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Tender

## **Customer Rewards Solution**

Stonewater Ltd

F02: Contract notice

Notice identifier: 2021/S 000-019975

Procurement identifier (OCID): ocds-h6vhtk-02d575

Published 16 August 2021, 4:15pm

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

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

Stonewater Ltd

Suite C, Lancaster House, Grange Business Park

Leicester

LE8 6EP

#### **Contact**

Gregory Savage

#### **Email**

[gregory.savage@stonewater.org](mailto:gregory.savage@stonewater.org)

#### **Telephone**

+44 7879759515

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**National registration number**

United Kingdom

**Internet address(es)**

Main address

[www.Stonewater.org](http://www.Stonewater.org)

Buyer's address

[www.Stonewater.org](http://www.Stonewater.org)

**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-Leicester:-Presents-and-rewards./635RG7K6Y2>

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**

Regional or local Agency/Office

**I.5) Main activity**

Health

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## **Section II: Object**

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

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

Customer Rewards Solution

Reference number

00079-CE

#### **II.1.2) Main CPV code**

- 18530000 - Presents and rewards

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The procurement for a Service Provider to manage and run a Rewards Platform for customers. Stonewater are looking for a Service Provider with the expertise in providing a rewards and discount solution who can provide this solution through a digital platform or method for Stonewater's customers. The rewards solution will be aimed at customers only with the aim of encouraging behaviours that support Stonewater's aims of working digitally and maintaining rent accounts. The Solution will require the Service Provider to vet organisations Stonewater's customers will receive Discount or rewards from. They will also manage the platform and any issues with the platform that arise to ensure a streamlined and quality experience for Stonewater's customers.

The Contract spend advised is based on the expected spend for the rewards program anticipating lower spends at the start of the solution progressing towards higher spend with successful return on investment.

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

Value excluding VAT: £700,000

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

To provide a rewards solution for customers

### **II.2.5) Award criteria**

Quality criterion - Name: Technical Questions / Weighting: 10

Cost criterion - Name: Pricing Schedule / Weighting: 10

### **II.2.6) Estimated value**

Value excluding VAT: £700,000

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

The contract will be for an initial period of 3 years with the option to extend for a further 2 years + 2 years

### **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

### **II.2.14) Additional information**

The Budget is based on a successful contract with evidenced return on investment leading to more spend through a rewards program.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Must have access to a range of organisations that can provide discounts and rewards for customers.

Must have a digital solution to advertise and offer the discounts and rewards to Stonewater's customers.

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **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

16 September 2021

Local time

12:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 9 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

16 September 2021

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=618687104>

GO Reference: GO-2021816-PRO-18743770

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Stonewater Ltd

[www.Stonewater.org](http://www.Stonewater.org)

Leicester

LE8 6EP

Email

[gregory.savage@stonewater.org](mailto:gregory.savage@stonewater.org)

Country

United Kingdom

Internet address

[www.Stonewater.org](http://www.Stonewater.org)

**VI.4.2) Body responsible for mediation procedures**

Stonewater Ltd

www.Stonewater.org

Leicester

LE8 6EP

Email

[gregory.savage@stonewater.org](mailto:gregory.savage@stonewater.org)

Country

United Kingdom

Internet address

[www.Stonewater.org](http://www.Stonewater.org)

**VI.4.4) Service from which information about the review procedure may be obtained**

Stonewater Ltd

www.Stonewater.org

Leicester

LE8 6EP

Email

[gregory.savage@stonewater.org](mailto:gregory.savage@stonewater.org)

Country



United Kingdom

Internet address

[www.Stonewater.org](http://www.Stonewater.org)