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Contract

2022-2023-074 : Vouchers Tender

Metropolitan Housing Trust Limited

F03: Contract award notice

Notice identifier: 2023/S 000-014873

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

Published 25 May 2023, 10:05am

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.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

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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.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £502,000

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

Quality criterion - Name: Quality/ Technical and Professional Ability / Weighting: 30

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Cost / Weighting: 60

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-003246](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 May 2023

V.2.2) Information about tenders

Number of tenders received: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Hemingways Marketing Services Ltd (trading as Voucher Express)

23 Kirkgate

Ripon

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

National registration number

00453174

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £502,000

Total value of the contract/lot: £483,540

Section VI. Complementary information

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 ran a Market Engagement event, with a date in February. This event was conducted via teams and will provided 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=783968133>

GO Reference: GO-2023525-PRO-23047890

VI.4) Procedures for review

VI.4.1) Review body

Metropolitan Housing Trust Limited

London

Country

United Kingdom