Invitation for expressions of interest in tendering for the delivery of Benefits and Money Advice

The Royal British Legion intends to go out to tender shortly for the above services, initially for a two-year period.

We currently have a requirement for the delivery of benefits and money advice across England, Wales and Northern Ireland. Specifically, the provision of predominantly face-to-face advice and assistance to beneficiaries of the Legion who are experiencing complex financial difficulty, including with benefits and personal debt issues.

We require the delivery of benefits and money advice by fully trained and experienced advisers within organisations which have achieved a recognised advice quality standard. We require the delivery of assistance to around 8000 individuals per year, focusing mostly on on-going cases requiring specialist advice and casework. This is a baseline figure, and we will be looking for organisations which are able to propose a flexible model of delivery which is able to have a maximum impact, responding to fluctuations in demand, both geographically and numerically. Innovation in how the service could be delivered is desired.

Of this baseline figure, we would anticipate around 25% of individuals being assisted over the telephone and 75% face-to-face.

We wish to invite expressions of interest from organisations to deliver the services required across the following geographical areas:

- EITHER nationally across England and Wales – circa 7300 individuals
- OR across one or more of the following regions:
  - the Legion’s south region – circa 2100 individuals
  - the Legion’s midlands region – circa 1900 individuals
  - the Legion’s north region – circa 1900 individuals
  - Wales – circa 1400 individuals
  - Northern Ireland – circa 700 individuals

Full details will be provided in the Tender documentation, including a map confirming the geographical regions.

If you wish to express an interest in bidding, please e-mail bma@britishlegion.org.uk. You will be sent a PQQ for completion as well as a Confidentiality agreement which both need to be signed and returned by 15th March 2013, before dispatch of further Tender documentation.