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**

**Our Vision:**

It is critical that all revenue streams are optimised to provide resources to support delivery of the Councils 2030 vision.

**Strategic Objective 1:** To maximise the income to the Council by finding hereditaments that are not currently held on the Business Rates Rating Lists.

**Scope of Services:**

Lambeth has a contract with third party to provide Revenue’s collection and customer services concerning council tax and non-domestic rates, corporate services, and housing. This contract was extended in 2017 and runs through to November 2026. However, Tax Base building is not part of this contract.

We are currently looking to appoint a suitably experienced partner to assist the Council in maximising its income in relation to Tax Base building and specifically the Business Rates Rating List.

The Provider is to produce recommendations and relevant reports for onward transmission to the Valuation Office Agency (VOA) for inclusion in the Rating lists and to liaise with the VOA and Rating agents where appropriate.

The provider is required to provide property assessment reports to include:

* Details of the property including address
* Reasons for the change identified
* Planning references
* Photos/supporting evidence
* Date the changes took place
* Who is considered to be liable for charging purposes (e.g., owner/director/registered business address etc.)
* Estimated RV

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1. **Insurance Requirements**

The successful bidder must have appropriate insurance policies in place during the term of the contract, that provides the following cover (as a minimum):

* Public liability £5m
* Employers’ liability £5m

1. **Quality Standards**

The Provider must have a membership with Institute of Revenues Rating and Valuation (IRRV) or similar organization.

Billing Authority Reports and Evidence must be to Valuation Office Agency submission standards.

1. **Experience**

The Provider should have suitable experience in particular with similar local authority contracts.

The provider should be able to provide summaries of 3 similar local authority revenues contracts that have been undertaken (or are currently undertaking).

1. **Frequency of Contract Meetings**

The provider should attend the following meetings:

* Initial briefing meeting with Council’s Assistant Director Revenue & Benefits and Contract manager – Revenues
* Regular meetings during the period of the contract as required.

1. **Contract Management Arrangements**

Lead: Jeremy Piper, Contract Manager – Revenues

Escalations: Tim Hillman-Brown, Assistant Director Revenue & Benefits