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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](mailto: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](http://www.coventry.gov.uk)

**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**

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Please note - this ITT was previously published but was withdrawn (Find a Tender notice reference: 2022/S 000-029687) and was re-issued with some amendments to the ITT documentation.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

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.

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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

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## **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](#)

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## **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](mailto:procurement.services@coventry.gov.uk)

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

Companies House

00968498

Internet address

[www.coventry.gov.uk](http://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

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## **Section VI. Complementary information**

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

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

Coventry City Council Legal Services

Coventry

Country

United Kingdom