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Tender

## **R5721 Remote Processing Service**

London Borough of Tower Hamlets  
London Borough of Brent  
London Borough of Bexley  
London Borough of Harrow  
London Borough of Lambeth  
London Borough of Ealing  
Royal Borough of Greenwich,  
London Borough of Waltham Forest  
London Borough of Redbridge  
London Borough of Lewisham

F02: Contract notice

Notice identifier: 2021/S 000-004749

Procurement identifier (OCID): ocds-h6vhtk-0299fe

Published 9 March 2021, 5:17pm

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

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

London Borough of Tower Hamlets

Mulberry Place, 5 Clove Crescent, Town Hall

London

E14 2BG

#### **Contact**

Mr Neil Ward

**Email**

[Neil.Ward@towerhamlets.gov.uk](mailto:Neil.Ward@towerhamlets.gov.uk)

**Telephone**

+44 2073645000

**Country**

United Kingdom

**NUTS code**

UKI - LONDON

**Internet address(es)**

Main address

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

Buyer's address

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

**I.1) Name and addresses**

London Borough of Brent

BrentCivic Offices, Engineers Way, Wembley

Wembley

HA9 0FJ

**Email**

[Neil.Ward@towerhamlets.gov.uk](mailto:Neil.Ward@towerhamlets.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKI - LONDON

**Internet address(es)**

Main address

<https://www.brent.gov.uk/>

**I.1) Name and addresses**

London Borough of Bexley

Erith Town Hall, Walnut Tree Road, Erith,

Kent

DA8 1TL

**Email**

[Neil.Ward@towerhamlets.gov.uk](mailto:Neil.Ward@towerhamlets.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://www.bexley.gov.uk/>

**I.1) Name and addresses**

London Borough of Harrow

HarrowCivic Centre, Station Road

London

HA1 2DT

**Email**

[Neil.Ward@towerhamlets.gov.uk](mailto:Neil.Ward@towerhamlets.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

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

**I.1) Name and addresses**

London Borough of Lambeth

18 Brixton Hill

London

SW2 1RL

**Email**

[Neil.Ward@towerhamlets.gov.uk](mailto:Neil.Ward@towerhamlets.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

## **Internet address(es)**

Main address

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

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

London Borough of Ealing

Perceval House, 14-16 Uxbridge Road

Ealing

W5 2HL

## **Email**

[Neil.Ward@towerhamlets.gov.uk](mailto:Neil.Ward@towerhamlets.gov.uk)

## **Country**

United Kingdom

## **NUTS code**

UK - UNITED KINGDOM

## **Internet address(es)**

Main address

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

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

Royal Borough of Greenwich,

Revenues and Benefits Services, The Woolwich Centre, 35 Wellington Street

London

SE18 6HQ

**Email**

[Neil.Ward@towerhamlets.gov.uk](mailto:Neil.Ward@towerhamlets.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<http://www.royalgreenwich.gov.uk/site/>

**I.1) Name and addresses**

London Borough of Waltham Forest

Town Hall, Forest Road

London

E17 4JF

**Email**

[Neil.Ward@towerhamlets.gov.uk](mailto:Neil.Ward@towerhamlets.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://www.walthamforest.gov.uk/>

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

London Borough of Redbridge

Lynton House, 255-259 High Road

Ilford

IG1 1NN

### **Email**

[Neil.Ward@towerhamlets.gov.uk](mailto:Neil.Ward@towerhamlets.gov.uk)

### **Country**

United Kingdom

### **NUTS code**

UK - UNITED KINGDOM

### **Internet address(es)**

Main address

<https://www.redbridge.gov.uk/>

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

London Borough of Lewisham

Lawrence House, Catford

London

SE6 4RU

### **Email**

[Neil.Ward@towerhamlets.gov.uk](mailto:Neil.Ward@towerhamlets.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://lewisham.gov.uk/>

**I.2) Information about joint procurement**

The contract involves joint procurement

**I.3) Communication**

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

<https://procontract.due-north.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services



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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

R5721 Remote Processing Service

Reference number

DN529656

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

- 75100000 - Administration services

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

Services

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

Lot 1 Processing workload of claims for Revenues; for Housing Benefits; for Council Tax Support or Council Tax Reduction; for other local welfare payments; free School Meals; Local Authority educational grants; Local Authority social care calculations; determinations in respect of Social Fund Payments or similar; and determinations in respect of any other means tested benefit calculations which may be the responsibility of the Council & its partners;

Lot 2 Specialist Enforcement Services covering, High Court and County Court enforcement services including, Recovery of debt; Tracing services; Location of assets and asset recovery/realisation services; Registration of debts against property assets; charging orders and similar; Insolvency services.

Lot 3 Accounts Payable, Payments, and Contract audit services which includes Complete a review of Council ledgers to identify, report and recover any amounts due to the Council by reason of; credit notes of credits due to the Council; payment errors; and VAT errors.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

## **II.2) Description**

### **II.2.1) Title**

Lot 1 Remote Processing Framework

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 75310000 - Benefit services

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

NUTS codes

- UK - UNITED KINGDOM

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

Lot 1 Remote processing workload of claims for Revenues; for Housing Benefits; for Council Tax Support or Council Tax Reduction; for other local welfare payments; free School Meals; Local Authority educational grants; Local Authority social care calculations; determinations in respect of Social Fund Payments or similar; and determinations in respect of any other means tested benefit calculations which may be the responsibility of the Council & its partners;

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

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

### **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.2.9) Information about the limits on the number of candidates to be invited**

Maximum number: 5

### **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

## **II.2) Description**

### **II.2.1) Title**

Lot 2 Specialist Enforcement Services

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 79100000 - Legal services

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

NUTS codes

- UK - UNITED KINGDOM

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

Lot 2 Specialist Enforcement Services covering, High Court and County Court enforcement services including, Recovery of debt; Tracing services; Location of assets and asset

recovery/realisation services; Registration of debts against property assets; charging orders and similar; Insolvency services.

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

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

### **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

## **II.2) Description**

### **II.2.1) Title**

Lot 3 Accounts Payable, Payments, and Contract audit services

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 79212000 - Auditing services

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

NUTS codes

- UK - UNITED KINGDOM

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

Lot 3 Accounts Payable, Payments, and Contract audit services which includes Complete a review of Council ledgers to identify, report and recover any amounts due to the Council by reason of; credit notes of credits due to the Council; payment errors; and VAT errors.

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

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

### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

In the case of framework agreements, provide justification for any duration exceeding 4 years:

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

9 April 2021

Local time

12:00pm

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

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.3) Additional information**

The following customers will be permitted to use this framework agreement:

All London Local Authorities as defined [www.directory.londoncouncils.gov.uk](http://www.directory.londoncouncils.gov.uk)

All Billing Authorities - England and Wales: <https://www.local.gov.uk/our-support/guidance-and-resources/communications-support/digital-councils/social-media/go-further/a-z-councils-online>

All registered Social Landlords : List of registered providers – 23 February 2021 - GOV.UK ([www.gov.uk](http://www.gov.uk))

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

London Borough of Tower Hamlets, Mulberry Place, 5 Clove Crescent

London

E14 2BG

Country

United Kingdom