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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): ocds-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](mailto: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

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## **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.

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## **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

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## **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](mailto:martin.trim@harrow.gov.uk)

Country

United Kingdom