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Tender

Revenues & Benefits Software System

Westmorland and Furness Council

F02: Contract notice

Notice identifier: 2025/S 000-006011

Procurement identifier (OCID): ocds-h6vhtk-04e47c

Published 19 February 2025, 5:55pm

Section I: Contracting authority

I.1) Name and addresses

Westmorland and Furness Council

South Lakeland House, Lowther Street

Kendal

LA9 4DQ

Contact

Mrs Maxine Moran

Email

Maxine.Moran@cumbria.gov.uk

Country

United Kingdom

Region code

UKD1 - Cumbria

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=e7f88f39-e3ee-ef11-8134-005056b64545>

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/Advert/Index?advertId=e7f88f39-e3ee-ef11-8134-005056b64545>

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 & Benefits Software System

Reference number

DN764441

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is looking for providers who are interested in bidding for this contract who have developed and can supply a Cloud (including hosted) based Revenues & Benefits software solution, incorporating a legislatively compliant processing system to administer all elements of billing and recovery of Council Tax and National Non Domestic Rating (NNDR), administration and collection of Business Improvement District (BID) Levies, administration of Housing Benefit and Council Tax Reduction, a fully integrated Electronic Document Management System (EDMS) with the processing solution, and a fully integrated and accessible Customer and Landlord portal with automation opportunities, which will need to integrate with a corporate Customer Relationship Management (CRM) and provide single sign on for customers through a council wide customer account. The software must meet all legislative requirements in relation to Housing Benefit and Revenues Regulations, and the completion and submission of statutory returns, and provide an efficient customer journey maximising the potential of self-serve opportunities.

II.1.5) Estimated total value

Value excluding VAT: £7,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKD1 - Cumbria

II.2.4) Description of the procurement

The Council is looking for providers who are interested in bidding for this contract who have developed and can supply a Cloud (including hosted) based Revenues & Benefits software solution, incorporating a legislatively compliant processing system to administer all elements of billing and recovery of Council Tax and National Non Domestic Rating (NNDR), administration and collection of Business Improvement District (BID) Levies, administration of Housing Benefit and Council Tax Reduction, a fully integrated Electronic Document Management System (EDMS) with the processing solution, and a fully integrated and accessible Customer and Landlord portal with automation opportunities, which will need to integrate with a corporate Customer Relationship Management (CRM) and provide single sign on for customers through a council wide customer account. The software must meet all legislative requirements in relation to Housing Benefit and Revenues Regulations, and the completion and submission of statutory returns, and provide an efficient customer journey maximising the potential of self-serve opportunities.

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

84

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

Date

30 April 2025

Local time

2:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

30 April 2025

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

The High Court England

Strand

London

WC2A LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk>