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Planning

001236 - Soft Market Testing Exercise for the Provision of a Deputy and Appointee Banking and Software Solution

Durham County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-010338

Procurement identifier (OCID): ocds-h6vhtk-04ef8f

Published 20 March 2025, 11:05am

Scope

Reference

OPEN2025374

Description

Durham County Council Deputy and Appointee Team (DAT) are exploring banking and software solutions to support the Deputy and Appointee functions of its customers. Currently, we support circa 950 customers with appointeeship or deputyship in any financial year.

The DAT are responsible for managing the finances, including all daily living expenses and household bills, for individuals deemed to lack capacity to manage their financial affairs. Individual need will vary from monthly personal allowance payments to individuals who require their funds to be paid daily.

For appointee cases, the DAT will access Department of Work and Pensions (DWP) benefits and for CoP cases, this can range from investment accounts, private pensions,

existing individual bank accounts and DWP benefits, and will also include property as applicable.

Our current operating model is as follows:

- One main bank account for Durham County Council (DCC).
- All payments/income are paid into the main DCC bank account.
- Support function to translate one main bank account into 950 individual virtual accounts and undertake reconciliation activity.
- Software package as Client Record Management System (CRMS).
- Pre-paid cards to make individual payments to customers daily, weekly, monthly.
- Individual reconciliation of pre-paid card payments and transactions to individual virtual accounts.

We are looking for an incorporated system for all financial transactions for our customers, reducing the duplication, interdependencies, and potential multiple impacts of the current system.

Previous system ref DN742339

Contract dates (estimated)

- 1 October 2025 to 30 September 2029
- 4 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 66100000 - Banking and investment services

Contract locations

- UKC - North East (England)

Engagement

Engagement deadline

30 April 2025

Engagement process description

Previous Soft Market Testing in the form of a SMT Questionnaire was completed in October 2024 (Under PCR2015) to try to identify potential market developments and available solutions for the Deputy & Appointee team to begin a review of their banking processes. As part of the next stages of this procurement activity, it is anticipated that unscored virtual demonstration sessions will be conducted with suitable suppliers as part of the market engagement prior to a procurement exercise being considered. These sessions are to take place in April 2025, should availability in-house and externally with the suitable suppliers allow.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

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Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government