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Contract

TD2049 - Remote Processing of Revenues & Benefits Work Package

DERBY CITY COUNCIL

F03: Contract award notice

Notice identifier: 2023/S 000-025483

Procurement identifier (OCID): ocids-h6vhtk-03f00f

Published 30 August 2023, 3:08pm

Section I: Contracting authority

I.1) Name and addresses

DERBY CITY COUNCIL

Corporation Street

Derby

DE12FS

Contact

Sam Black

Email

procurement@derby.gov.uk

Country

United Kingdom

Region code

UKF11 - Derby

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.derby.gov.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

TD2049 - Remote Processing of Revenues & Benefits Work Package

Reference number

TD2049

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Council intends to enter into an agreement with Liberata for them to process Housing Benefit, Council Tax and NNDR work packages for 3 years with option to extend for 2

years. This is subject to the 10 day standstill, satisfactory performance and internal budgetary approval.

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: £2,070,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF11 - Derby

II.2.4) Description of the procurement

Provision of Remote processing of Housing Benefit, Council Tax and Business Rate packages, the current supplier will discharge the following for Derby City Council: This would be the continuation of a flexible arrangement to enable the allocation of a number of work packages on a regular basis and increased numbers on a call off basis at times of peak demand. This will consist of a range of work packages consistent with the day to day workload for a busy Revenues and Benefits division of a unitary Local Authority. More specifically:

- Housing and Council Tax Benefit and Council Tax Local Support Scheme - processing, from start to completion, a wide range of new claims, changes, more specialist work and handling general written correspondence. This will also include Free School Meals claim administration.
- Housing and Council Tax Benefit and Council Tax Local Support Scheme - quality checks of decisions made by the Customer's benefits processing staff.
- Housing and Council Tax Benefit and Council Tax Local Support Scheme - pre-audit quality checks to ensure subsidy assurance of decisions made on high risk claims by the Customer's benefits processing staff and other staff employed by the successful Service Provider and/or other Service Providers.
- Council Tax and Business Rates - processing, from start to completion, of a wide range of changes relating to billing and recovery, to include discounts, exemptions, payment

methods and handling written housing benefit claimant enquiries.

The current supplier is required to, and does provide the Derby City Council an experienced and high quality service across a range of work packages within its Revenues and Benefits division. All tasks are done remotely via a secure link.

There are four work packages as follows:

- Work Package A - Housing and Council Tax Benefit (and Council Tax Support Scheme):

processing

- Work Package B - Housing and Council Tax Benefit (and Council Tax Support Scheme):

quality checks of decisions made.

- Work Package C - Housing and Council Tax Benefit (and Council Tax Support Scheme): preaudit quality checks to ensure subsidy assurance of decisions made on high risk claims.

- Work Package D - Council Tax and Business Rates: processing.

The current supplier currently process a certain amount of each work package a week as per the existing contract. They accept that the work has to be available and that there will be peaks and troughs in the supply of items. The current supplier manages these periods.

Requirements are currently reviewed will be on a rolling four weekly basis, with each party giving two weeks' notice of any significant changes.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

The contract will be for 5 years

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

- The works, supplies or services can be provided only by a particular economic operator for the following reason:

- o Cost of change is prohibitive for new providers

There will be significant cost and inconvenience to the Authority and economic operators associated with tendering for the following reasons:

If we were to change suppliers we would need to do the following;

- Check and update processes and procedures to account for changes notified by email
- Issue procedure notes and provide suppliers with a walk through on our processes with regards to local policy and procedures
- Provide support for initial queries from the new suppliers the volumes of which we would not have the capacity for
- Quality checking new contract assessors which we do not have the capacity for
- Once satisfied with the quality of the assessors, we would then need to quality check the new suppliers staff checking the quality of the assessors, which we do not have the capacity for
- Training the new supplier on local policy and procedures of how claims and changes are processed at Derby City Council which we do not have the capacity for
- Increased number of queries until contract assessors are familiar with local policy and procedures of how claims and changes are processed at Derby City Council which we do not have the capacity for

- Training the new supplier with local policy and procedures of how over payments are recovered
- Training to use Enterprise, Academy if any new supplier is not already familiar with these applications which we do not have the capacity for
- Contractors to understand who does what, which we already have with the current supplier
- Setting up lines of communication and building good working relationships, which we already have with the current supplier For IT, there will be tasks associated with the change in supplier and there are
- Remove current supplier from the network
- Remove current suppliers users from the Housing Benefit Processing system
- Remove current suppliers users from the document management system
- Add new supplier to the network
- Add new suppliers users to the Housing Benefit Processing system
- Add new security groups to the relevant security groups withing the Housing Benefit Processing system
- Add new suppliers users from the document management system
- Add new Users to Citrix Access Gateway (2 factor authentication)
- Project Gateway admin & IT tender review admin
- Hand Over to Support Document
- Hand Over to Support review and acceptance

There will also be tasks associated with the change in supplier that will impact on other sections;

- Review the Information Sharing Agreement Review (Information Governance)
- Review the current DPIA (Information Governance)
- Set up of new supplier on CIA (Accounts Payable)

- Set up of users on the DWP's viewing platform Searchlight, including ID verification and possible including DBS checks (Business Support)
- Set up of users on Hybrid Mail (Business Systems)
- Inclusion in the DWP's MoU
- Going out to procurement (Procurement Team/officers from the business)

The involvement of five additional teams including Revenues and Benefits means that the cost of change is therefore prohibitive for new providers.

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-023932](#)

Section V. Award of contract

Contract No

TD2049

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 August 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Liberator UK Ltd

1st Floor, 100 Wood Street

London

EC2V 7AN

Country

United Kingdom

NUTS code

- UKI - London

Companies House

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: £2,070,000

Total value of the contract/lot: £2,070,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Derby City Council

The Council House, Corporation Street, Derby

Derby

DE1 2FS

Email

procurement@derby.gov.uk

Country

United Kingdom