

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/030250-2023>

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](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.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

Telephone

+44 2035354369

Country

United Kingdom