

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/020332-2024>

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): ocids-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](mailto:sue.foster@dacorum.gov.uk)

#### **Telephone**

+44 1442228000

#### **Country**

United Kingdom

**NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

[www.dacorum.gov.uk](http://www.dacorum.gov.uk)

Buyer's address

[www.supplyhertfordshire.uk](http://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/asp/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](mailto: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](http://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](http://www.cedr.com)

