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Tender

Customer Grants

Orbit Group Limited

F02: Contract notice

Notice identifier: 2023/S 000-032546

Procurement identifier (OCID): ocids-h6vhtk-041187

Published 3 November 2023, 10:13am

Section I: Contracting authority

I.1) Name and addresses

Orbit Group Limited

Garden Court, Harry Weston Road, Binley Business Park

Coventry

CV3 2SU

Contact

Mrs Julie Mephram

Email

group.tenders@orbit.org.uk

Telephone

+44 8006781221

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://procontract.due-north.com>

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

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://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

Customer Grants

Reference number

DN697683

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

We are seeking to partner with a single organisation or consortium of providers with single lead provider to deliver a customer grants programme to cover our three regions of the Midlands, East and South-East of England.

We require customers grants to be managed and delivered via digital platform with the provider to support and arrange third party distribution.

Please see Procontract for full tender pack.

The contract will commence April 2024 for a period of 2 years with an option to extend for a further 1 year.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75200000 - Provision of services to the community

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Orbit are seeking to partner with a single organisation or consortium of providers with single lead provider to deliver a customer grants programme to cover our three regions of the Midlands, East and South-East of England.

We require customers grants to be managed and delivered via a digital platform with the provider to support and arrange third party distribution. The provider must be able to provide real time information and data sets to support the delivery and monitoring of the programme.

We want to understand how you would deliver the service from sourcing suppliers of goods to meet our requirements, management of the online grant portal including application and audit process. Thorough management of supply chain and delivery to customer. We would want the provider to have an excellent customer support provision including issue resolution and SLA delivery timescales.

We would want to understand what added value or innovation you could bring through your networks and experience, your credentials and quality standards, and your costs for the delivery of the service.

Area of Focus:

1. Hardship Grants (food / fuel / white goods)
2. Employment and Skills Grants
3. Digital Grants (data / tablet / laptops)
4. Youth (childcare / uniform / cost of the school day)
5. Wellbeing Grants (mental wellbeing)
6. Home Grants (carpet / curtains / winter warmth / gardening)

Orbit are running this procurement exercise through the housing e-procurement portal 'Procontract'. Interested suppliers should register/log-in to the portal to view the tender documents and submit their response. Any project related queries should be sent via the messaging function on the portal.

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

Date

4 December 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

4 December 2023

Local time

12:00pm

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

The Strand

London

Country

United Kingdom

Internet address

<https://procontract.due-north.com>