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Tender

Automation of Revenues and Benefits

Northumberland County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-021234

Procurement identifier (OCID): ocds-h6vhtk-051304 ([view related notices](#))

Published 14 May 2025, 12:47pm

Scope

Reference

NCC1547

Description

The Revenues and Benefits (R&B) departments are responsible for the billing and collection of Council Tax and Business Rates (Revenues) and the support of our residents who are entitled to claim benefits to support them (Benefits). There are many manual processes across the department, and this can lead to higher cost of running the service, backlogs and delays. We want to maximise the accessibility of the service to customers and the efficiency of running the services.

The scope of this procurement is in two phases.

- Firstly, to review processes and build a business case for subsequent automation of the processes and other digital transformation that will benefit the customer and the R&B team by making the processes accessible and efficient.
- The second phase would be to implement the automations and transformation for the

suitable processes preferably using the Microsoft suite of tools (already procured by The Council). Each of the automation opportunities will be evaluated based on the business case and only taken forward if it offers value for money.

Total value (estimated)

- £100,000 excluding VAT
- £120,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 2 July 2025 to 1 July 2026
- 1 year

Main procurement category

Services

CPV classifications

- 72212920 - Office automation software development services

Contract locations

- UKC2 - Northumberland and Tyne and Wear
-

Submission

Enquiry deadline

5 June 2025, 12:00pm

Tender submission deadline

16 June 2025, 12:00pm

Submission address and any special instructions

<https://www.open-uk.org/>

Tenders may be submitted electronically

Yes

Award criteria

65% Quality/35% Price

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Northumberland County Council

- Public Procurement Organisation Number: PJJX-1133-JRGV

County Hall

Morpeth

NE61 2EF

United Kingdom

Email: CCPS@northumberland.gov.uk

Website: <http://www.northumberland.gov.uk>

Region: UKC21 - Northumberland

Organisation type: Public authority - sub-central government