



**CAPABILITY ASSESSMENT**  
**FOR**  
**the provision of Residential Data Services to the**  
**Valuation Office Agency**  
**VOA/2022/003.**

## **1. CAPABILITY ASSESSMENT SCOPE**

- 1.1** The VOA is seeking to understand the market capability in regards to residential data service provision.
- 1.2** The Authority has not specified a format for the detailed response as this can limit creativity and make it difficult to understand. Organisations are therefore freely available to present information in their desired format.

## **2. BACKGROUND TO THE AUTHORITY**

- 2.1** The Valuation Office Agency (VOA) is an executive agency of HMRC with circa 3,500 staff. Our main functions are to compile and maintain the business rating and council tax valuation lists for England and Wales, value property in England, Wales and Scotland for the purposes of taxes administered by HMRC, provide statutory and non-statutory property valuation services in England, Wales and Scotland, determine Local Housing Allowance levels and register fair rents in England.
- 2.2** The Valuation Office Agency's rating and council tax valuations provide the base valuation data for the collection of around £51 billion of local taxation a year.
- 2.3** The work of the VOA encompasses:
  - compiling and maintaining lists of rateable values of the 2 million non-domestic properties in England, and the 125,000 in Wales, to support the collection of around £25 billion in business rates;
  - compiling and maintaining the lists of council tax bandings of some 23 million domestic properties in England and 1.3 million in Wales, to support the collection of around £26 billion in council tax;
  - determining local housing allowances across some 150 Broad Rental Market areas for housing benefit purposes and registering some 60,000 Rent Act 1977 fair rents in England;
  - delivering a range of statutory and non-statutory valuation and surveying services to central and local government departments and the wider public sector; and
  - providing valuation advice to HMRC in connection with capital gains, inheritance tax and other tax compliance work.
  - Please see [www.voa.gov.uk](http://www.voa.gov.uk) for further details.

## **3. BACKGROUND TO THE REQUIREMENT**

The VOA requires a reliable and regularly updated supply of accurate residential property data, which is sufficient to support a wide variety of valuation purposes; but specifically to maintain the accuracy of the Council Tax valuation lists, ensure the quality and completeness of our data, reduce the need for physical inspections and to increase

timeliness of response to taxpayers and limit the burden on occupiers to provide information about their properties.

The data should comprise of information relating to the physical characteristics, marketing and transactional information of individual properties. The data will only be required for residential properties.

The supplier should provide access to individual Residential property records via the Client's desktop PCs and laptops, using a website interface.

## INFORMATION REQUIRED

### *Service Requirement*

All the requirements set out below apply to both current data and archived data. There should be no degradation in the specification of data that is no longer current. In particular, plans, brochures and photographs of properties should remain available on all data which includes links to information sourced by a third party supplier that you are giving VOA access to, not just current data.

### 3.1 Property Data

The data should be broken down to individual properties and **must** include the following for each property:

- (a) Data relating to residential buildings only. Land and non-residential property is not required.
- (b) A full postal (PAF) address to allow accurate identification down to specific number (including any suffixes for flats) or name of the property. These should include the current marketing price (sale or rental) if applicable, and any relevant tenure information
- (c) Description and details of type of property (e.g. semi detached house, detached bungalow, flat) or a photograph that provides this information
- (d) Number and use of rooms, bedrooms and bathrooms or a plan that provides this information
- (e) The lowest floor level for flats and maisonettes (e.g. ground floor, basement, 1<sup>st</sup> floor). The number of floors for a house or bungalow, or a photograph or plan that provides this information
- (f) Details of any garaging, off street or allocated parking that form part of the property
- (g) Construction and floor area of any conservatory that forms part of the property or a photograph that provides this information
- (h) Presence of central heating
- (i) A plan of the property with full dimensions, capable of expansion on screen to enable easy viewing of dimensions (or dimensions should be listed separately), a total area figure including calculations if available

- (j) Historic plans of the property
- (k) Photographs of the property both internal and external
- (l) Details of extensions/improvements

The following requirements are desirable but not compulsory (unless they are required to fulfil criteria above):

- (a) Presence of significant outbuildings (such as stables or leisure buildings) or a photograph that provides this information
- (b) Presence of any additional self-contained living accommodation
- (c) Date the property was built or converted
- (d) Details of any value significant factors that affect the property, both positive and negative (e.g. sea views or close proximity to motorway)
- (e) Details of major modernisation of the property from your earliest sourced records up until the present day
- (f) Details of whether the property was built by or for a social housing provider
- (g) The effective floor area (flats and maisonettes) or reduced covered area (houses and bungalows) of the property, or the dimensions to allow calculation of these figures
- (h) Sales brochure
- (i) Details of any planning permissions granted at the property
- (j) A Breakdown of living rooms use (e.g. lounge, dining, study)

The following requirements are optional:

- (a) Energy Performance certificate
- (b) Location plan

### **3.2 Transaction & Marketing data required**

The following requirements are essential and must be demonstrated in the response to this capability assessment:

- (a) Where appropriate, each record should have the marketed price, achieved price and/or valuation of the property, in terms of rental or sale or both.
- (b) Where appropriate, each record should detail the marketing history (including date first marketed), date of transaction and/or the valuation or inspection date of the property relating to that property record. This information should allow the user to ascertain the approximate date the property data was compiled.

### **3.3 Bulk data coverage**

The following requirements are essential and must be demonstrated in the response to this capability assessment:

- (a) Each property should have the National Land Property Gazetteer (NLPG) Unique Property Reference Number (UPRN)

### **3.4 Scope, breadth and currency of information coverage**

The following requirements are essential and must be demonstrated in the response to this capability assessment:

- (a) The records should consistently cover transactions since your earliest sourced records and be spread geographically throughout each region across England (North West; North East; Yorkshire and The Humber; East Midlands; West Midlands; East of England; London, South East and South West),
- (b) The records should consistently cover transactions since your earliest sourced records across Central London (This includes Camden, City of London, Hackney, Hammersmith & Fulham, Haringey, Islington, Kensington & Chelsea, Lambeth, Lewisham, Newham, Southwark, Tower Hamlets, Wandsworth, Westminster City)
- (c) The records should consistently cover transactions since your earliest sourced records across Wales
- (d) The records should consistently cover transactions since your earliest sourced records and across Scotland
- (e) Properties that have sold or been let recently are very important to the Valuation Office Agency. Therefore it is important that the supplier's records provide good coverage of recent transactions for uniquely identifiable properties.
- (f) New records should be added as they become available and on a regular basis (see (e) above for relevant timescale).
- (g) The data should be available for the duration of the contract (12 months), with access to the data existing at the end of the contract available for a further 12 months thereafter.

### **3.5 Access to, and provision of, information**

The following requirements are essential and must be demonstrated in the response to this capability assessment:

- (a) The data must be available for access during normal office hours (7am to 7pm) Monday to Friday (excluding public holidays).
- (b) The data should be available on a VOA desktop or via a VOA networked device to approximately 400 users simultaneously, without degradation of service. Planned maintenance to the data must be outside normal office hours (7am to 7pm) or at weekends.
- (c) The supplier should have processes in place to deal with unexpected outages to minimise downtime or poor performance.

- (d) The supplier should provide comprehensive guidance (in electronic form) to VOA staff on how to access the data. Full training should be provided by the supplier to key staff.
- (e) The supplier should also provide bulk data (to an agreed format) on a monthly basis for all available residential properties that have property attributes, with associated market values as described in Section 3. This will enable the Client to match the Residential property records in its own database with those that exist within the supplier's database.
- (f) The records must be searchable by full address, full and partial postcode and street/town.
- (g) Where a search provides more than one option, the results should be displayed as a summary that includes the full address of the property, achieved price and date of record (where appropriate).
- (h) Supply of information should meet HMG Security Policy Framework requirements. Internet access must be by pre-registered, authorised user only and password protected.

### **3.6 Rights of use of data & future development**

The following requirements are essential and must be demonstrated in the response to this capability assessment:

- (a) The supplier must have the legal right to use all of the information contained in the records supplied, including any third party data, and the right to re-sell the data concerned, and the right to grant the licence required in respect of the data as set out in sub paragraph (b) below.
- (b) The supplier must grant a perpetual, irrevocable, non-exclusive licence to use the Property Data supplied in the UK, within VOA and HMRC in accordance with its duties under the Commissioners for Revenue and Customs Act 2005, including the right to grant sub-licences to Contracting Authorities and third parties appointed by Contracting Authorities to provide services to them.

### ***Security Requirement***

The service provider will be processing sensitive VOA staff data. The service provider must therefore:

- 3.1.1 Ensure adherence to ISO 27001 and other such standards;
  - 3.1.2 Store and process all VOA data within the UK, ensuring that there is no offshoring of either data storage or processing under any circumstances;
  - 3.1.3 Have robust processes in place for obtaining security assurance from subcontractors involved in the processing of VOA data;
  - 3.1.4 Ensure, where cloud technology is used to provide the service, that all such technologies are compliant with NCSC Cloud Security principles.
- Should there be the use of subcontractors, please provide details of how your organisation obtain assurance from them regarding the security of VOA data.
  - Describe your approach on the security breaches through your security incident management process

- Provide details that VOA data is secure - both physically and electronically, in transit and at rest.
- Supplier needs to meet the VOA supplier security assurance conditions. In addition the proposed service may be required to undergo an IT Security Health check performed by an independent CHECK service provider and the results will need to satisfy VOA assurance. This may require the provider visiting the supplier's site for the test.
- Any Encryption used between the supplier and VOA must be to HMG standards ie TLS 1.2
- Where the supplier uses Cloud technology to provide the service, they should be consistent with NCSC Cloud Security principles.
- All supplier staff dealing with VOA data should be vetted to the same standard as the Baseline Personnel Security Standard (BPSS)
- Please list any relevant certificates i.e ISO27001 or Cyber essential. There must be no offshoring of data either stored or processed by the supplier.

### **3.2 Data Protection Requirement**

- Provide evidence of how your organisation will comply with GDPR.
- Management Information flexibility and adjustability.

### **3.3 Price**

Please include your potential Service Cost including any training, set up fees, etc. Prices should be submitted in pounds Sterling inclusive of any expenses, but exclusive of VAT.

- 3.4** We have proposed the below table for your convenience. However, we are also open to other formats of your service cost that you might wish to submit for the purpose of this capability assessment.

	<b>Rates,£</b>
<b>Up to 99,999 unique property records</b>	
<b>100,000 to 199,999 unique property records</b>	
<b>200,000 to 299,999 unique property records</b>	
<b>300,000 to 399,999 unique property records</b>	
<b>400,000 to 499,999 unique property records</b>	
<b>500,000 to 999,999 unique property records</b>	
<b>1,000,000 - 3,000,000 unique property records</b>	
<b>Greater than 3,000,000 unique property records</b>	
<b>Unlimited access</b>	

	Rates
<b>FRONT END TRAINING</b>	<b>Cost £</b>
Electronic training materials (to be available pre start up and maintained thereafter)	
Induction training to up to 10 VOA key personnel (to be delivered pre start up)	
<b>ONGOING SUPPORT</b>	<b>Cost £</b>
Telephone Help Desk To be available Mon - Fri 7am to 7pm excluding Bank Holidays)	

- 3.5 All information submitted by Organisations shall be kept for audit purposes for seven (7) years from the Deadline for submission of a Capability Assessment Response.

#### 4. CAPABILITY ASSESSMENT TIMETABLE

- 4.1 Please see the below for the Capability Assessments timetable:

DATE	ACTIVITY
1 <sup>st</sup> of April 2022	Publication of the Capability Assessment
1 <sup>st</sup> of April 2022	Clarification period starts
3 pm 8 <sup>th</sup> of April 2022	Clarification period closes
3 pm 12 <sup>th</sup> April 2022	Deadline for submission of a Capability Assessment Response

#### 5. CLARIFICATION PERIOD

- 5.1 Organisations may raise questions or seek clarification regarding any aspect of this Capability Assessment at any time prior to the Clarification Deadline. Questions must be emailed to **tenders@voa.gov.uk** by email entitled “**Capability Assessment Clarification – Residential Data service**” before **3.00pm on 8<sup>th</sup> of April 2022**.
- 5.2 You should send a PDF or read-only electronic copy of your response by e-mail to **tenders@voa.gov.uk**, as an attachment to an e-mail message entitled “**Capability Assessment Response – Residential Data service**”.

- 5.3** Capability Assessment response to arrive no later than **3:00pm on 12th April 2022** (unless the date is subsequently amended in writing by the VOA).

## **6. COSTS**

- 6.1** The Authority will not reimburse any costs incurred by an Organisation (including the costs or expenses of any members of its Group of Economic Operators (if acting as a Lead Contact), Sub-Contractors or advisors) in connection with the preparation and/or submission of the Organization's Capability Assessment response, including (without limit) where:
- 6.1.1** The Capability Assessment is cancelled, shortened or delayed for any reason (including without limitation, where such action is necessary due to non-compliance or potential non-compliance with the law, including the Regulations);
  - 6.1.2** All or any part of the Capability Assessment is at any time amended, clarified, added to or withdrawn for any reason;
  - 6.1.3** The Organisation and/or its Respondent is disqualified from participation in this Capability Assessment for any reason, including breach of these Terms of Participation.

## **7. RIGHT TO CANCEL OR VARY THIS CAPABILITY ASSESSMENT**

- 7.1** The Authority reserves the right, subject to the rules set out in the Regulations, to:
- 7.1.1** Change the basis of or the procedures for this Capability Assessment at any time;
  - 7.1.2** Amend, clarify, add to or withdraw all or any part of the Capability Assessment at any time, including varying any timetable or deadlines set out in the Capability Assessment; and:
  - 7.1.3** Cancel all or part of this Capability Assessment at any stage and at any time.

## **8. RIGHT TO CONFIRM OR REQUEST UPDATED CAPABILITY ASSESSMENT INFORMATION**

- 8.1** The Authority reserves the right to require Organisations to confirm that their Capability Assessment response remains accurate at all stages of the Capability Assessment process and/or to request updated Information.
- 8.2** The Authority also reserves the right to specify additional standards or requirements according to their particular requirements.

## **9. NOTICES TO ORGANISATIONS**

- 9.1** Whilst prepared in good faith, the Capability Assessment documents are intended only as a preliminary background explanation of the Authority's activities and plans.

Therefore it isn't intended to form the basis of any decision on whether to enter into any contractual relationship with the Authority.

**9.2** The Capability Assessment documents do not purport to be all inclusive or to contain all of the information that Organisation's may require.

**9.3** Neither the Authority or its advisors, or the directors, officers, partners, employees, other staff, agents or advisers of any such body or person:

9.3.1 Makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the Capability Assessment documents;

9.3.2 Accepts any responsibility for the information contained in the Capability Assessment documents or for its fairness, accuracy or completeness; or

9.3.3 Shall be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.

**9.4** Nothing in the Capability Assessment documents is, or should be, relied upon as a promissory or a representation as to the Authority's ultimate decisions in relation to the Capability Assessment

**9.5** The publication of the Capability Assessment documents in no way commits the Authority to award any contract.

## **10. FREEDOM OF INFORMATION**

**10.1** In accordance with the obligations and duties placed upon public authorities by the FoIA (Freedom of Information Act 2000) and the EIR (Environmental Information Regulations 2004) and in accordance with any Government Code of Practice on the discharge of public authorities' functions under the FoIA all information submitted to the Authority may be disclosed under a Capability Assessment made pursuant to the FoIA and the EIR.

**10.2** Organisations should note that the information disclosed pursuant to a FoIA or EIR request may include, but is not limited to, the disclosure of its Capability Assessment response (including any attachments or embedded documents).

**10.3** If the Organisation considers any part of its Response or any other information it submits to be confidential or commercially sensitive, the Organisations should:

10.3.1 Clearly identify such information as confidential or commercially sensitive;

10.3.2 Explain the potential implications of disclosure of such information taking into account and specifically addressing the public interest test as set out in the FoIA; and

10.3.3 Provide an estimate of the period of time during which it believes that such information will remain confidential or commercially sensitive.

- 10.4** If the Organisation identifies that part of its Response or other information it submits is confidential or commercially sensitive, the Authority in its sole discretion will consider whether or not to withhold such information from publication. Organisations should note that, even where information is identified as confidential or commercially sensitive, the Authority may be required to disclose such information in accordance with the FoIA or the EIR.
- 10.5** The Authority is required to form an independent judgement of whether the Organisation's information referred to in paragraph 10.4 is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. The Authority cannot guarantee that any information indicated as being confidential or commercially sensitive by the Organisation will be withheld from publication.
- 10.6** If the Organisation receives a Capability Assessment under the FoIA or the EIR during and in relation to this Capability Assessment, it should be immediately referred to the Authority.

## **11. INTELLECTUAL PROPERTY RIGHTS**

- 11.1** The Capability Assessment issued shall remain the property of the Authority and shall be used by the Organisation only for the purposes of this Capability Assessment.
- 11.2** The Organisation grants the Authority an irrevocable, perpetual, non-exclusive licence to copy, amend and reproduce any intellectual property contained within its Response for the purposes of carrying out this Capability Assessment; complying with the law and/or any government guidance; and/or carrying out the Authority's business activities. This licence shall also permit the Authority to sublicense the use of the Organisation's Response to its advisers or sub-contractors or other Contracting Bodies for the same purposes.

## **12. NO INDUCEMENT OR INCENTIVE**

- 12.1** The Organisation acknowledges and agrees that nothing contained within the Capability Assessment shall constitute an inducement or incentive nor shall have in any other way persuaded an Organisation to submit a Response or enter into any other contractual agreement.

## **13. LAW AND JURISDICTION**

- 13.1** Any dispute (including non-contractual disputes or claims) relating to this Capability Assessment shall be governed by and construed in accordance with the laws of England and Wales.
- 13.2** The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Capability Assessment (including non-contractual disputes or claims).

**14. CONTACT INFORMATION**

Commercial Lead	
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