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Tender

Council Tax, Benefits & Business Rates Services

Swindon Borough Council

F02: Contract notice

Notice identifier: 2021/S 000-027525

Procurement identifier (OCID): ocds-h6vhtk-02f2f3

Published 3 November 2021, 11:39am

The closing date and time has been changed to:

24 January 2022, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Swindon Borough Council

Swindon Borough Council, Civic Offices, Euclid Street

Swindon

SN1 2JH

Contact

Mr Andy Stevens

Email

creditcontrol@swindon.gov.uk

Country

United Kingdom

NUTS code

UKK14 - Swindon

Internet address(es)

Main address

<http://www.swindon.gov.uk/>

Buyer's address

<http://www.swindon.gov.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.supplyingthesouthwest.org.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.supplyingthesouthwest.org.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

Council Tax, Benefits & Business Rates Services

Reference number

DN579867

II.1.2) Main CPV code

- 75000000 - Administration, defence and social security services

II.1.3) Type of contract

Services

II.1.4) Short description

To enhance and modernize the Council Services administering the billing, collection and recovery of Council Tax from over 99,000 households and Business Rates from approximately 5,800 businesses. Including calculating discounts, exemptions, rate reliefs and Business Improvement District charges in accordance with legislation and Council policies. Determine applications for Housing Benefits, Discretionary Housing Payments and Council Tax Support from new claimants and administering and amending the claims of 12,200 existing claimants when their circumstance change or when reviews are required. Invoicing and recovery of Overpayments of Housing Benefit.

Residents, businesses and the Council require efficient, good quality services. It is hoped that the bidders will be able to deliver the services for less than the current cost of £3.8 million per annum, by implementing processes and systems where customers are able to answer many of their own queries and update their own accounts with information on moves, discounts and other changes in their circumstances. The successful bidder will employ and manage staff and provide and procure the systems needed to administer these services. They will also provide Customers Services for the services, by answering telephone calls for those individuals who are unable to use any self-service systems or with enquiries that are more detailed. Full details relating to the Services are provided in the tender documents.

To participate, Suppliers will need to Register as a Supplier with ProContract, www.supplyingthesouthwest.org.uk, then Register an Interest before obtaining access to the tender documents. In the event of difficulties registering as a supplier, please refer to

the System Administrator Proactis support team ProContractSuppliers@proactis.com

Contract Period

The contract will be initially for a period of 10 years commencing 1st April 2023 with the option to extend for a further 2 years as per the contract terms and conditions.

Tender Responses

Tender Responses are required to be submitted no later than 10th January 2022, 1200 (noon) hrs UK Local time via ProContract tender portal - <https://www.supplyingthesouthwest.org.uk/>

Tender Clarifications

If you require any clarifications on the tender documents, please submit these in writing via Messaging in ProContract tender portal by 17th December 2021, 1200 (noon) hrs UK Local time. The Council's responses to these clarification questions will be uploaded periodically on the ProContract tender portal.

Please note that this project has been advertised on Find a Tender Service, Contracts Finder / other web portals, however, Supplying the South West Portal, <https://www.supplyingthesouthwest.org.uk/> is the only portal that includes all the relevant documents required to respond to this opportunity, bearing Project Id: DN579867

No Tender submissions will be considered without completing the tender documents in full including attachments and returning them in alignment with the instructions within the tender documents.

II.1.5) Estimated total value

Value excluding VAT: £45,600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75310000 - Benefit services
- 75313100 - Temporary disablement benefits

II.2.3) Place of performance

NUTS codes

- UKK14 - Swindon

II.2.4) Description of the procurement

Swindon Borough Council invites expressions of interest from suitably qualified and experienced service providers for the provision of its Council Tax, Business Rates, Housing Benefits, Council Tax Support administration and Discretionary Housing Payments services.

Project Description

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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £45,600,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

120

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for 2 years after the initial 10 years.

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: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

10 January 2022

Local time

12:00pm

Changed to:

Date

24 January 2022

Local time

12:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

10 January 2022

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Swindon Borough Council

Swindon

Country

United Kingdom