

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/035303-2022>

Contract

COV - Revenues & Benefits Remote Processing

Coventry City Council

F03: Contract award notice

Notice identifier: 2022/S 000-035303

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

Published 13 December 2022, 10:14pm

Section I: Contracting authority

I.1) Name and addresses

Coventry City Council

Council House, Earl Street

COVENTRY

CV15RR

Contact

Michael Duffy

Email

procurement.services@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

<http://www.coventry.gov.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-13873

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.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG33 - Coventry

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.

II.2.5) Award criteria

Quality criterion - Name: Qualitative questions / Weighting: 50

Price - Weighting: 50

II.2.11) Information about options

Options: 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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-029687](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

Tender has been re-issued and the tender documentation can be accessed at www.csw-jets.co.uk

Find A Tender notice: 2022/S 000-035302 for re-issued tender.

VI.4) Procedures for review

VI.4.1) Review body

Coventry City Council Legal Services

Coventry

Country

United Kingdom