**SOFT MARKET TESTING**

**For**

**REVENUES BENEFITS AND HOUSING**

**Section 1: Introduction**

**CONTRACT**

## General Requirements

* 1. The purpose of this document is to briefly explain to suppliers the business and suppliers can explain the relevance of goods, services and their experience to the requirements.
  2. **Please note:** this market testing exercise is **not** an invitation to tender or a request for formal expressions of interest. This document does not form any part of an invitation to tender. This request for **information only**. Any supplier invited to present to London Borough of Brent is doing so to support market research only and to help make any potential procurement process more focused and efficient. No supplier selection or supplier preference is implied.

## Confidentiality and Freedom of Information (FOI)

* 1. **Please note:** all information included in this Soft Market Testing is confidential and only for the recipients’ knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party without prior written authorisation.

All responses will be treated confidentially. However, please be aware that we are subject to the disclosure requirements of the FOI Act and that potentially any information we hold is liable to disclosure under that Act. For this reason, we strongly advise that any information you consider to be confidential is labelled as such. In the event that a request is subsequently made for disclosure under FOI the request will be dealt with in accordance with the legislation.

## Background

3.1 A contract to provide a system for housing, benefits and council tax started in April 2022 and is expiring on the 30.04.2025. To extend this contract a Soft Market Test is required in advance.

## Soft Market Test Timetable

* 1. Please read this document and if you feel that your organisation is able to contribute to this exercise please complete the questionnaire at the end of this document and return, via the messaging facility on the E-Procurement Portal (ProContract) by 12:00pm on 18/07/2024
  2. Responses to the questionnaires will be used to help inform our specifications and preferred procurement approach. If we need to seek any additional clarification or detail around a response, then we will contact the responder directly.
  3. The key findings from the soft market testing will be published once all responses have been analysed.
  4. The timetable is provided below:

|  |  |
| --- | --- |
| **Stage** | **Date** |
| Deadline for receipt of responses to Soft Market Test. | 18/07/2024 |
| Decision on way forward. | TBC |

* 1. Potential responders will not be prejudiced in any future procurement processes by either responding or not responding to this soft market test exercise.
  2. The Soft Market Test will have affect the Council’s Council Tax and Benefits Services on how they are delivered in future. The functional requirements of the Council’s Council Tax and Benefits Services are also rapidly evolving as a consequence of channel shift and a move towards greater automation. The Council is seeking to deliver a higher level of automation and self-service for the Council Tax and Benefits Services that will realise long term business aims, improve performance, productivity and bring about cost reductions.
  3. To meet its corporate strategic and service specific objectives LBB is looking to test/check its Council Tax and Benefits Processing System is fit for purpose and represents Best Value. This may be either as “Software as a Services” (SaaS) models or “on-premises” models or variants thereof.
  4. The Electronic Document and Record Management (EDRM) and Workflow System applications are not being reviewed as part of this process. These are provided in-house via MS Dynamics.
  5. Proposals are restricted to HB and Council Tax. Business Rates is not included.
  6. The Council is seeking to identify and implement a solution or solutions that address the corporate and services objectives described above.
  7. The key focus will be on a solution(s) that will enable LBB to:
* Increase automation and self-service with a portal solution.
* Reduce costs.
* Improve efficiencies.
* Deal effectively with all current and future legislative demands in an environment where workload demands are continuously changing.
  1. Proposals are invited for one or both of the following either as on-site or SaaS solution(s) or variants thereof:

**Council Tax and Benefits Core Processing System**

* 1. A Council Tax and Benefits Processing System that will facilitate:
* Council Tax administration, collection, recovery and enforcement.
* Administration of Housing Benefit (HB) and Council Tax Support (CTS).
* Collection and recovery of Housing Benefit overpayments.
* Administration of Discretionary Housing Payments (DHP).
  1. Council Tax and Benefits Services are central to the Council’s finances and to the resident’s experience of dealing with the Council. The Council must therefore avoid any interruption or disruption to Services and a key requirement for any proposed solution(s) will be a smooth on-boarding and transitional process that will allow for continuity of business. Implementation dates and times will be agreed with the supplier following completion of any future procurement process.

**Background Information**

* 1. LBB is a large London borough with a population of over 340,000. LBB’s Council Tax and Benefits Services are amongst the larger in London and England and is responsible for financial transactions in excess of £300M per year. The Council’s Council Tax and Benefits Services is highly transactional and processes in excess of 400,000 items of work each year.

**Current Functions**

* 1. The Council Tax and Benefits Services is responsible for providing the following Council functions:
  2. ***Council Tax – administration, collection, recovery and enforcement.***
  3. There are 134,000 properties that are registered for Council Tax with a net liability totalling £216m for 2024/25.
  4. **Housing Benefit (HB) and Council Tax Support (CTS)**
  5. The Council Tax and Benefits Services has a live caseload of circa 27,000 Housing Benefit and Council Tax Support claims making annual Housing Benefit payments of approximately £160m and annual Council Tax Support awards of approximately £33m.
  6. ***Collection and recovery of Housing Benefit overpayments***
  7. There is a large amount of overpaid Housing Benefit that is currently being recovered by the Council Tax and Benefits Services and this will continue to be recovered in future years beyond the full implementation of Universal Credit.
  8. ***Discretionary Housing Payments (DHP)***
  9. The Council Tax and Benefits Services are responsible for administering Discretionary Housing Payments for Housing Benefit and Universal Credit recipients.
  10. **Existing Services**
  11. The Council Tax and Benefits Services’ administration is based on one site in Brent at the Civic Centre and is supported by a network of workers who work some days at home and some remotely from their homes. Access to Council Tax and Benefits Systems is also available to Contact Centre, Customer Service and Hub advisors on the Council’s network. The Council provides face to face services from 0.3 hub locations.
  12. The Council Tax and Benefits Services currently uses NEC as its supplier for the processing system. The processing system is on-premises and is managed by the Council’s IT team.
  13. The NEC system interfaces with a MS Dynamics Electronic Document and Records Management system.
  14. The Council is currently moving from in-house MS Dynamics portal for resident access to NEC’s Citizen Access SaaS.
  15. The NEC (on-site at Brent Civic Centre) systems have been operational in Brent for a number of years and have been renewed on a regular basis. Until May 2019 the council tax service was outsourced to Capita, with the NEC predating this.
  16. Both systems have been enhanced by additional modules in recent years and include some non-standard code and interfaces. This presents the Council Tax and Benefits Services with an additional level of complexity when seeking to modernise and automate Services delivery. The Services have a preference for adopting standardised application software where possible.
  17. **1 Mandatory Requirements**
  18. Suppliers shall ensure that any solution(s) meets all relevant legislative requirements and is able to facilitate the production of Government returns where appropriate.
  19. Suppliers shall ensure their system can provide audit data as to the identity of end-users who have accessed data including any DWP originated data and include time and date stamp of such activity.
  20. Suppliers shall ensure that that staff supporting the system are subject to the relevant pre-employment checks to the required level, Baseline Personal Security Standard or SC clearance.
  21. Suppliers shall ensure that no data will be transmitted or stored outside of the UK.
  22. Suppliers shall confirm that the solution(s) will be deployed under strict user-permission based control due to the highly sensitive nature of data contained within. This should include specific controls for high-risk areas including parameter changes, changes to system access levels, and authority to process high value payments / refunds.
  23. Suppliers shall confirm and demonstrate how the solution will provide an end to end automated self-service of on-line transactions to:
* enable customers to apply for Housing Benefit and Council Tax Support, Discretionary Housing Payments and, if possible, Free School Meals.
* Enable customers to notify the department of changes in circumstances relating to Housing Benefit and Council Tax Support, Discretionary Housing Payments, and Free School Meals.
* enable customers to view their Council Tax and Business Rates account and property details.
* enable customers to update their Council Tax and Business Rates account and property details when they have move in out or within the area.
* enable customers to apply for Council Tax discounts and exemptions.
* enable customers to arrange to pay their Council Tax or Business Rates by Direct Debit.
* enable customers to register to receive their Council Tax or Business Rates bills electronically.
  1. Suppliers shall confirm that the solution(s) will provide a detailed audit trail of all transactions undertaken by users on the systems.
  2. Suppliers shall confirm that the solution(s) will interface with a range of other systems. As a minimum these interfaces will need to replicate those currently in operation within Brent Council’s existing Council Tax and Benefits System and will be detailed as part of any potential migration exercise.
  3. Suppliers shall provide detail of what encryption standards are deployed within the Services, and the key management process that supports data encryption in storage (data at rest) and in transit.
  4. Suppliers shall ensure that where DWP data is encrypted this meets with their Data Encryption Standard SS-007 or successor.
  5. Suppliers shall have in place a robust cyber security process audited to ISO 27001:2013, CSA Star or CSA CCM 3 standards including threat identification and mitigation that meet the standards claimed and include any supply chain protections.
  6. Suppliers shall confirm that an impact analysis of the General Data Protection Regulations (GDPR) has been undertaken against the system.
  7. Suppliers shall ensure that all LBB data remains the sole property of LBB and must not be viewed, moved, shared, or aggregated with other data without the explicit permission of LBB.
  8. Suppliers shall ensure that the solution(s) includes an archiving / deletion facility that complies with all General Data Protection Regulations and data security standards.
  9. **General System Requirements**
  10. Consideration will be given to both ‘Software as a Services’ (SaaS) or ‘on-site’ models of delivery and possibly variants thereof. Suppliers shall identify their preferred method of approach and outline the perceived business benefits of the approach to the Council. Any proposed solution(s) shall have the capacity to allow concurrent use by up to 400 users across multiple sites.
  11. Suppliers shall ensure a smooth and efficient management of the Implementation and transition period for this contract from "Order" to "Business as Usual". This includes all resources available to the Council for account and project team members.
  12. Suppliers shall provide a methodology for the installation of hardware, software, and User Testing/Acceptance of Solution.
  13. Suppliers shall, where required, deliver a migration plan detailing the cleansing and validation of data when transferring the council from existing solutions.
  14. Suppliers shall ensure that their system is intuitive and provides on-screen advice, help and user reporting.
  15. Suppliers shall provide a system that will support agile and mobile working without compromising functionality of performance.
  16. Suppliers shall provide a range of end user training for example train the trainer and e-learner packages to support changes in working practices.
  17. Suppliers shall deliver a system that will provide an optimisation and efficiency of workflows including configurable routing and distribution parameters for workflow items and staged routing.
  18. Suppliers shall support the council’s social value objectives throughout the duration of this contract.
  19. Suppliers shall outline the quality assurance, performance measurement, productivity monitoring and management information facilities available within the solution.
  20. Suppliers shall detail the proposed printing and resolution facilitation taking account of whether the proposed approach is SaaS or on premise.
  21. Suppliers shall provide a detailed definition of the roles and responsibilities of each party for the proposed solution(s) including system administration functions e.g., user security, system configuration, batch scheduling, release installation, interface maintenance etc. This detail should be provided for each element of the solution you are offering.
  22. The supplier shall provide a dedicated Account Manager for the duration of the contract, whose role will be to act as a key contact for all communications. It is required that the Supplier has regular account management meetings/conference calls with LBB as the customer, to monitor progress and effectiveness of the contract. The Supplier is asked to recommend a meeting frequency and level of personnel who would normally attend.

1. **Technical & Support**
   1. Suppliers shall confirm, demonstrate, and evidence the proposed support and maintenance model for the solution(s).
   2. Suppliers shall describe the overall architecture of the proposed solution(s) including detail of client, server, database / data, network elements and how those elements interact with each other. Suppliers shall also confirm the required network infrastructure including expected networking protocols, ports and bandwidth requirements.
   3. Suppliers shall confirm the minimum / recommended hardware / operating system requirements, and if any pre-requisite software is required.
   4. Suppliers shall explain, demonstrate, and evidence the licensing model for the proposed solution(s). The application will be required to provide suitable environments for live production, testing and development Suppliers must provide detail around the proposed environments including costs for these.
   5. Suppliers should describe how the proposed solution(s) integrates / interfaces with other products and solutions.
   6. In particular:
   7. • Integration between Council Tax and Benefits and Dynamics document management to maintain index data and support workflow operations
   8. • Printing solutions
   9. • Office 365
   10. Suppliers should describe how Integration and APIs are supported by the proposed solution(s). Suppliers shall ensure that any costs associated with integrations / interfaces are identified in the Pricing Matrix.
   11. Suppliers shall confirm, demonstrate and evidence how the proposed solution(s) supports data retention, data archiving and data deletion policies.
   12. Suppliers shall confirm that the solution(s) is accessible on mobile devices such as tablets and smartphones for resident self-Services.
   13. Suppliers shall outline the compatible operating platforms, format and functionality available.
   14. Suppliers shall describe how the proposed solution(s) utilises peripheral hardware such as scanners, including technology, provision, support and maintenance and any re-use of existing hardware.
   15. Suppliers shall confirm if the solution(s) provides single sign on capabilities. If the answer is yes, suppliers shall confirm, demonstrate and evidence how this is achieved.
   16. Suppliers shall confirm to what extent operations are dependent upon third parties (contractors, business partners, suppliers) for the solution(s). Suppliers shall provide details and locations of any third parties if applicable.
   17. Suppliers shall demonstrate and evidence the patch management strategy, policy, and procedures in place and responsibilities assigned for monitoring and promptly responding to patch releases, security bulletins, and vulnerability reports within the offering.
   18. Suppliers shall demonstrate and evidence the change management process for the offering.
   19. Suppliers shall describe the technical requirements for both the on-boarding and off boarding processes for the solutions offered. Implementation costs will be required as part of the Pricing Schedule.
   20. Suppliers shall confirm, demonstrate and evidence the approach that will be used for optimising and continuously fine-tuning performance. Suppliers shall include details of the standards, tools, methods and processes that will be used to ensure the arrangement will operate to maximum performance and quality of Services.
   21. Suppliers shall describe how Data Access, Security, Segregation & Encryption is applied to the proposed solution(s).
   22. Suppliers shall describe in detail how Business Continuity and Disaster Recovery is facilitated in the proposed solution(s). Suppliers shall describe what backup mechanisms are required or recommended to support the proposed solution(s), including advice on guidance you can provide regarding RTO and RPO.
   23. Suppliers shall confirm that where a system consumes and processes DWP donated data the DWP reserves the right to conduct audits to ensure compliance with conditions defined in the Memorandum of Understanding. Suppliers should state how the system permits these types of audits to be conducted.
   24. Suppliers shall confirm and demonstrate how any publicly accessible web pages in the solution(s), if any, meet Level AA of the Web Content Accessibility Guidelines (WCAG) 2.0 and they have been further enhanced through feedback from user testing by disabled people, older people, and people who use assistive technologies.
   25. Suppliers shall confirm and demonstrate how any publicly accessible web pages in the solution(s) can meet the design, user experience and style guidelines of the Council.
   26. Suppliers shall demonstrate and evidence the procedures for security and incident reporting specific to the solution(s).
   27. Suppliers shall confirm if there is a process for secure disposal of data, old media, or printed materials that contains confidential, personal or sensitive information.
   28. **Applicable to Externally Hosted only:**
   29. Suppliers shall provide details of the location of site operations and locations of data centres, including any off-site storage for data backups.
   30. Suppliers shall confirm what physical security measures are in place to restrict forced or unauthorised entry.
   31. Suppliers shall confirm if Internet-accessible servers protected by more than one security layer (firewalls, network IDS, host IDS, application IDS)
   32. **4 Core Processing**
   33. 4.1 Suppliers shall confirm and demonstrate that that the proposed solution(s) captures the minimum information required by the relevant legislation to enable:
   * an assessment of entitlement to Housing Benefit, Council Tax Support and Discretionary Housing Payments.
   * enable a user to create and maintain property details.
   * enable a user to create and maintain account details.
   * enable a user to create and maintain valuation details.
   * enable a user to create and maintain property exemptions.
   * enable a user to create and maintain discounts and reliefs.
   1. 4.2 Suppliers shall confirm and demonstrate that the proposed solution(s) will enable a user to search customer records using a variety of customer specific data including Unique Property Reference number, person and account reference number, name, address, date of birth, and National Insurance Number.
   2. 4.3 Suppliers shall confirm and demonstrate that the proposed solution(s) will produce comprehensive management information reports for Council Tax, Housing Benefit, Council Tax Support and Discretionary Housing Payments.
   3. 4.4 Suppliers shall confirm and demonstrate that the proposed solution(s) will produce comprehensive performance, caseload and other management information for Council Tax, Housing Benefit, Council Tax Support and Discretionary Housing Payments.
   4. 4.5 Suppliers shall confirm that the proposed solution(s) will provide the required Government returns and estimates associated with the administration of Council Tax, Housing Benefit, Council Tax Support and Discretionary Housing Payments.
   5. 4.6 Suppliers shall confirm that the proposed solution(s) provides a full financial reconciliation process associated with the administration of Council Tax, Housing Benefit, Council Tax Support and Discretionary Housing Payments.
   6. 4.7 Suppliers shall confirm and demonstrate that the proposed solution(s) has multi-year accounting facilities and has the ability to carry out Year End annual billing processes for Council Tax, and Annual Uprating for Housing Benefit and Council Tax Support.
   7. **Benefits Specific**
   8. 4.8 Suppliers shall confirm and demonstrate that the proposed solution(s) applies Risk Based Verification methodology to claims and changes in circumstances relating to Housing Benefit and Council Tax Support via on-line submission.
   9. 4.9 Suppliers shall confirm if the proposed solution(s) accepts electronic forms from the Department for Work and Pensions including those associated with ATLAS, HBMS, VEP (previously RTI and Optional RTI) and UC XML for Universal Credit ‘Full Services ’ areas and have the facility to import and automate processing of the data held within these forms directly into the processing system.
   10. 4.10 Suppliers shall confirm that for Housing Benefit, Council Tax Support and Discretionary Housing Payments the proposed solution(s) will:

* calculate new and updated entitlement.
* produce a payment where appropriate.
* enable the suspension or cancellation of a claim.
* generate an overpayment, where appropriate, and classify that overpayment in accordance with legislation and Government guidance.
* facilitate the effective recovery of any ‘overpayment’.
* produce notification letters and payment schedules in accordance with relevant legislation.
  1. 4.11 Suppliers shall confirm that the proposed solution(s) provides a full suite of appropriate subsidy reports to facilitate the completion of Government subsidy returns and associated audits.
  2. 4.12 Suppliers shall confirm that the proposed solution(s) provides a debtors facility where overpayments of Housing Benefit can be referred for recovery action. This facility should integrate with the core benefits processing system and the Council’s financial systems to initiate debt recovery processes in accordance with the relevant legislation and national guidelines.
  3. **Council Tax Specific**
  4. 4.13 Suppliers shall confirm that the proposed solution(s) can undertake both ad hoc (daily) and annual billing and allow for the bills to be produced and delivered electronically for Council Tax.
  5. 4.14 Suppliers shall confirm that the proposed solution(s) can undertake enforcement processes and produce the relevant documentation in line with the relevant legislation for Council Tax.
  6. 4.15 Suppliers shall confirm that the proposed solution(s) has an automated module that allows the import of Credit Reference Agency and Valuation Office data. That the solution’s automated module will allow the bulk progression of debts to the appropriate enforcement stage and will produce the relevant documentation in line with the relevant legislation for Council Tax.
  7. 4.16 Suppliers shall confirm that the proposed solution(s) will allow payments to be transferred and refunded for Council Tax.
  8. 4.17 Suppliers shall confirm that the proposed solution(s) has a suspense account facility for Council Tax.
  9. 4.18 Suppliers shall confirm that the proposed solution(s) has the ability to write off debts both individually and in batch for Council Tax.

**Section 2: Identification of Requirement**

## 5. Key Requirements 5. The key requirements /modules used by service are outlined below:

**CoreProduct** **Modules** **Sub Module**

NEC HousingAllocations Allocations

NEC Housing BARIS BARIS

NEC Housing Conflict of Interest Conflict of Interest

NEC Housing Customer Services Customer Services

NEC Housing Email WorksOrders Email WorksOrders

NEC Housing Estates Estates

NEC Housing Open Business Transactions All Standard APIs

NEC Housing Rents Rents

NEC Housing Repairs Repairs

NEC Housing Task Manager Rents

NEC Housing NROSH NROSH

NEC Housing Housing Fin Interface Housing Fin Interface

NEC Housing NEC HRB Housing Silver

NEC Housing User Authentication User Authentication

NEC Housing Auddis & Addacs Auddis & Addacs

**Questionnaire:**

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

## Section A: Organisation and Contact Details

|  |  |
| --- | --- |
| **Question** | **Response** |
| Name of your organisation | London Borough of Brent |
| Registered office (if applicable) |  |
| Trading address (if different from office) |  |
| Name of person whom any queries relating to this questionnaire should be addressed |  |
| Telephone Number(s) |  |
| Email |  |
| Address if different to above |  |

## Section B: Questions

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

| *#* | *Functional Requirement* | *Potential Provider can meet this requirement within the System proposed.* | *Not currently Available but will be rolled out within next major release* | *On the Road Map for future release but not intended to be released at the next major release* | *Functionality not available in the current product and no future plan to implement.* |
| --- | --- | --- | --- | --- | --- |
| 1 | The System shall capture the minimum information required by the regulations to enable:  • An assessment of entitlement to Housing Benefit and Council Tax Support and Discretionary Housing Payments. |  |  |  |  |
| 2 | The System shall capture the minimum information required by the regulations to enable:  • A user to Create and Maintain Property details. |  |  |  |  |
| 3 | The System shall capture the minimum information required by the regulations to enable:  • A user to create and maintain account details. |  |  |  |  |
| 4 | The System shall capture the minimum information required by the regulations to enable:  • A user to create and maintain valuation details. |  |  |  |  |
| 5 | The System shall capture the minimum information required by the regulations to enable:  • A user to create and maintain property exemptions. |  |  |  |  |
| 6 | The System shall capture the minimum information required by the regulations to enable:  • A user to create and maintain discounts and reliefs. |  |  |  |  |
| 7 | The System shall enable a user to search customer records using a variety of customer specific data including Unique Property Reference number, person and account reference number, name, address, date of birth, and National Insurance Number. |  |  |  |  |
| 8 | The system shall produce comprehensive management information reports for Council Tax, Housing Benefit, Council Tax Support and Discretionary Housing Payments |  |  |  |  |
| 9 | The System shall have an on-line facility that will:  •Enable customers to notify the department of changes in circumstances relating to Housing Benefit and Council Tax Support and Discretionary Housing Payments. |  |  |  |  |
| 10 | The system shall provide an end to end automated self-service of on-line transactions to:  • Enable customers to update their Council Tax. account and property details when they have moved in, out, or within the area. |  |  |  |  |
| 11 | The system shall provide an end to end automated self-service of on-line transactions to:  • Enable customers to apply for Council Tax discounts and exemptions. |  |  |  |  |
| 12 | The system shall provide an end to end automated self-service of on-line transactions to:  • Enable customers to arrange to pay their Council Tax by Direct Debit. |  |  |  |  |
| 13 | The system shall provide an end to end automated self-service of on-line transactions to:  • Enable customers to register to receive their Council Tax bills electronically. |  |  |  |  |
| 14 | The system should accept electronic forms from the Department for Work and Pensions including those associated with ATLAS, HBMS, VEP (previously RTI and Optional RTI) and UC XML for Universal Credit ‘Full Service’ areas and have the facility to import the data held within these forms directly into the processing system. |  |  |  |  |
| 15 | For Housing Benefit, Council Tax Support and Discretionary Housing Payments the system will:   * calculate new and updated entitlement. |  |  |  |  |
| 16 | For Housing Benefit, Council Tax Support and discretionary Housing Payments the system will:   * produce a payment where appropriate. |  |  |  |  |
| 17 | For Housing Benefit, Council Tax Support, Discretionary Housing the system will:   * enable the suspension or cancellation of a claim. |  |  |  |  |
| 18 | For Housing Benefit, Council Tax Support, Discretionary Housing Payments the system will:   * calculate new and updated entitlement. |  |  |  |  |
| 19 | For Housing Benefit, Council Tax Support, Discretionary Housing Payments the system will:   * generate an overpayment, where appropriate, and classify that overpayment in accordance with legislation and Government guidance. |  |  |  |  |
| 20 | For Housing Benefit, Council Tax Support, Discretionary Housing Payments the system will:   * facilitate the effective recovery of any ‘overpayment’. |  |  |  |  |
| 21 | For Housing Benefit, Council Tax Support, Discretionary Housing Payments the system will:   * Produce notification letters in accordance with relevant legislation |  |  |  |  |
| 22 | Suppliers shall confirm that the proposed solution(s) provides a full suite of appropriate subsidy reports to facilitate the completion of Government subsidy returns and associated audits. |  |  |  |  |
| 23 | The system must provide a debtor’s facility where overpayments of Housing Benefit can be referred for recovery action. This facility should be able to interface with the core benefits processing system and the Council’s financial systems to initiate debt recovery processes in accordance with the regulations and national guidelines. |  |  |  |  |
| 24 | The system shall be able to undertake both ad hoc (daily) and annual billing and allow for the bills to be produced and delivered electronically for both Council Tax and Business Rates. |  |  |  |  |
| 25 | The system shall be able to undertake enforcement processes and produce the relevant documentation in line with regulations for both Council Tax and Business Rates. |  |  |  |  |
| 26 | The system shall have an automated module that allows the import of Credit Reference Agency and Valuation Office data. The system should also have an automated module that will allow the bulk progression of debts to the appropriate enforcement stage and will produce the relevant documentation in line with the relevant legislation for Council Tax |  |  |  |  |
| 27 | The system shall allow payments to be transferred and refunded for Council Tax |  |  |  |  |
| 28 | The system shall allow payments to be transferred and refunded for Council Tax |  |  |  |  |
| 29 | The system shall have the ability to write off debts both individually and in batch for Council Tax |  |  |  |  |
| 30 | The system will provide integration with a system allowing residents/customer direct access to and automation of transactions and accounts. |  |  |  |  |
| 31 | The system will provide integration with the Council’s MS Dynamics electronic document system. |  |  |  |  |
| 32 |  |  |  |  |  |