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Tender

2022-2023-074 : Vouchers Tender

Metropolitan Housing Trust Limited

F02: Contract notice

Notice identifier: 2023/S 000-005982

Procurement identifier (OCID): ocids-h6vhtk-03ad32

Published 1 March 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

Telephone

+44 7701388562

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

2022-2023-074 : Vouchers Tender

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.

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.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

1 year extension

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

11 April 2023

Local time

1:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

11 April 2023

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement. 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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=764234570>

GO Reference: GO-202331-PRO-22239268

VI.4) Procedures for review

VI.4.1) Review body

Metropolitan Housing Trust Limited

London

Country

United Kingdom