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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): ocids-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

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

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

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](#)

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)

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