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Contract

## **Revenues & Benefits Software System**

Westmorland and Furness Council

F03: Contract award notice

Notice identifier: 2025/S 000-009958

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

Published 18 March 2025, 3:24pm

### **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](mailto:Maxine.Moran@cumbria.gov.uk)

#### **Telephone**

+44 7584538416

#### **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.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**

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.1.6) 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**

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Price / Weighting: 30

### **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 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: [2025/S 000-006011](#)

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## Section V. Award of contract

A contract/lot is awarded: No

### V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## **Section VI. Complementary information**

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

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

High Court of England

Strand

London

WC2A LL

Country

United Kingdom