

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/035302-2022>

Tender

COV - Revenues & Benefits Remote Processing

Coventry City Council

F02: Contract notice

Notice identifier: 2022/S 000-035302

Procurement identifier (OCID): ocds-h6vhtk-038d36

Published 13 December 2022, 9:35pm

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

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

I.3) Communication

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

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

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

COV - Revenues & Benefits Remote Processing

Reference number

COV-15098

II.1.2) Main CPV code

- 75310000 - Benefit 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.

Please note - this ITT was previously published but was withdrawn (Find a Tender notice reference: 2022/S 000-029687) and has now been re-issued with some amendments to the ITT documentation.

II.1.5) Estimated total value

Value excluding VAT: £2,200,000

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

Remote

II.2.4) Description of the procurement

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.

Please note - this ITT was previously published but was withdrawn and has now been re-issued with some amendments to the ITT documentation.

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: £2,200,000

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

Start date

1 April 2023

End date

31 March 2030

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

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

18 January 2023

Local time

10:00am

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

18 January 2023

Local time

10:05am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2029

VI.2) Information about electronic workflows

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

Coventry

Country

United Kingdom