This document sets out the Council’s requirements, quality standards and key performance indicators with respect to the proposed contract. Please ensure that you read this carefully and ensure these requirements are incorporated into your pricing submission and the quality of services provided.

1. **Council’s Requirements**

The Revenues and Benefits department want to procure a software tool used to verify identification for Housing Benefit and Council Tax Support customers thereby removing the burden of the customer supplying documents to the Council, making the housing benefit claim faster, improving the customer journey and ensuring probity.

1. **Insurance Requirements**

Public liability insurance and employment liability insurance (£500K)

1. **Quality Standards**

Verify customer identity, thereby preventing fraud. Minimising evidence collection from customers, particularly face to face contact.

The provider to ensure that all data remains secure and that it complies with the GDPR framework.

The provider to attend performance review meetings when requested (virtually or in person) and provide appropriate management and performance reports.

The provider to ensure fraud prevention.

1. **Experience**

Previous experience of delivering a successful service in a similar environment.

1. **Key Performance Indicators**

80% Pass Rate – Thus improving the customer journey and ensuring that these customers no longer have to submit identification at our Customer Centre buildings.

100% Accuracy rate – Every electronic claim will be verified digitally

99% Availability.

1. **Frequency of Contract Meetings**

Meetings to be held when required.

1. **Contract Management Arrangements**

It is an online tool that will be managed by the Performance Manager supported by a team of managers. The progress on benefit claims is monitored and managed on a daily basis and any issues of performance of the software are raised directly with the provider.