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Contract

## **Council Tax, Benefits & Business Rates Services**

Swindon Borough Council

F20: Modification notice

Notice identifier: 2024/S 000-029486

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

Published 13 September 2024, 6:06pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Swindon Borough Council

Swindon Borough Council, Civic Offices, Euclid Street

Swindon

SN1 2JH

#### **Contact**

Mr Andy Stevens

#### **Email**

[AStevens3@swindon.gov.uk](mailto:AStevens3@swindon.gov.uk)

#### **Telephone**

+44 7584151304

**Country**

United Kingdom

**Region code**

UKK14 - Swindon

**Internet address(es)**

Main address

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

Buyer's address

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

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## **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.2) Description**

#### **II.2.1) Title**

Council Tax, Benefits & Business Rates Services

#### **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 at the time of conclusion of the contract:**

To enhance and modernise 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 Over payments of Housing Benefit commencing 1 April 2023 and expiring 31 March 2033.

Swindon Borough Council intends to modify the contract to implement an incentive scheme with the current supplier to enable the employment of additional resources with the aim of increasing the collection of council tax arrears that are in excess of 3 years old. The modification to run from 1 September 2024 to 31 March 2026.

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

Duration in months

144

In the case of framework agreements, provide justification for any duration exceeding 4 years

The contract is 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.

Duration of the modification 19

In the case of framework agreements, provide justification for any duration exceeding 4 years

N/A

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2022/S 000-010953](#)

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## **Section V. Award of contract/concession**

### **Contract No**

1

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

3 September 2024

#### **V.2.2) Information about tenders**

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

#### **V.2.3) Name and address of the contractor/concessionaire**

Liberata UK Limited

5th Floor Knollys House, 17 Addiscombe Road

Croydon

CR0 6SR

Country

United Kingdom

NUTS code

- UKK14 - Swindon

The contractor/concessionaire is an SME

No

#### **V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £29,880,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Swindon Borough Council

Swindon

SN1 2JH

Country

United Kingdom

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 75000000 - Administration, defence and social security services

#### **VII.1.2) Additional CPV code(s)**

- 75310000 - Benefit services
- 75313100 - Temporary disablement benefits

#### **VII.1.3) Place of performance**

NUTS code

- UKK14 - Swindon

#### **VII.1.4) Description of the procurement:**

Swindon Borough Council entered into a contract with Liberata UK Ltd for the administration of the Council tax service including collection and recovery of council tax. Under the existing

contract, the supplier has to meet targets to collect debts for the current financial year and previous 3 financial years. Under the proposed modification, the Council and supplier intends to implement an incentive scheme to enable the collection of debts that are in excess of 3 years old. The modification would be in place from 1 September 2024 to 31 March 2026

#### **VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Duration in months

144

In the case of framework agreements, provide justification for any duration exceeding 4 years:

In the case of framework agreements, provide justification for any duration exceeding 4 years:

N/A

#### **VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£29,880,000

#### **VII.1.7) Name and address of the contractor/concessionaire**

Liberata UK Limited

5th Floor Knollys House, 17 Addiscombe Road

Croydon

CR0 6SR

Country

United Kingdom

NUTS code

- UKK14 - Swindon



The contractor/concessionaire is an SME

No

## **VII.2) Information about modifications**

### **VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Modification of contract to increase collection of Council Tax arrears that are in excess of 3 years old and will operate from 1 September 2024 until 31st March 2026.

Two additional staff will be employed by the Contractor at no direct cost to the Council. If in excess of £225,000 is collected in respect of the arrears older than 3 financial years, the staffing costs of up to £71,250 will be paid to the Contractor. If in excess of £296,250 is collected this will be shared as 50-50 incentive.

The Council is relying on Regulation 72 1 (b) of the Public Contract Regulations 2015 to enable this modification.

(b) for additional works, services or supplies by the original contractor that have become necessary and were not included in the initial procurement, where a change of contractor—

(i) cannot be made for economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, services or installations procured under the initial procurement, and

(ii) would cause significant inconvenience or substantial duplication of costs for the contracting authority.

### **VII.2.2) Reasons for modification**

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of

cost preventing a change of contractor:

Liberata UK limited are already collecting Council Tax from many of the customers for the current financial year and three previous years and it is likely that they will have already been in contact with customers in relation to outstanding debts. The transfer of the contract would result in significant inconvenience and duplication of costs if there was a change of contractor. The authority would have to deal with two organisations undertaking the same or similar work. If the work was separated, Members of the public with arrears would be pursued by two different entities at the same time for Council Tax, leading to confusion and potential hardship.

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £29,880,000

Total contract value after the modifications

Value excluding VAT: £30,072,500