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**

London Borough of Lambeth (LBL) Benefit Service is seeking a Service Provider with the appropriate product range, experience, and competitive pricing to provide automated Risk Based Verification (RBV) for Housing & Council Tax Support New Claim & Change in Circumstance forms submitted online.

The required supplier must be able to:

* Provide risk scoring integrated to our current online supplier of online forms (IEG4).
* Ensure the risk score (low, medium, and high) on your system is able to be retained on IEG4’s Admin site for Lambeth to interrogate.
* Provide troubleshooting and general support during implementation.
* Provide full testing and implementation to the satisfaction of LBL.
* Provide details of the Service Level Agreement that can be assured to Lambeth in relation to the % of system unavailability that they deem acceptable, response times to service failure queries, etc.

Please note: This is a 2-year contract with the option to extend for 1+1 years (subject to service needs and provider performance).

1. **Payment**

The first 2 years will be paid up front. Any subsequent years will be paid upon agreement to extend the contract.

1. **Insurance Requirements**

Please see Appendix C – Terms & Conditions.

1. **Quality Standards**

The RBV software must be able to review the data submitted in online submitted New Claim and Change in Circumstance forms to determine risk factors and provide an appropriate risk score (low, medium or high). This is to enable a reduction in the evidence requirement for low risk claims/changes, decreasing the time to process. Thereby, allowing more intense verification activity to be focused on claims identified as more prone to fraud and error.

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

The provider must comply with the GDPR framework, ensuring that all data remains secure.

1. **Experience**

The provider should have previous experience of delivering a successful service in a similar environment.

1. **Key Performance Indicators**

Desirable risk distribution:

* New Claims: 60% Low, 25% Medium, 15% High risk
* CICs: 55% Low, 30% Medium, 15% High risk

Note: LBL are aware that actual risk distribution levels will reflect our local demographic and may not match this exactly.

100% Accuracy rate – Every electronic form will be risk scored digitally.

1. **Frequency of Contract Meetings**

Meetings to be held weekly during the implementation phase and as required thereafter.

1. **Contract Management Arrangements**

RBV is an online tool that will be managed by the Performance Managers within the Benefits Service. HB/CTS New Claims and Change in Circumstance forms are monitored and managed on a daily basis and any issues of performance of the RBV software will be raised directly with the provider.