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| **Summary Information**   |  |  | | --- | --- | | Reference number |  | | Notice Title | Risked Based Verification and Credit Reference Agency automated Risk Scoring contract | | Quotation request date | 26/06/2017 | | Closing date | 10/07/2017 | | Anticipated contract start date | 01/10/2017 | | Anticipate contract end date | 01/10/2020 | | Is this a smaller part of a primary contract | No | | Lowest value (£) | £25,000 | | Highest value (£) | £99,000 | | Is it suitable for SME and/or VCSE | Small and Medium Enterprise | | CPV Code (if known) | Not known | | | | |
| Officer Name | Phill Miall | Phone | 02079260898 |
| Directorate | Corporate Resources | Address | Olive Morris House (1st floor), 18 Brixton Hill, London, SW2 1RL |
| Team or Section | Business Transformation | E Mail | pmiall@lambeth.gov.uk |
|  | | | |

The London Borough of Lambeth Needs to Procure: ­

|  |  |  |  |
| --- | --- | --- | --- |
| **Quantity** | | **Description** | |
|  | | | |
|  | | Provide Risk Based Verification Software to risk score online submitted Change in Circumstances for Housing Benefit and Council Tax Support (HB/CTS) claimants.  In addition to provide an automated Credit Reference Agency () check for New Claims at the point they are automatically risk scored to ensure that some of those claims can be reduced to Medium Risk and others that are very high risk are flagged for investigation. | |
|  | | | |
| **Payment Terms:** | | 30 days | |
| **Any Other Conditions:** | | * Electronic Change of Circumstances must integrate with our online E-CIC claim provider (TeamNetsol) * Risk scores for HB/CTS Change in Circumstances applications must be able to be called within Lambeth’s (TeamNetsol’s BECs) online change form for all claim types. * Change in Circumstance Risk Distribution currently is 60% Low Risk, 20% Medium and 20% and those submitting bids must be able to demonstrate this type of range which supports our business model. * Credit Reference Agency Checks to be automated into our new claims online risk scoring (which is provided by Call Credit and will remain so). * Total duration of contract is 3 years * All bids must include breakdown of annual charges for RBV E-CIC, CRA and Maintenance costs | |
|  | |  | |
| **Lambeth’s Standard Terms and Conditions of Contract:** | | Please refer to Consultancy Contract template | |
| **Quotation Evaluation Methodology:** | Price + QualityLowest price | |

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| **Description (Specification)** |
| 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 scores for Housing & Council Tax Support Changes in Circumstances submitted online and to produce an automated integrated Credit Reference Agency check for online new claims at the point they are automatically risk scored (by our existing new claims provider (Call Credit).  Lambeth has a live case load of 35,272 Housing Benefit and 26,778 Council Tax Support claims.  Approximately 76,000 Housing Benefit Change in Circumstance assessments take place each year and approx. 11,000 of these are risk scored annually.  **Automatic Risk Scoring of submitted online Change in Circumstances claims (e-cics)**  In April 2014 Lambeth Benefits Service procured automated risk scoring for use with our online electronic change in circumstances form.  Each online electronic change in circumstance application is automatically risk scored at the point of submission. The outcome is either low, medium or high risk. For those cases that are deemed low risk Lambeth Council Benefit service can put these changes into payment immediately as no evidence is required under DWP easement.  Medium and High risk claims must submit to the DWP’s verification framework requiring full documentary evidence.  **Credit Reference Agency (CRA) checks incorporated into automated risk based verification of electronically submitted New Claims.**  In addition, the Council has implemented verification plus on its medium and high risk new claims in the form of an automated and integrated Credit Reference Agency (CRA) check.  This CRA automated and integrated system sends all medium and high risk scored New Claims through an automated CRA check at the same time as they are risk scored.  The effect of this is to render a number of otherwise medium risk cases into low risk and a very small number of high risk cases requiring additional exempted search access to resolve anomalies.  Implementing CRA allows the Benefits service to dispense with high risk telephone interviews (for New claims only) and achieve substantial savings.  This new contract will commence from 1st October 2017.  There is currently a waiver in place with the same supplier to ensure contract continuity until 30 September 2017.  The costs associated with RBV Changes and CRA New claims must be broken down separately annually as well as identifying any annual maintenance fees.  Service Providers will be required to submit their quotations [using the template below], in order that a comparison between providers can be made, as part of the assessment of responses.  Please respond by email to [pmiall@Lambeth.gov.uk](mailto:pmiall@Lambeth.gov.uk) restricting your narrative response to two sides of A4 paper (in addition to timescales and resource schedule chart), closing day is Monday 10th July 2017 at midday. |
| **Evaluation Criteria** |
| The evaluation will be based on your price proposal and proposals in relation to risk distribution and service provision delivery. |
| **Requirements** |
| The successful supplier will be expected to:   * Detail all resources and support that will be provided during implementation * Return a propensity model in the ratio of 62% Low risk, 19% Medium risk and 19 % high risk. * Provide risk scoring integrated to our current online supplier of e-change form (TeamNetsol). * Ensure that integrated Credit Reference Agency checks can be undertaken on electronically submitted new claims at the same time. * The risk Score (Low Medium & High) on your system must be able to be retained on Team Netsol Admin Change site for Lambeth to interrogate. * Trouble shooting and general support during implementation * Full testing and implementation to the satisfaction of LBL * Provide full details of the Service Level Agreement that can be assured to Lambeth in relation to % of system unavailability that would be deemed acceptable, response times to service failure queries etc?   Contract award is likely to be made by 7th August 2017 with the successful supplier demonstrating by project plan that they are able to accomplish testing and go live by 1st of October 2017. |
| **Terms and Conditions** |
| **Please see Consultancy Contract template** |

Note to Suppliers

Please use the following page to provide details of your offer to the Council. Prices should be shown exclusive of VAT and inclusive of carriage and delivery and all discounts.

**Supplier are required to complete and return the below declaration. Quotes will not be accepted unless it is fully completed. The Details of Quote section can be removed if you intend to submit a written price/quote via your quote system, on headed paper or via email.**

Quotation Submission

For Completion by the Supplier

|  |  |  |  |
| --- | --- | --- | --- |
| **(Supplier Name)** | | | |
|  | | | |
| Quotation Submission Date: |  | | |
| Contact Name: |  | Phone: |  |
| Department (if needed): |  | Fax: |  |
| Address: |  | E Mail: |  |

Our firm does hereby offer to supply the following supplies / services [please delete as appropriate] as per the delivery schedule above. We include the fixed prices in the table below; prices shown are exclusive of VAT and inclusive of carriage and delivery and all discounts:

**Details of Quote**

|  |  |  |
| --- | --- | --- |
| **Description** | **Price Per Item, Day or Instance** | **Total Price** |
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This quotation will remain valid until [insert date], from the Quotation Submission Date above.

Supplier Declaration

After you have completed this form, please read the statements below and agree to the following statements:

* I have read and understood Lambeth’s procurement guidance for suppliers, [“Selling to the Council”](http://www.lambeth.gov.uk/business-services-rates-and-licensing/selling-services/sell-goods-and-services-to-the-council-guide)
* I accept the Terms and Conditions indicated on this form
* If I am selected to provide the above services and/or supplies this form and the information on it will form part of my contract with the London Borough of Lambeth
* If I am selected to provide the above services and/or supplies I will complete the Council’s Supplier Self Certification form. Failure to complete this form will result in my quotation not being accepted
* Lambeth is under no obligation to accept the final results of the quotation competition or the lowest price for any particular item submitted by a supplier
* Non-delivery of services or products will result in non-payment by the Council
* False representation could result in de-selection from any competition or termination of contract
* It is a criminal offence to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body. I understand that any such action will empower the Council to cancel any contract or commission currently in force and may result in my exclusion from future work
* Lambeth has the right to use this information for the prevention and detection of fraud

If you understand and agree to these statements please check the box below. By checking the box you also certify that the information you have supplied is accurate to the best of your knowledge, has been prepared by your firm with the absence of collusion and that you accept the conditions and undertakings in this form. If you do not check the box you will not be able to work with the London Borough of Lambeth:

Yes