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Award

Gloucestershire Welfare Support Scheme and Gloucestershire Emergency Welfare Scheme

Gloucestershire County Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-046205

Procurement identifier (OCID): ocds-h6vhtk-0506bb ([view related notices](#))

Published 5 August 2025, 3:15pm

Scope

Reference

DN764969

Description

Gloucestershire County Council is tendering for a single provider (or lead provider) framework (with two lots) to distribute food vouchers, utility vouchers, emergency payments and other support. The authority intends to award four year contract commencing on 01 October 2025 and expiring on 30 September 2029.

Commercial tool

Establishes a framework

Lot 1. Local Welfare Support Services

Description

The total estimated value of all contracts which may be awarded under Lot 1 of the framework agreement is not expected to exceed £2.6M over 5 years (i.e., the 4-year term of the framework agreement plus the maximum 1-year term of any call-off contract which might be awarded before its expiry). This sum includes administrative costs of c£60,000 - 90,000 per annum and social care spend routed through this contract. Please note that the estimated value contains both the admin charges and the support distributed to service users via vouchers, white goods etc. VAT will apply to part of the lot value by not all.

Lot 2. Emergency Welfare Services

Description

The provision of Emergency Welfare Services under Lot 2 of the above framework agreement will not be funded from a Gloucestershire County Council budget. The provision of these services will be grant funded when government funding is provided to the council. Accordingly, there will be no commitment on Gloucestershire County Council to spend any money through the Framework unless it receives grant funding and decides the most effective way to meet the terms of any such grant is by using this framework. Furthermore, any expenditure will be up to but no more than the total grant received. Please note that the estimated value contains both the admin charges and the support distributed to service users via vouchers, white goods etc. VAT will apply to part of the lot value by not all. The total estimated value across the contract term is £23,000,000 which includes both the voucher cost and administration in relation to managing the assessment of applications and the issuing of the vouchers to recipients. The total spend is predicated on the council receiving equivalent government funding and therefore suppliers will need to ensure flexibility in terms of the resource to support this element of the service.

Contract 1. Lot 1 - Gloucestershire Welfare Support Scheme

Lots

Lot 1. Local Welfare Support Services

Supplier

- Evouchers Ltd

Contract value

- £2,715,000 excluding VAT
- £3,258,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

5 August 2025

Date assessment summaries were sent to tenderers

5 August 2025

Standstill period

- End: 14 August 2025
- 8 working days

Earliest date the contract will be signed

18 August 2025

Contract dates (estimated)

- 1 October 2025 to 30 September 2029
- 4 years

Main procurement category

Services

CPV classifications

- 75310000 - Benefit services
- 85000000 - Health and social work services

Contract locations

- UKK13 - Gloucestershire

Contract 2. Lot 2 - Emergency Welfare Scheme

Lots

Lot 2. Emergency Welfare Services

Supplier

- Evouchers Ltd

Contract value

- £12,965,000 excluding VAT
- £15,558,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

5 August 2025

Date assessment summaries were sent to tenderers

5 August 2025

Standstill period

- End: 14 August 2025
- 8 working days

Earliest date the contract will be signed

18 August 2025

Contract dates (estimated)

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Main procurement category

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Contract locations

- UKK13 - Gloucestershire

Information about tenders

Lot 1. Local Welfare Support Services

- 4 tenders received
- 3 tenders assessed in the final stage:

- 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 2 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot 2. Emergency Welfare Services

- 4 tenders received
 - 3 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 2 suppliers unsuccessful (details included for contracts over £5 million)
-

Unsuccessful suppliers

- [AURIGA SERVICES LIMITED](#)
 - [FAMILY FUND TRADING LIMITED](#)
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Procedure

Procedure type

Open procedure

Special regime

Light touch

Suppliers

AURIGA SERVICES LIMITED

- Companies House: 05093179

18 Bennett's Hill

Birmingham

B2 5QJ

United Kingdom

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Evouchers Ltd

- Companies House: 14159254

Furlong House, 2 Kings Court

Newmarket

CB8 7SG

United Kingdom

Email: nroach@evouchers.com

Region: UKH14 - Suffolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1 - Gloucestershire Welfare Support Scheme

Contract 2. Lot 2 - Emergency Welfare Scheme

FAMILY FUND TRADING LIMITED

- Companies House: 06293129

Unit 3, Alpha Court Monks Cross Drive

York

YO32 9WN

United Kingdom

Region: UKE21 - York

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contracting authority

Gloucestershire County Council

- Public Procurement Organisation Number: PZHT-7473-ZVPN

Shire Hall, Westgate Street

Gloucester

GL1 2TG

United Kingdom

Contact name: Rhiannon Wardle

Telephone: +44 00000001452425000

Email: rhiannon.wardle@gloucestershire.gov.uk

Region: UKK13 - Gloucestershire

Organisation type: Public authority - sub-central government