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Contract

NCC1547 Automation of Revenues and Benefits

Northumberland County Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055417

Procurement identifier (OCID): ocds-h6vhtk-051304 ([view related notices](#))

Published 10 September 2025, 2:16pm

Scope

Reference

NCC1547

Description

The Revenues and Benefits (R&B) departments are responsible for the billing and collection of Council Tax and Business Rates (Revenues) and the support of our residents who are entitled to claim benefits to support them (Benefits).

There are many manual processes across the department, and this can lead to higher costs of running the service, backlogs and delays. We want to maximise the accessibility of the service to customers and the efficiency of running the services.

The scope of this procurement is in two phases.

- Firstly, to review processes and build a business case for subsequent automation of the processes and other digital transformation that will benefit the customer and the R&B team by making the processes accessible and efficient.

- The second phase would be to implement the automations and transformation for the suitable processes, preferably using the Microsoft suite of tools (already procured by The Council). Each of the automation opportunities will be evaluated based on the business case and only taken forward if it offers value for money.

If any process is taken forward as suitable the supplier will deliver the automation and once signed off as 'live' will then be owned by The Council to run, going forward. Suitable handover should be provided by the supplier to ensure that BAU teams can operate the process and The Council's Digital and IT Team can support going forward from a technical perspective.

Contract 1

Supplier

- ROBOYO (UK TRADING) LIMITED

Contract value

- £40,108 including VAT

Below the relevant threshold

Date signed

22 August 2025

Contract dates

- 1 September 2025 to 31 March 2027
- 1 year, 7 months

Main procurement category

Services

CPV classifications

- 72212920 - Office automation software development services

Contract locations

- UKC2 - Northumberland and Tyne and Wear

Procedure

Procedure type

Below threshold - open competition

Supplier

ROBOYO (UK TRADING) LIMITED

- Companies House: 06634805

- Public Procurement Organisation Number: PWJR-5887-YVPP

Orion House

London

WC2H 9EA

United Kingdom

Email: jain.macdonald@roboyo.co.uk

Website: <http://roboyo.global>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Northumberland County Council

- Public Procurement Organisation Number: PJJX-1133-JRGV

County Hall

Morpeth

NE61 2EF

United Kingdom

Contact name: Mrs Teresa Skelly

Email: Teresa.Skelly@northumberland.gov.uk

Website: <http://www.northumberland.gov.uk>

Region: UKC21 - Northumberland

Organisation type: Public authority - sub-central government