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Tender

Revenues and Housing Benefits Processing Support Service

London Borough of Harrow

F02: Contract notice

Notice identifier: 2024/S 000-019494

Procurement identifier (OCID): ocids-h6vhtk-0472a0

Published 26 June 2024, 8:44am

Section I: Contracting authority

I.1) Name and addresses

London Borough of Harrow

London Borough of Harrow, Forward Drive

Harrow

HA3 8FL

Contact

Mr Martin Trim

Email

Martin.Trim@harrow.gov.uk

Telephone

+44 2088635611

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.harrow.gov.uk>

Buyer's address

<http://www.harrow.gov.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<http://www.londontenders.org/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.londontenders.org/>

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 and Housing Benefits Processing Support Service

Reference number

DN717009

II.1.2) Main CPV code

- 75100000 - Administration services

II.1.3) Type of contract

Services

II.1.4) Short description

London Borough of Harrow the Authority, is seeking to appoint a single provider for delivery of the Council Tax, Benefits, Housing Benefit Overpayments and Business Rates Services.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The London Borough of Harrow is conducting the procurement using Open Procedure for the purpose of procuring the services described in the Specification (Services). The Service will remotely process defined Work Types described in the Specification primarily by electronic processing means. It does not include the handling of telephone calls and customer enquiries except as may occur if for example a Service Provider employee contacts a customer to clarify or request information needed to process the task

concerned. The London Borough of Harrow's Revenues and Benefits service currently includes responsibility for: 96600 Council Tax properties, 5500 Business Rates properties, 8000 Housing Benefit Claimants, 12800 Council Tax Support Claimants.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 50

II.2.6) Estimated value

Value excluding VAT: £9,200,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

108

This contract is subject to renewal

Yes

Description of renewals

The Council is looking for potential service provider to be awarded a contract for a period of 60 months with the option to extend for a further 36 months followed by a further option to extend for 12 months at the discretion of the Council.

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

The Contracting Authority reserves the right not to award any contract pursuant to this procurement exercise and/or abandon this procurement exercise at any time and/or to award a contract for part of the Service/supplies at its sole discretion. The Contracting Authority shall have no liability whatsoever to any applicant or tenderer as a result of its exercise of that discretion. For the avoidance of doubt, all cost incurred by any applicant and/or tenderer before signature of any contract with the contracting Authority shall be incurred entirely at that applicants/tenderers risk.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

31 July 2024

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

31 July 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

London Borough of Harrow

Forward Drive

Harrow

HA3 8FL

Email

martin.trim@harrow.gov.uk

Country

United Kingdom