

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/001905-2025>

Contract

Revenues and Benefits Remote Processing Resources

Norwich City Council

F03: Contract award notice

Notice identifier: 2025/S 000-001905

Procurement identifier (OCID): ocds-h6vhtk-04d4bc

Published 20 January 2025, 3:43pm

Section I: Contracting authority

I.1) Name and addresses

Norwich City Council

City Hall

NORWICH

NR21NH

Email

procurement@norwich.gov.uk

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.norwich.gov.uk/site/>

Buyer's address

<https://in-tendhost.co.uk/norwich/asp/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

Revenues and Benefits Remote Processing Resources

II.1.2) Main CPV code

- 75100000 - Administration services

II.1.3) Type of contract

Services

II.1.4) Short description

Revenues and Benefits Remote Processing Resource.

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: £450,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

The Council requires a single supplier to provide remote processing resource for the completion of Housing Benefit, Council Tax Support and Council Tax processes using the NEC (Northgate) Revenues & Benefits platform and the Civica document management system.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Initial term is for three years followed by an option to extend for a further year.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Contract is a call-off from G-Cloud 13 Framework Agreement (RM1557.13) - Lot 2: Cloud software framework via Crown Commercial Services (CCS). Available for all public sector organisations. Under the terms of the framework agreement, a Direct Award procedure is permitted to the most suitable supplier on the provision that the authority has followed its own internal governance requirements.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

NRW/21030

Title

Revenues and Benefits Remote Processing Resources

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Liberata UK Limited

Norwich

Country

United Kingdom

NUTS code

- UKI - London

Companies House

01238274

The contractor is an SME

No

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

Total value of the contract/lot: £450,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Norwich City Council

Norwich

Country

United Kingdom