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## 1. PURPOSE

- 1.1 Disclosure and Barring Service (DBS, hereafter referred to as the Authority) is looking for a Supplier to deliver Credit Risk Assessment services in relation to Responsible Organisations contracted to deliver Disclosure Services (Basics).

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority was formed on the 1<sup>st</sup> December 2012 following the merger of the functions previously carried out by the Criminal Records Bureau and the Independent Safeguarding Authority and operates from sites located in Liverpool and Darlington.
- 2.2 The Authority enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, particularly work that involves children or vulnerable adults.
- 2.3 The Authority also assists in preventing unsuitable people from working with children and vulnerable adults in Regulated Activity.

## 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Authority is undergoing a significant change in regards to the delivery of its services. The responsibility for delivering Basic Disclosure checks for England, Wales and Northern Ireland is currently completed by Disclosure Scotland. As of September 2017, the responsibility for providing this service will be transferring to the Authority.
- 3.2 The delivery of the service by the Authority will require the registration of Responsible Organisations (RO) that will support the delivery of the Basics service.
- 3.3 As part of the eligibility within the registration process, a business credit risk assessment report will need to be carried out for each RO to enable the Authority to approve a payment on account and complete the registration process.
- 3.4 The completion of financial checks will also ensure that DBS can demonstrate the correct controls are in place to adhere to the Her Majesty's Treasury Managing Public money guidelines.

## 4. DEFINITIONS

| Expression or Acronym    | Definition  |
|--------------------------|---|
| Basic Check              | A basic DBS check is available for any role and is not restricted by industry sector. It will contain details of any 'unspent' convictions a person might have. Convictions are considered 'spent' after a certain period of time, and if no further offence has taken place. |
| Responsible Organisation | An organisation registered with DBS to submit basic disclosure applications through the DBS web service. Within each Responsible Organisation, an accountable officer must be appointed at all times. In addition a primary contact may also be appointed.                    |

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## **5. SCOPE OF REQUIREMENT**

- 5.1 The supplier must provide a business credit risk assessment report for ROs that:
- 5.1.1 Shows the current financial health of potential new ROs;
  - 5.1.2 Define the likelihood that ROs will pay on time;
  - 5.1.3 Show the short to medium term likelihood of insolvency of that RO;
  - 5.1.4 Outline the credit rating/worthiness of that RO.

## **6. THE REQUIREMENT**

- 6.1 The requirement is for the Supplier to provide comprehensive business credit risk assessment reports. The reports should contain a current and comprehensive financial view for each organisation the Supplier is approached to assess.
- 6.2 The comprehensive business credit risk assessment reports shall be based upon the latest and most up to date financial data available for an organisation. The final report shall clearly and simply summarise the key information relating to the business credit risk assessment reports.
- 6.3 The report should include the following information as minimum:
- Company details – name, address and registration date, Directors etc.;
  - Business credit information:
    - Existing credit or loan applications;
    - Overdue debts - e.g. payment defaults (paid and unpaid);
    - Serious credit infringements;
  - Credit Assessment – Credit limit, credit rating, together with a scoring system to indicate the strength, performance and credit worthiness of each company
  - Failure odds, credit opinion etc.;
  - Credit and monthly repayment history;
  - Publicly available information such as insolvency information, court writs, court judgements and directorship information;
  - Previous searches;
  - Analyst comments;
- 6.4 The Supplier should be able to accept requests for and provision of reports via an online facility/portal. The completed reports shall be accessible by the Authorities employees via an online portal. All reports completed during the life of the contract shall remain available through the portal throughout its life.
- 6.5 The contract shall be for an initial 1 year period, with the option to extend for a further 12 month period.

## 7. KEY MILESTONES

- 7.1 The Potential Supplier should note the following project milestones that the Authority will measure the quality of delivery against:

| Milestone | Description   | Timeframe                      |
|-----------|---|--------------------------------|
| 1         | Initial Reporting Requirement will begin                        | 1 <sup>st</sup> May 2017       |
| 2         | Initial 30 RO's to be credit checked and report provided to DBS | 1 <sup>st</sup> July 2017      |
| 3         | Basics Service Go Live with DBS                                 | 1 <sup>st</sup> September 2017 |
| 4         | Up to a further 300 credit checks to be completed               | 30 <sup>th</sup> April 2018    |

PLEASE NOTE, DATES ARE SUBJECT TO CHANGE.

## 8. AUTHORITY'S RESPONSIBILITIES

- 8.1 The Authority will be responsible for the provision of accurate information for each RO to enable the Supplier to provide true reports on the organisation.

## 9. REPORTING

- 9.1 The Supplier shall provide monthly report detailing the progress against the reports which have been requested by the Authority. This shall detail report performance against SLAs and any on-going performance issues.

## 10. VOLUMES

- 10.1 It is anticipated that there will be approx. 20 reports required per month which will decrease over time. The Authority does not commit to or guarantee any volumes of work.

## 11. CONTINUOUS IMPROVEMENT

- 11.1 The Supplier should present new ways of working to the DBS during regular review meetings.
- 11.2 Changes to the way in which the Services are to be delivered must be proposed and agreed prior to any changes being implemented.

## 12. SUSTAINABILITY

- 12.1 Suppliers should seek to use the most sustainable methods when delivering the Authority requirements.

### QUALITY

- 12.2 The Supplier should be authorised and regulated by the Financial Conduct Authority (FCA).

## 13. PRICE

- 13.1 Prices are to be submitted via the e-Sourcing Suite excluding VAT.

- 13.2 Prices should be broken down to clearly outline costs per report, any applicable volume discounts and any account management or set up fees.

#### **14. STAFF AND CUSTOMER SERVICE**

- 14.1 The Authority requires the Potential Supplier to provide a sufficient level of resource throughout the duration of the Business Credit Risk Assessments Contract in order to consistently deliver a quality service to all Parties.
- 14.2 The Suppliers staff assigned to the Business Credit Risk Assessments Contract shall have the relevant qualifications and experience to deliver the Contract.
- 14.3 The Potential Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

#### **15. SERVICE LEVELS AND PERFORMANCE**

- 15.1 The Authority will measure the quality of the Supplier's delivery by:

| KPI/SLA | Service Area     | KPI/SLA description  | Target  |
|---------|------------------|--|---|
| #1      | Customer Service | The Supplier shall acknowledge all requests for reports made by the Authority, inclusive of telephone and email; | Within 24 hours                                     |
| #2      | Delivery         | The Supplier shall provide a complete, comprehensive and accurate report as requested by the Authority;          | Within 5 working days of request from the Authority |
| #3      | Support          | The Supplier shall respond to all requests for technical support relating to the online portal.                  | Within 2 days                                       |

#### **16. SECURITY REQUIREMENTS**

- 16.1 N/A

#### **17. INTELLECTUAL PROPERTY RIGHTS (IPR)**

- 17.1 All reports created in the provision of services under this contract shall be the property of the Authority to do with as it wishes.

#### **18. PAYMENT**

- 18.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 18.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

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18.3 Payments will be made via a purchase order, which **MUST** be detailed on any submitted invoices before payment will be made.

18.4 The Supplier should ensure all invoices are sent to:

18.4.1 Accounts Payable  
Home Office Shared Service Centre  
HO Box 5015  
Newport, Gwent NP20 9BB

Tel: 08450 100125  
Fax: 01633 581514

Email: [post-room-rescan@homeoffice.gsi.gov.uk](mailto:post-room-rescan@homeoffice.gsi.gov.uk)  
VAT Number GB: 888818055

18.5 Payment will be made 30 days following receipt of a correctly submitted invoice.

## **19. LOCATION**

19.1 The location of the Services will be carried out at:

19.1.1 Shannon Court  
10 Princes Parade  
Liverpool  
L3 1QY

19.1.2 Stephenson House  
Morton Palms Business Park  
Alderman Best Way  
Darlington  
DL1 4WD