

**United Kingdom-Bacup: Software package and information systems**

OJ S 179/2018 18/09/2018

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Rossendale Borough Council

Postal address: Business Centre/Futures Park

Town: Bacup

NUTS code: UKD46 East Lancashire

Postal code: OL13 0BB

Country: United Kingdom

Contact person: Andrew Buckle

E-mail: [andrewbuckle@rossendalebc.gov.uk](mailto:andrewbuckle@rossendalebc.gov.uk)

Telephone: +44 1706217777

**Internet address(es):**Main address: <https://www.rossendale.gov.uk>Address of the buyer profile: [https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA42652](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA42652)**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: [www.mytenders.co.uk](http://www.mytenders.co.uk)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [www.mytenders.co.uk](http://www.mytenders.co.uk)Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: [www.mytenders.co.uk](http://www.mytenders.co.uk)**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Revenues and Benefits Service, Customer Access and Emergency Out of Hours

**II.1.2. Main CPV code**

48000000 Software package and information systems

**II.1.3.**

## **Type of contract**

Services

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

Lot 1 – Part A Revenues and Benefits Service, Part B One Stop Shop and Customer Service;  
Lot 2 – Northgate Revenues and Benefits, Information at Work EDMS SAAS and Northgate Customer Access;  
Lot 3 – Emergency Out of Hours Contact Centre.

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

Value excluding VAT: 100,00 GBP

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

This contract is divided into lots: yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The contracting authority encourages the award of a contract combining Lot 1 and Lot 3.

## **II.2. Description**

### **II.2.1. Title**

Part A Revenues and Benefits Service, Part B One Stop Shop and Customer Service  
Lot No: 1

### **II.2.2. Additional CPV code(s)**

48000000 Software package and information systems

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

NUTS code: UKD46 East Lancashire

Main site or place of performance: Futures Park, Bacup, Lancashire OL13 0BB

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

Lot 1 Parts A and B

The Services shall enable the delivery of a prompt, accurate, effective and secure Revenues and Benefits Service that meets wider strategic objectives of RBC, DWP and relevant government agencies.

The Service provider shall provide and maintain:

- Council Tax and Non-Domestic Rate Applications including,
- Collection of Council Tax and Non Domestic Rates, including enforcement activity,
- Handling all related correspondence,
- Maintenance of valuation and rating lists,
- Maintenance of accurate records on liability and ownership,
- Recovery of Arrears,
- Cash Control,
- Billing,
- Prevent fraud and error entering the records,
- The Service provider shall deliver the Services in partnership with relevant stakeholders including but not limited to, such as local benchmarking groups, software providers, Auditors, Valuation Tribunals, HM Courts, and Enforcement Agents.

Valuation Office Agency, Social and private sector landlords and internal Council departments  
The Service provider shall ensure that the administration of benefits is committed to the principle of paying the right benefit, to the right person, every time and is carried out in

accordance with minimum standards in prevailing (DWP guidance, information and best practice.

- Claim Creation, Alteration and Maintenance for Housing Benefit (HB) and Council Tax Rebate (CTR),
- Accurate Assessment and Calculation of HB/CTR, including all relevant amendments and recalculations,
- Liaison / administration with DWP to facilitate the successful rollout of Universal Credit,
- Review and development of the local CTR scheme,
- integrity and security of benefit processes,
- Notices of Decision and all correspondence relevant to benefit claims,
- Identification of system or process weaknesses,
- Provision and Distribution of Claim Forms,
- Claim Verification and Intervention,
- Overpayment Calculation and Recovery,
- Liaison with the DWP for all reviews and prepare and provide all documentation required by the DWP,
- Benefit and CTR Appeals,
- Discretionary Housing Payments,
- Maintain appropriate safeguards and review system relating to Landlord Direct Payments,
- Provision of appropriate systems to enable Payment of Benefit Rent Allowance Payments,
- The Service provider shall deliver the Services in partnership with relevant stakeholders including but not limited to, such as DWP, local benchmarking groups, software providers, Auditors, Tribunals and Courts, Collection Agents, VOA, Social and private sector landlords and internal Council departments.

The Service provider shall ensure that the administration of revenues and benefits is complies with all prevailing legislation, is committed to best practice and culture of service improvement. It will handle:

- Service Improvement, Income Generation and Cost reduction,
- Training and Development,
- quality of work reviews and improvements,
- Complaints and Enquiries,
- Management Reporting.

The Service Provider will provide the following system support services.

Review all Northgate patches / releases and determine the business impact and consult with RBC, produce and agree deployment plan with RBC.

Any patches that have failed or contain errors, raise with Northgate or the software supplier, re-run and re-test.

Ensure all

- batch and system jobs are performed on a nightly basis check to see they have ran correctly and rectify any errors,
- Perform audit function with regard to all users of the Northgate systems, attend audit meetings, produce exception lists,
- Maintain security and authorisation functions within the Northgate system, including, but not limited to, user access, job roles, action groups, account, claim and property restrictions, login profiles, authorisation of functions, and job role security,
- Ensure all data is removed per RBC GDPR policies for all Systems,
- Perform all UAT / System Testing for any patches, upgrades for all Northgate systems,
- Business Continuity Management.

## 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: 12 800 000,00 GBP

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

Duration in months: 192

This contract is subject to renewal: yes

Description of renewals:

The contracting authority intends to place a contract with an initial term of 120 months and reserves the right to unilaterally extend the duration of the contract by two number separate three year extensions (maximum total 16 years).

### **II.2.10. Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: no

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

The contracting authority anticipates awarding a contract for Lot 1 to one service provider as per the assessment criteria set out in the procurement documents.

## **II.2. Description**

### **II.2.1. Title**

Revenues and Benefits, Information at Work EDMS SAAS and Northgate customer access  
Lot No: 2

### **II.2.2. Additional CPV code(s)**

72000000 IT services: consulting, software development, Internet and support

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

NUTS code: UKD46 East Lancashire

Main site or place of performance: Futures Park, Bacup, Lancashire OL13 0BB

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

Lot 2

The system shall enable the retention and viewing of all current and historical information in respect of all Revenues and Benefit records and the system must fulfil the following core functions;

- administration, collection and recovery of Council Tax,
- administration, collection and recovery of National Non-Domestic Rates,
- administration of Housing Benefits and Discretionary Housing Payments (DHPs),
- assessment and administration of a Council Tax Support Scheme,
- processing of Free School meal claims,
- collection and recovery of Housing Benefits overpayments.

The system must provide:

- a module or the facility for the monthly submission to the DWP of mandatory required information in respect of the Single Housing Benefit Extract (SHBE),
- the facility for AUDDIS and ADDACS,
- for the creation and management of interventions in respect Housing Benefit & Council Tax Support,
- (and) the implementation plan should provide for the copying of all existing Business Objects reports and any relevant universe access needs and make them available for future production environment. The contracting authority estimate there is approximately 3-400 bespoke reports,
- full and accurate reports of all management information required by Government
- an archiving facility for historic records,
- for the transfer of all documents contained in the current Information @ Work document management system and replicate existing users, file structure, trays, and workflow,
- the ability to allocate documents and retrieve documents from groups of users, or individual users,
- ability to monitor the time spent working on a document by any user, or group of users, at a given point in the workflow,
- different priorities and time-scales linked to different document types, from a minimum of one to a user configurable maximum number of working days,
- must have a variable pre-set time in which to be dealt with in line with service standards,
- for the search and retrieval of all documents stored. The system shall ensure the secure scanning and indexing of all documents and other scanned images and enable full, flexible access to authorised users.

The application and EDMS should integrate into the Councils Digital Application which is Citizens Access Benefits, Benefits Notifications, Revenues and Landlords product.

The system must allow for a fully integrated customer self-serve solution, designed to be postmarked via a link on the Councils website. The self-service provision should allow for the secure authentication for customers to view their bills, access account information including band, discount, exemption, and balance, payment information for current and previous years. The system should also allow customers to check their benefit award, including period of entitlement, next payment details, and overpayment if applicable. The system must also provide for Landlords to check their tenant's details via a Landlord Portal.

The system must provide for the registering and issuing of ebills to Council Tax and Business Rates.

#### **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: 3 200 000,00 GBP

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

Duration in months: 192

This contract is subject to renewal: yes

Description of renewals:

The contracting authority intends to place a contract with an initial duration of 84 months and reserves the right to unilaterally extend the duration of the contract by three number separate three year extensions (maximum total 16 years).

#### **II.2.10.**

## **Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: no

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

The contracting authority anticipates awarding a contract for Lot 2 to one service provider as per the assessment criteria set out in the procurement documents.

## **II.2. Description**

### **II.2.1. Title**

Emergency out of hours contact centre  
Lot No: 3

### **II.2.2. Additional CPV code(s)**

79512000 Call centre

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

NUTS code: UKD46 East Lancashire

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

Lot 3

The Service provider shall provide an out of hour's telephony service, which only deals with emergency situations via the telephone. Utilising IVR to provide a message facility that updates customers on the state of particular emergency issues such as bad weather.

The facility will also provide an out of hours Homelessness service for Rossendale.

If the same operator is awarded the contract for Lot 1 as per Lot 3, the contracting authority intends to place a contract for 120 months and reserves the right to unilaterally extend the duration of the contract by three number separate three year extensions (maximum total 16 years)but if the operator is successful for just Lot 3 the contracting authority intends to place a contract with an initial duration of 48 months and reserves the right to unilaterally extend the duration of the contract by three number separate three year extensions (maximum total 13 years).

### **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: 144 000,00 GBP

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

Duration in months: 192

This contract is subject to renewal: yes

Description of renewals:

The contracting authority intends to place a contract for an initial term and reserves the right to unilaterally extend the contract term. The options are set out further at section II.2.4.

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: no

**II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**II.2.14. Additional information****Section III: Legal, economic, financial and technical information**

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**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:

There is no restriction on the professional activities

**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**

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**IV.1. Description****IV.1.1. Type of procedure**

Open procedure

**IV.1.3. Information about a framework agreement or a dynamic purchasing system****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: 23/11/2018 Local time: 17:00

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates****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: 23/11/2018 Local time: 17:00

Place:  
Futures Park, Bacup, Lancashire OL13 0BB  
Information about authorised persons and opening procedure: Officers of Rossendale Borough Council

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.3. Additional information

Bidders will need to register with the myTenders Web Site.

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at [https://www.mytenders.co.uk/Search/Search\\_Switch.aspx?ID=213154](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=213154).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at [https://www.mytenders.co.uk/sitehelp/help\\_guides.aspx](https://www.mytenders.co.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:213154)

Download the ESPD document here: [https://www.mytenders.co.uk/ESPD/ESPD\\_Download.aspx?id=213154](https://www.mytenders.co.uk/ESPD/ESPD_Download.aspx?id=213154)

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Rossendale Borough Council  
Postal address: Business Centre/Futures Park  
Town: Bacup  
Postal code: OL13 0BB  
Country: United Kingdom  
E-mail: [andrewbuckle@rossendalebc.gov.uk](mailto:andrewbuckle@rossendalebc.gov.uk)  
Telephone: +44 1706217777

#### VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

In accordance with the Public Contracts Regulations 2015 the contracting authority will operate a standstill period of not less than 10 working days between notifying bidders of its intention to award a contract and the award of the contract.

### VI.5. Date of dispatch of this notice

14/09/2018