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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): ocids-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

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

Country

United Kingdom