

Appendix E - Specification

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:

We make access to all council services simple for all, ensure that we offer a quality customer-focused service end-to-end, and enable maximum self-service for those that can:

Strategic Objective 1: To deliver an improved and consistent customer experience.

Strategic Objective 2: Design our services in such a way that makes them easy to access, whilst delivering the right outcomes in the most efficient way possible.

Strategic Objective 3: To invest in technology to enable us to deliver services in a way that meets your expectations.

Strategic Objective 4: Create the environment, facilities and advocacy to support those that most need it.

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.

We are currently looking to appoint a suitably experienced consultant to assist the Council with a high-level options analysis of service delivery options for the Council's Revenues collection service (Council Tax and Business Rates).

The provider should produce a High-level Options analysis which should consist of the following components:

- Market Review
- Analysis of options
- Financial Analysis
- Overall Strategy and possible implementation outlines
- Recommendations

2. 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

3. Quality Standards

Completion and Final sign off of Revenues Service Delivery High-Level Options Appraisal report.

Appendix E - Specification

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

4. 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).

5. Frequency of Contract Meetings

The provider should attend the following meetings:

- Initial briefing meeting with Council's Head of Service and Contract manager – Revenues
- Interim Report/Meetings – findings to date as Appendix C - Delivery milestones
- Presentation - Provider to present options, including long term and implementation costs as Appendix C – Delivery milestones.
- Completion and Final sign off of Revenues Service Delivery Options appraisal report as Appendix C – Delivery milestones.
- Adhoc meetings during the period of the contract as required.

6. Contract Management Arrangements

Lead: Jeremy Piper, Contract Manager – Revenues

Escalations: Tim Hillman-Brown, Head of Revenues & Benefits