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Tender

DBC (SF) Housing Benefit and Council Tax Resilience Service

Dacorum Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-001258

Procurement identifier (OCID): ocds-h6vhtk-0397c2

Published 16 January 2023, 12:45pm

Section I: Contracting authority

I.1) Name and addresses

Dacorum Borough Council

The Forum, The Marlowes

Hemel Hempstead

HP1 1DN

Contact

Procurement

Email

sue.foster@dacorum.gov.uk

Telephone

+44 1442228000

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.dacorum.gov.uk

Buyer's address

www.supplyhertfordshire.uk

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DBC (SF) Housing Benefit and Council Tax Resilience Service

Reference number

CPU00513

II.1.2) Main CPV code

- 75310000 - Benefit services

II.1.3) Type of contract

Services

II.1.4) Short description

The provision of Housing Benefit and Council Tax Support, and the collection of Council Tax and Business Rates are statutory functions of the Council that must be fulfilled. This contract will allow resilience to be provided on-demand to cope with peaks in workload and periods of unplanned staff absence. This resilience will complement the existing resources in the Service and help with the transition from Housing Benefit to Universal Credit. In Scope: The contract requires staff who are experienced in processing work in the following areas: • Housing Benefit and Council Tax Support • Council Tax • Business Rates The contract should provide flexible on-demand resources for each Service area. The current supplier has stated that TUPE may apply to this contract. All the Tender Documents and correspondence must be submitted via the Council's e-tendering portal at <https://in-tendhost.co.uk/supplyhertfordshire/asp/Home> Please submit your completed tender document via the Council's e-

II.1.5) Estimated total value

Value excluding VAT: £720,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75310000 - Benefit services
- 75112000 - Administrative services for business operations

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hemel Hempstead

II.2.4) Description of the procurement

This contract will allow resilience to be provided on-demand to cope with peaks in workload and periods of unplanned staff absence. This resilience will complement the existing resources in the Service and help with the transition from Housing Benefit to Universal Credit. In Scope: The contract requires staff who are experienced in processing work in the following areas: Housing Benefit and Council Tax Support, Council Tax Business Rates. The contract should provide flexible on-demand resources for each Service area. Please refer to the tender documents for a full description of the requirements.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £720,000

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

Duration in months

48

This contract is subject to renewal

No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

A financial assessment will be carried out on the winning bidder.

III.1.3) Technical and professional ability

List and brief description of selection criteria

Evidence of experience providing this services for a minimum of 3 years;

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

20 February 2023

Local time

10:59am

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

English

IV.2.7) Conditions for opening of tenders

Date

20 February 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

All the Tender Documents and correspondence must be submitted via the Council's e-tendering portal at <https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home>. Please submit your completed tender document via the Council's e-tendering portal no later than 12 noon 20 February 2023. Any tender submitted either manually or by email will not be accepted.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

www.hmcourts-service.gov.uk

VI.4.2) Body responsible for mediation procedures

Centre for Effective Dispute Resolution (CEDR)

70 Fleet Street

London

EC4Y 1EU

Telephone

+44 2075366000

Country

United Kingdom

Internet address

www.cedr.com

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Authority will incorporate a minimum 10 calendar day standstill period starting from the date when the contract award was notified to bidders. Tenderers have a right of appeal within the Public Contract Regulations 2015.

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

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