**Brent Council – Council Tax and Benefits System Questionnaire**

NB – Requirements below should not be considered as an exhaustive list. Entries illustrate the key requirements of the system. Potential suppliers would be expected to offer additional functionality and features where possible.

Revenue and Benefits Core System

| *#* | *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 |  |  |  |  |  |