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Contract

COV - Revenues & Benefits Remote Processing

Coventry City Council

F03: Contract award notice

Notice identifier: 2023/S 000-006690

Procurement identifier (OCID): ocds-h6vhtk-038d36

Published 8 March 2023, 9:51am

Section I: Contracting authority

I.1) Name and addresses

Coventry City Council

Council House, Earl Street

COVENTRY

CV15RR

Contact

Procurement Services

Email

procurement.services@coventry.gov.uk

Telephone

+44 2476831163

Country

United Kingdom

Region code

UKG33 - Coventry

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.coventry.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

COV - Revenues & Benefits Remote Processing

Reference number

COV-15098

II.1.2) Main CPV code

- 75310000 - Benefit services

II.1.3) Type of contract

Services

II.1.4) Short description

Coventry City Council has an internal service and resource to manage Revenue and Benefits related workload relating to the Council. This includes but is not limited to the processing of

Council tax / welfare benefits as well as providing advice, reviewing appeals, administration on payees/claimant accounts etc. The workload for the service can rise and fall throughout

the year as well as being impacted by Government policy etc. The workload needs to be maintained at all times.

At times workload can exceed the capacity of our internal resource (due to rises/additions in workload / sickness / staff turnover etc) and so the Council requires a contract for an

external, on-demand remote processing service for Revenues and Benefits. The awarded contract will appoint a sole supplier that the Council will instruct to complete Revenue and Benefits workload on behalf of the Council as and when needed. The contract will offer no commitment to any level of spend and the Council reserves the right not to use the contract if it is not required.

Please note - this ITT was previously published but was withdrawn (Find a Tender notice reference: 2022/S 000-029687) and was re-issued with some amendments to the ITT documentation.

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: £2,200,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG33 - Coventry

II.2.4) Description of the procurement

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Benefits related workload relating to the Council. This includes but is not limited to the processing of

Council tax / welfare benefits as well as providing advice, reviewing appeals, administration on payees/claimant accounts etc. The workload for the service can rise and fall throughout

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II.2.5) Award criteria

Quality criterion - Name: Qualitative Questions / Weighting: 50

Price - Weighting: 50

II.2.11) Information about options

Options: 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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-035302](#)

Section V. Award of contract

Contract No

COV-15098

Title

COV - Revenues & Benefits Remote Processing

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 February 2013

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

NEC Software Solutions UK Ltd

Hemel Hempstead

HP2 7DX

Email

procurement.services@coventry.gov.uk

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

Companies House

00968498

Internet address

www.coventry.gov.uk

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £2,200,000

Total value of the contract/lot: £2,200,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Coventry City Council Legal Services

Coventry

Country

United Kingdom