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Tender

2023-2024-012 : Housing Tenancy Fraud Investigation Services

METROPOLITAN THAMES VALLEY HOUSING

F02: Contract notice

Notice identifier: 2023/S 000-030250

Procurement identifier (OCID): ocids-h6vhtk-040bc8

Published 13 October 2023, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

METROPOLITAN THAMES VALLEY HOUSING

The Grange

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.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-London:-Investigation-services./6H3789QS44>

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

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

2023-2024-012 : Housing Tenancy Fraud Investigation Services

II.1.2) Main CPV code

- 79720000 - Investigation services

II.1.3) Type of contract

Services

II.1.4) Short description

Scope of Requirements

- Manage the referrals submitted via MTVH standard template, which demonstrates approval from the MTVH budget holder.
- Provide a secure area for the exchange of information between each stakeholder.
- For live cases, provide a case log of all the actions undertaken by investigator(s).
- Carry out external data checks including searching for open-source intelligence, public government data, credit agency searches, in addition to checking publicly available data.
- Undertake site and property visits to carry out the necessary actions to conduct investigations, keeping clear records, whilst adhering to any legal and regulatory guidelines and requirements.
- Produce a preliminary report of initial findings disclosing all records and material discovered, to obtain approval from MTVH to continue with any proposed actions.
- Produce a written plan of action for approval which may include interviewing persons, obtaining witness statements, carrying out surveillance

II.1.5) Estimated total value

Value excluding VAT: £1,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79212400 - Fraud audit services

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)
- UKF - East Midlands (England)
- UKH - East of England
- UKK - South West (England)
- UKJ - South East (England)

Main site or place of performance

WEST MIDLANDS (ENGLAND),EAST MIDLANDS (ENGLAND),EAST OF ENGLAND,SOUTH WEST (ENGLAND),SOUTH EAST (ENGLAND)

II.2.4) Description of the procurement

Scope of Requirements

- Manage the referrals submitted via MTVH standard template, which demonstrates approval from the MTVH budget holder.
- Provide a secure area for the exchange of information between each stakeholder.
- For live cases, provide a case log of all the actions undertaken by investigator(s).
- Carry out external data checks including searching for open-source intelligence, public government data, credit agency searches, in addition to checking publicly available data.
- Undertake site and property visits to carry out the necessary actions to conduct investigations, keeping clear records, whilst adhering to any legal and regulatory guidelines and requirements.
- Produce a preliminary report of initial findings disclosing all records and material

discovered, to obtain approval from MTVH to continue with any proposed actions.

- Produce a written plan of action for approval which may include interviewing persons, obtaining witness statements, carrying out surveillance activity, undertaking a tenancy audit etc.
- Carry out investigations outside of office hours, covering seven days a week between 05.00-22.00.
- If physical investigations do take place in antisocial hours, the supplier should carry out its own risk assessments, including lone working assessments, before deploying investigators.
- If the supplier obtains external data that is not available through open source such as a DPA Exemption request, the internal application request should be securely shared with MTVH.
- Approval should be sought from MTVH before conducting a tenancy audit.
- MTVH will complete any invitation for in-person interview, although the interview may be conducted jointly with the supplier.
- A final report outlining the investigation and its findings and recommendations should be sent to MTVH. This should be delivered per the targets agreed at the monthly meetings with MTVH.
- Litigation is a costly and risky activity; the supplier should understand the civil litigation process and have experience in preparing cases for Court. The In-house Legal Team and Senior Managers at MTVH will make the final decision over litigation matters. The supplier may be required to provide a witness statement and provide evidence in Court, as and when required.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Cost criterion - Name: Price / Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £1,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

3 Year (+1 year, +1 year) contract

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

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

17 November 2023

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

English

IV.2.7) Conditions for opening of tenders

Date

17 November 2023

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Investigation-services./6H3789QS44>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/6H3789QS44>

GO Reference: GO-20231013-PRO-24192784

VI.4) Procedures for review

VI.4.1) Review body

Metropolitan

Cambridge House, 109 Mayes Road

London

N22 6UR

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+44 2035354369

Country

United Kingdom