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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 identifier: 2021/S 000-027702

Procurement identifier (OCID): ocds-h6vhtk-02f3a4

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

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

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.

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](#)

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

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

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