kingdom

Region code

UKD - North West (England)

Internet address(es)

Main address

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-sourcing.com/respond/RMP2B53KS2>

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](#)

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

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

