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Tender

## **COV - Revenues & Benefits Remote Processing**

Coventry City Council

F02: Contract notice

Notice identifier: 2022/S 000-029687

Procurement identifier (OCID): ocds-h6vhtk-0377a7

Published 21 October 2022, 9:19am

### **Section I: Contracting authority**

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

Coventry City Council

Council House, Earl Street

COVENTRY

CV15RR

#### **Contact**

Michael Duffy

#### **Email**

[michael.duffy@coventry.gov.uk](mailto:michael.duffy@coventry.gov.uk)

#### **Telephone**

+44 2476831163

#### **Country**

United Kingdom

**Region code**

UKG33 - Coventry

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

**I.3) Communication**

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

[www.csw-jets.co.uk](http://www.csw-jets.co.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.csw-jets.co.uk](http://www.csw-jets.co.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

## COV - Revenues & Benefits Remote Processing

Reference number

COV-13873

### **II.1.2) Main CPV code**

- 75100000 - Administration services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Coventry City Council has an internal service and resource to manage Revenue and Benefits related workload relating to the Council. This includes but is not limited to the processing of Council tax / welfare benefits as well as providing advice, reviewing appeals, administration on payees/claimant accounts etc. The workload for the service can rise and fall throughout the year as well as being impacted by Government policy etc. The workload needs to be maintained at all times.

At times workload can exceed the capacity of our internal resource (due to rises/additions in workload / sickness / staff turnover etc) and so the Council requires a contract for an external, on-demand remote processing service for Revenues and Benefits. The awarded contract will appoint a sole supplier that the Council will instruct to complete Revenue and Benefits workload on behalf of the Council as and when needed. The contract will offer no commitment to any level of spend and the Council reserves the right not to use the contract if it is not required.

Further details can be found in the invitation to tender documentation.

### **II.1.5) Estimated total value**

Value excluding VAT: £1,900,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKG3 - West Midlands

Main site or place of performance

Services to be delivered remotely. Any contract management that is required in person will take place in Council offices within the City of Coventry.

#### **II.2.4) Description of the procurement**

See II.1.4. Short description

#### **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: £1,900,000

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

Duration in months

84

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: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Please see ITT documents available at [www.csw-jets.co.uk](http://www.csw-jets.co.uk)

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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

Date

21 November 2022

Local time

11:59am

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

22 December 2022

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: August/September 2030

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

Coventry City Council Legal Services

Covengtry

Country

United Kingdom