

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/001295-2025>

Contract

## **Revenues and Housing Benefits Processing Support Service**

London Borough of Harrow

F03: Contract award notice

Notice identifier: 2025/S 000-001295

Procurement identifier (OCID): ocds-h6vhtk-0472a0

Published 15 January 2025, 9:48am

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

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

London Borough of Harrow

London Borough of Harrow, Forward Drive

Harrow

HA3 8FL

#### **Contact**

Mr Martin Trim

#### **Email**

[Martin.Trim@harrow.gov.uk](mailto:Martin.Trim@harrow.gov.uk)

#### **Telephone**

+44 2088635611

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.harrow.gov.uk>

Buyer's address

<http://www.harrow.gov.uk>

**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**

Revenues and Housing Benefits Processing Support Service

Reference number

DN717009

#### **II.1.2) Main CPV code**

- 75100000 - Administration services

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

Services

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

Provision of the London Borough of Harrow's Council Tax, Benefits, Housing Benefit Overpayments and Business Rates 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: £9,551,662

### **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

The Service will remotely process defined Work Types described in the Specification primarily by electronic processing means. It does not include the handling of telephone calls and customer enquiries except as may occur if for example a Service Provider

employee contacts a customer to clarify or request information needed to process the task concerned. The London Borough of Harrow's Revenues and Benefits service currently includes responsibility for: 96600 Council Tax properties, 5500 Business Rates properties, 8000 Housing Benefit Claimants, 12800 Council Tax Support Claimants.

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

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 50

#### **II.2.11) Information about options**

Options: Yes

Description of options

The contract is for 5 years with an option to extend for a further 3 years followed by a further option to extend for 1 year.

#### **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: Yes

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

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

Notice number: [2024/S 000-019494](#)

---

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

A contract/lot is awarded: Yes

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

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

12 December 2024

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

Number of tenders received: 1

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: 1

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

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

Capita Business Services Ltd

65 Gresham Street

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £9,551,662

---

**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

The High Court

The Strand

London

Country

United Kingdom

**VI.4.2) Body responsible for mediation procedures**

The London Borough of Harrow

Forward Drive

Harrow

HA3 8FL

Email

[procurement@harrow.gov.uk](mailto:procurement@harrow.gov.uk)

Country

United Kingdom