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Not applicable

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

Swindon Borough Council

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-031631

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

Published 17 December 2021, 2:57pm

### **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

**NUTS 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.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](http://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](mailto: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 24th 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.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2021/S 000-027525](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Place of text to be modified

Time limit for receipt of tenders or requests to participate

Instead of

Date

10 January 2022

Local time

12:00pm

Read

Date

24 January 2022

Local time

12:00pm