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Contract

DBC (SF) Housing Benefit and Council Tax Resilience Service

Dacorum Borough Council

F03: Contract award notice

Notice identifier: 2024/S 000-020332

Procurement identifier (OCID): ocds-h6vhtk-0397c2

Published 3 July 2024, 3:46pm

Section I: Contracting authority

I.1) Name and addresses

Dacorum Borough Council

The Forum, The Marlowes

Hemel Hempstead

HP1 1DN

Contact

Procurement

Email

sue.foster@dacorum.gov.uk

Telephone

+44 1442228000

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.dacorum.gov.uk

Buyer's address

www.supplyhertfordshire.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

DBC (SF) Housing Benefit and Council Tax Resilience Service

Reference number

CPU00513

II.1.2) Main CPV code

- 75310000 - Benefit services

II.1.3) Type of contract

Services

II.1.4) Short description

The provision of Housing Benefit and Council Tax Support, and the collection of Council Tax and Business Rates are statutory functions of the Council that must be fulfilled. This contract will allow resilience to be provided on-demand to cope with peaks in workload and periods of unplanned staff absence. This resilience will complement the existing resources in the Service and help with the transition from Housing Benefit to Universal Credit. In Scope: The contract requires staff who are experienced in processing work in the following areas: • Housing Benefit and Council Tax Support • Council Tax • Business Rates The contract should provide flexible on-demand resources for each Service area. The current supplier has stated that TUPE may apply to this contract. All the Tender Documents and correspondence must be submitted via the Council's e-tendering portal at <https://in-tendhost.co.uk/supplyhertfordshire.aspx/Home> Please submit your completed tender document via the Council's e-

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £720,000

II.2) Description

II.2.2) Additional CPV code(s)

- 75310000 - Benefit services
- 75112000 - Administrative services for business operations

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hemel Hempstead

II.2.4) Description of the procurement

This contract will allow resilience to be provided on-demand to cope with peaks in workload and periods of unplanned staff absence. This resilience will complement the existing resources in the Service and help with the transition from Housing Benefit to Universal Credit. In Scope: The contract requires staff who are experienced in processing work in the following areas: Housing Benefit and Council Tax Support, Council Tax Business Rates. The contract should provide flexible on-demand resources for each Service area. Please refer to the tender documents for a full description of the requirements.

II.2.5) Award criteria

Price

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: [2023/S 000-001258](#)

Section V. Award of contract

Contract No

CPU00513

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 July 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Liberata UK Limited

2nd Floor Front, 60 Cheapside

London

EC2V 6AX

Email

mark.turner@liberata.com

Telephone

+44 2073783700

Country

United Kingdom

NUTS code

- UKI - London

National registration number

01238274

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £720,000

Total value of the contract/lot: £720,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

www.hmcourts-service.gov.uk

VI.4.2) Body responsible for mediation procedures

Centre for Effective Dispute Resolution (CEDR)

70 Fleet Street

London

EC4Y 1EU

Telephone

+44 2075366000

Country

United Kingdom

Internet address

www.cedr.com