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Awarded contract

## **Homes England - Help to Buy Equity Loan Administration**

Homes England (the name adopted by the Homes and Communities Agency)

F03: Contract award notice

Notice reference: 2021/S 000-027702

Published: 4 November 2021, 2:17pm

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

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

Homes England (the name adopted by the Homes and Communities Agency)

The Lumen, 2nd Floor, St James Boulevard, Newcastle Helix

Newcastle upon Tyne

NE4 5BZ

#### **Contact**

Central Procurement

#### **Email**

[centralprocurement@homesengland.gov.uk](mailto:centralprocurement@homesengland.gov.uk)

#### **Telephone**

+44 3001234500

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/homes-england>

Buyer's address

<https://www.gov.uk/government/organisations/homes-england>

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

National or federal Agency/Office

**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**

Homes England - Help to Buy Equity Loan Administration

Reference number

DN464076

**II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

Homes England sought a solution to administer loans entered into by borrowers participating in a range of nominated Government home ownership schemes principally the Help to Buy Equity Mortgage Scheme (and the new Help to Buy First time Buyers starting in April 2021).

There are some legacy schemes with small numbers of borrowers (the London Wide Initiative, First Time Buyers Initiative, Home Buy Direct (including Kickstart and FirstBuy).

The procurement provided for the delivery of services via lots - a systems supplier for the processing of the equity loans with an operations supplier to manage the loan book and handling customer enquiries; or a provider to deliver the combined services. The award is for a single lot for the combined services.

### **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: £30,000,000

## **II.2) Description**

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

- 66000000 - Financial and insurance services
- 64200000 - Telecommunications services
- 79512000 - Call centre

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

NUTS codes

- UK - United Kingdom

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

The current Mortgage Administration service administers all Homes England equity loan products from the point of approval through to redemption. This includes older “legacy” products (First Time Buyers Initiative, London-Wide Initiative, Armed Forces Home Ownership Scheme, HomeBuy Direct and FirstBuy) as well as the current Help to Buy scheme.

Homes England have a small number of approved Agents who handle the process of approving applications for Home England’s equity loan products up to and including the release of funds to allow completion of an approved home purchase.

The Mortgage Administrator is then responsible for the management of these loans through the entire customer journey post-sale completion. This includes handling Borrower enquiries, making amendments as required, and finally ensuring successful redemption of loans.

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

Quality criterion - Name: Quality / Weighting: 80%

Cost criterion - Name: Cost / Weighting: 20%

### **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**

Please note that since the publication of the Contract Notice that Homes England's Gateshead office has closed, hence the change in address.

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## **Section IV. Procedure**

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

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2020/S 035-083918](#)

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## **Section V. Award of contract**

### **Contract No**

DN464076

### **Lot No**

2

### **Title**

Homes England - Help to Buy Equity Loan Administration

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

2 September 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

#### **V.2.3) Name and address of the contractor**

Equiniti Group plc

The Broadgate Tower, 20 Primrose Street

London

EC2A 2EW

Email

[Equiniti@tulchangroup.com](mailto:Equiniti@tulchangroup.com)

Telephone

+44 2073534200

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

UK UNITED KINGDOM

Internet address

<https://equiniti.com/uk/>

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: £30,000,000

Lowest offer: £30,000,000 / Highest offer: £35,000,000 taken into consideration

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## **Section VI. Complementary information**

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

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

Royal Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom