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Planning

## **2022-2023-074 : Vouchers Tender**

Metropolitan Housing Trust Limited

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-003246

Procurement identifier (OCID): ocds-h6vhtk-03a24d

Published 2 February 2023, 12:05pm

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

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

Metropolitan Housing Trust Limited

The Grange, 100 High Street, Southgate

London

N14 6PW

#### **Contact**

Adam Bevan

#### **Email**

[adam.bevan@mtvh.co.uk](mailto:adam.bevan@mtvh.co.uk)

#### **Telephone**

+44 7701388562

**Country**

United Kingdom

**Region code**

UKI - London

**Internet address(es)**

Main address

<https://www.mtvh.co.uk/>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

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#### **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**

MTVH is seeking a voucher provider to deliver on the requirement of various vouchers for residents and colleagues. This relationship will be managed by both the Empowering Futures team and the HR Rewards team. The voucher provider will be appointed on a 3-year contract, with the option for this to be extended for 1 year. MTVH is committed to developing and improving the financial resilience of our customers and has created a hardship fund which forms one key part of our overall support offer. Our Empowering Futures Team offers 'wrap-around' services to customers linked to financial wellbeing, debt, employment, health, food and fuel poverty and general tenancy sustainment. With the external pressures facing our customers around the cost-of-living crisis and high energy costs, we pledge to support our customers with the collaboration of local authorities, external agencies, and our suppliers. As a means of recognition, MTVH maintains a suite of loyalty awards, accessible by colleagues at various stages of their careers including, long-service awards, local achievement awards and our VIP Awards, for which colleagues will receive a corresponding voucher of a nominal amount. Scope of Services •A wide-ranging voucher offer is essential. It should include supermarkets and high street shops, with options for multi-shop vouchers •A clear process for delivery to ensure we have consistent and reliable service with upfront costs based on the order amount •A transparent ordering process with status updates, or the ability to track orders •Effective reporting tool, with monthly reports on orders •No minimum limit on vouchers (MTVH will not place an order less than £10) •Vouchers available should have a minimum expiry date of 12 months

#### **II.1.5) Estimated total value**

Value excluding VAT: £502,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 30199770 - Luncheon vouchers
- 15800000 - Miscellaneous food products
- 66113100 - Micro-credit granting services

### **II.2.3) Place of performance**

NUTS codes

- UKH - East of England
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKJ - South East (England)
- UKK - South West (England)
- UKD - North West (England)
- UKC - North East (England)

Main site or place of performance

EAST OF ENGLAND,EAST MIDLANDS (ENGLAND),WEST MIDLANDS (ENGLAND),SOUTH EAST (ENGLAND),SOUTH WEST (ENGLAND),NORTH WEST (ENGLAND),NORTH EAST (ENGLAND)

### **II.2.4) Description of the procurement**

MTVH is seeking a voucher provider to deliver on the requirement of various vouchers for residents and colleagues. This relationship will be managed by both the Empowering Futures team and the HR Rewards team. The voucher provider will be appointed on a 3-year contract,

with the option for this to be extended for 1 year. MTVH is committed to developing and improving the financial resilience of our customers and has created a hardship fund which forms one key part of our overall support offer. Our Empowering Futures Team offers 'wrap-around' services to customers linked to financial wellbeing, debt, employment, health, food and fuel poverty and general tenancy sustainment. With the external pressures facing our customers around the cost-of-living crisis and high energy costs, we pledge to support our customers with the collaboration of local authorities, external agencies, and our suppliers. As a means of recognition, MTVH maintains a suite of loyalty awards, accessible by colleagues at various stages of their careers including, long-service awards, local achievement awards and our VIP Awards, for which colleagues will receive a corresponding voucher of a nominal amount. Scope of Services •A wide-ranging voucher offer is essential. It should include supermarkets and high street shops, with options for multi-shop vouchers •A clear process for delivery to ensure we have consistent and reliable service with upfront costs based on the order amount •A transparent ordering process with status updates, or the ability to track orders •Effective reporting tool, with monthly reports on orders •No minimum limit on vouchers (MTVH will not place an order less than £10) •Vouchers available should have a minimum expiry date of 12 months Account Management (Essential elements) •A single Account manager with a proactive approach •Availability of support from 9 am to 5 pm, Monday to Friday minimum (working hours)

### **II.3) Estimated date of publication of contract notice**

1 March 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section VI. Complementary information**

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

MTVH will be running a Market Engagement event, with a date TBC in February. This event will be conducted via teams and will provide more information about MTVH, our requirements, the procurement process and social value considerations.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Other-community%2C-social-and-personal-services./R353283HDS>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/R353283HDS>

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