

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/014873-2023>

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](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.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.1.6) 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