APPENDIX 1 - SPECIFICATION FOR THE PROVISION OF BANKING SERVICES

Finance

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1. Introduction and Background

1.1. Bournemouth, Christchurch and Poole (BCP) Council (hereinafter 'the Council') requires a supplier for the Provision of Banking Services ('the Services').

1.2. BCP Council came into existence on 1 April 2019 following parliamentary approval for local government reorganisation in Dorset. The Dorset Local Government Reorganisation (LGR) process began back in 2014, with the development of the Local Partnerships report into the financial feasibility of moving from nine local authorities to two. The Case for Change (2016) developed this view from merely transition to also consider the potential financial benefits that could arise from transformation of the two new authorities, while also developing a place-based focus on the benefits expected from the reorganisation. This led to a decision to establish Bournemouth, Christchurch and Poole Council (BCP Council) alongside Dorset Council as two new unitary councils.

1.3. The actual programme of work to create the new councils was successfully completed in the shortest time yet experienced in any local government reorganisation to date. In addition, for BCP Council the process has been the most complex ever undertaken, involving the bringing together of two preceding unitary authorities, part of a county council and a lower tier Borough Council that had been operating in a successful partnership with a neighbouring authority which was not included. This remains the most complex piece of local government reorganisation since, at least 1974.

1.4. Following legal formation on 1 April 2019, BCP Council has been successfully balancing the need to integrate teams and ways of working with the need to maintain service standards.

1.5. BCP Council is currently undertaking an organisational design project and is implementing a new operating model. At the centre of the operating model is the use of strategic technology and data to deliver digitally enabled services, including a single digital front door to access council services. The new operating model will be implemented over the next five years.

1.6. BCP Council's corporate strategy sets out five council priorities and a commitment to become a modern, accessible and accountable council committed to providing effective community leadership. The priorities are:

- **Sustainable Environment** - leading our communities towards a cleaner, sustainable future that preserves our outstanding environment for generations to come;
- **Dynamic Places** - supporting an innovative, successful economy in a great place to live, learn, work and visit;
- **Connected Communities** - empowering our communities so everyone feels safe, engaged and included;
- **Brighter Futures** - caring for our children and young people; providing a nurturing environment, high quality educations and great opportunities to grow and flourish;
- **Fulfilled Lives** - helping people lead active, healthy and independent lives, adding years to life and life to years

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1.7. The Council has outlined in the table below some statistics with regards to the Council. Please note that these statistics are based on 2021/22 data.

	BCP Council
Gross Expenditure	£798.470m
Gross Income	£583.929m
Net Budget	**£214.541m**
Band D	£1,541.57
Resident population	395,331

1.8. As the Council is a newly formed unitary authority there will be changes during the life of the contract while there is migration of the three legacy councils' internal accounting systems and processes. The Council requires a supplier that can deliver Banking Services flexibly during the term of the delivery in order to support in the transformation being undertaken at the Council.

1.9. The Council currently has a variety of bank accounts to deliver its services, which stems from the three legacy councils. As the Council goes through this transformation process, its requirements will change and the supplier must be flexible and innovative to help the Council to continue to deliver its services.

2. Scope

2.1. The scope of the contract is for a Supplier to deliver Banking Services for BCP Council, the companies it operates, and the Charter Trustee organisations the Council hosts (including maintained schools and nurseries). The Council currently requires Banking Services to be delivered for the below organisations but this could be subject to change during the term of the contract.

Organisation Name	Company Number	Address
Bournemouth Christchurch and Poole Council (BCP Council)	N/A	Town Hall, Bourne Avenue, Bournemouth BH2 6DY
Poole Housing Partnership Limited	05025994	Beech House, 28-30 Wimborne Road, Poole BH15 2BU
Seascape Group Limited	08743462	Town Hall, Bourne Avenue, Bournemouth BH2 6DY
Seascape South Limited	09364688	Town Hall, Bourne Avenue, Bournemouth BH2 6DY
Bournemouth Building & Maintenance Limited	08737094	Town Hall, Bourne Avenue, Bournemouth BH2 6DY
Seascape Homes and Property Limited	10030233	Town Hall, Bourne Avenue, Bournemouth BH2 6DY
M.D Care (UK) Limited	07405656	Town Hall, Bourne Avenue, Bournemouth BH2 6DY
The Charter Trustees for Bournemouth	N/A	Town Hall, Bourne Avenue, Bournemouth BH2 6DY

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The Charter Trustees for Poole	N/A	Civic Centre, Poole BH15 2RU

2.2. The length of the contract will be five years with the option to extend for a further five years (5+5).

2.3. The intended start date of the contract will be on 1 October 2021. This is to allow sufficient lead time for the start of the financial year commencing on 1 April 2022. The initial five year term will commence from 1 April 2022.

2.4. The Supplier must be able to deliver all Services required by the Council as outlined within this document.

2.5. The Supplier will be required to fix all charges and tariffs in relation to the delivery of the Services for the initial five year term.

3. Core Requirements

3.1. Bank Accounts

3.1.1. The Council currently has a variety of bank accounts to meet its needs, as summarised in the table below. This is the current requirement but may not be the future requirement for the number of bank accounts required.

Account Type	BCP (current requirement)
Main Accounts	2 x income 1 x payments
Imprest/Petty Cash Accounts	16 x
Interest Earning Accounts	2 x
Bank Accounts for Schools & Nursery	19 x
Bank Accounts for Companies	7 x
Bank Accounts for Charter Trustees	2 x

3.1.2. The Council will maintain a list of designated employees identified on the bank mandate who can authorise changes to all aspects of the banking arrangement. The Council requires that two authorised signatories from this 'designated list' must instruct any change and the Supplier must be able to accommodate this.

3.1.3. The Council operates pooled accounts. This is where the main accounts, charges account and specified imprest accounts are to be pooled/netted together for interest purposes, in order to maximise the financial benefit to the Council. Netting of accounts involves adding all balances of these accounts together on a daily basis (not actually moving the balances).

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3.1.4. Some accounts such as the Company and Charter Trustee will be under the umbrella of the Council but will not be pooled and so earn their own interest from the bank.

3.1.5. The Council requires that the Supplier has the ability for accounts to be opened and closed. This may be required from time to time depending on the activity at the Council.

3.1.6. The Supplier will be required to ensure that two authorised signatories authorise direct debit and standing order mandates being set up for payments from the Council.

3.1.7. The Council will require that specific accounts have different authorised signatories (in addition to 'designated list' on the bank mandate). These authorised signatories can frequently change. The Supplier should ensure that these changes can only be actioned by two authorised signatories. The Supplier must have clear processes in place to store authorised signatories information and prompt but secure processes for any required authorised signatory amendments.

3.1.8. The Supplier will be required to be able to accept cheques made out in the Council's own establishments' names, subject to there being an indemnity agreement in place.

3.1.9. The Council will need an arrangement set up where certain bank account balances are automatically swept into designated bank account, possibly daily. The Council may also need the option to sweep on a transactional level (with their reference detail).

3.1.10. The Council may occasionally need to make overseas payments. The facility to make and receive payments in Euros as well as other currencies will be required. The Supplier will be required to provide a schedule of tariffs for all foreign currency transactions.

3.2. **Transaction Volumes**

3.2.1. The Council continually challenges its payment and receipting processes. Estimated volumes (based on the previous 12 months' transactions) are outlined in the table below. The Council offers no guarantee that these volumes will not change through the contract period. Possible change drivers include:

- Legislative changes (e.g., Schools' Academisation Programme).
- New initiatives e.g., introduction of procurement cards and prepaid cards.
- New projects to encourage more electronic payment e.g., paperless direct debit

	Annual Volume
Credit:	
Branch - credits paid in	5,389
Branch – cash/notes paid in	£387,000
Processing centre - credits paid in	17,114
Processing centre - cash/notes paid in	£15,790,600
Automated credits (credit cards & BACS)	244,938
Credits from other banks	548
Other credits	378

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Debits:	
Branch - cheques collected	14,488
Branch – cash/notes out	£189,700
Processing centre - credits paid out	56
Processing centre - cash/notes paid out	£299,743
Cheques paid	5,000
Automated Directs (unpaid direct debit etc)	29,437
Other debits	240
Other Activity:	
Standing orders	20
BACS files	2,699
BACS items (debit & credit)	1,796,611
BACS recall	7
BACS Trace	7
Stopped cheques	75
Unpaid Cheques	3
Electronic Payment:	
Faster payments out	1,260
CHAPS (UK beneficiary)	336
CHAPS (non UK Beneficiary)	48
Inter account transfer	192

3.2.2. The Supplier will be required to ensure that it can support in all the required transactions and be flexible in volumes required that may change from year to year.

3.3. **Bank Charges**

3.3.1. The Council will require the Supplier to provide a 'per item' tariff of charges that must be held for the initial term of the agreement. The charges may be reviewed at the end of the initial term. Any upwards price revision will be limited to an increase in the Retail Price Index (RPI) during the 12-month period immediately preceding the price review. Any price revision will consider both increases and decreases in the RPI.

3.3.2. The Supplier must ensure that charges for each account can be levied to either individual accounts or to a charges account as required from the pooled arrangement. A full breakdown of the commission calculations should be provided at least 14 days before the charge is levied. The Council would prefer all charges to be included as part of a quarterly commission charge in arrears.

4. Customer Payments

4.1. The Council accepts cash and cheques at several Service Units / establishments. They can be paid in at local bank branches; paid into kiosks within the Council's libraries or collected by the Council's security carrier. The latter two options are bagged appropriately with credit slips and transported to the bank's processing centre. The Supplier must have clear arrangements for handling cash and cheques with efficient clearance times for all types of funds.

4.2. If the Supplier's processing centre identifies a difference of £10 or over between the amount quoted on a paying-in slip and the amount counted, an email to a nominated corporate mailbox should be sent. Evidence of discrepancies must be included with the email.

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4.3. The Supplier must have branch representation within the Council's boundary. The branch must provide opening times and cut off times for services. The Supplier should ensure that there are appropriate locations and branches within the Council boundary that will ensure that customers have the ability to make payments, quoting appropriate Council's reference number or customer name.

4.4. The Supplier must not levy a charge on members of the public, regardless of whether or not they are customers of the bank.

4.5. The Supplier must have in place clear value dating and clearance times that will be applied to the different categories of payments made into the Council's accounts.

4.6. The Council use a security carrier to make bulk cash deposits to some of our establishments such as seafront amusements, from the bank's processing centre. The Supplier will be required to accommodate this requirement.

5. Cheque Encashments

5.1. A number of Council's Service Units / establishments / Schools will occasionally require encashment facilities at local branches. The Supplier must ensure that there are locations available in the BCP area that can provide encashment facilities.

6. Stationery

6.1. The Council will require standard cheque books and paying in books for all miscellaneous (including imprest and school) accounts. The Supplier should have effective processes for re-ordering stationery which should be prompt from the point of receipt of a request from the Council. The Supplier must be able to provide stationery within a maximum of four weeks from an order being placed.

6.2. Cash Office / establishment cashier stationery (e.g., coin bags and pre-coded credit slips) should be provided by the bank at no additional cost.

6.3. The Council will use pre-coded credit slips which needs to have a unique number printed on them, possible options are in Appendix 2 and Appendix 3. This unique number must be present on the bank statement as is used for reconciliation purposes. As a guide the Council ordered approximately 250 books in a year.

6.4. Occasionally a cheque for £25,000 or above may need to be raised. These will have the lithographic signatory and will be countersigned by one of the designated authorised signatories.

6.5. The Council utilises the services of another third party who produces the Council's printed cheques with a lithographic signature and UCN (unique coded number) feature, which meets APACS standards. The Supplier will be required to provide necessary guidance on the ongoing APACS compliance of printed cheques throughout the term of the contract.

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7. Statements, Return of Vouchers & Letters and Electronic data files

7.1. The Council will need access to images of cheques for a period of six years (accessible if required). The Supplier will be required to ensure this access is available.

7.2. The Council needs the ability to download bank statements in csv format and pdf from the online banking system. The Council has a preference that the bank statement downloads can be scheduled and automatically emailed to the required destination.

7.3. The Council requires the ability to obtain electronic versions of the bank statement in SWIFT MT940 format. The Supplier must also ensure that there is the provision for autonomous transfer of these files. For example, SFTP/HTTPS transfer.

7.4. The Supplier must provide text-based files containing individual transactions and their details (amounts, reference numbers, sender bank details etc). The Council would like to tailor the parameters of the data files e.g., transaction type. The Supplier must also make provision for autonomous transfer of these files for example SFTP/HTTPS transfer.

7.5. The Supplier will be required to give ten working days notice of changes to coding for transaction types (to ensure reconciliation process operates smoothly) within the bank statement and electronic data file.

7.6. The Council has a preference that all correspondence with the Council is sent by email to a designated email box. However, correspondence can be sent to the Council in hard copy (letters and post) but the Supplier should be working towards full electronic communication with the Council throughout the term of the agreement.

8. Online Banking System

8.1. The Council requires an online banking system for balance and transaction reporting, initiating faster payments/CHAPS payments from the Council's bank accounts. The Supplier should not provide restrictions on the number of accounts that can be reported on the system. The Council will require up to 100+ users to have access to the online banking system, which will need to be tailored to access to certain bank accounts with certain function (e.g. enquiry only, set up payments, authorise payments).

8.2. The Supplier must provide an online banking system that will work from a Windows-based computer (or compatible with) to transmit funds on the same working day via the Internet. This must be a secure facility with appropriate integrity checks built in.

8.3. The Council requires the online banking system to be available 24 hours per day, 7 days a week. The Supplier should ensure that the online banking system has all appropriate functionality to support the Council in undertaking the online banking services that are required to support the Council in being self-sufficient. The system should have easy to use interfaces.

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8.4. The Supplier should ensure that the online banking system has appropriate security arrangements in line with all legislation and best practice.

8.5. The Supplier must be able to meet the below requirements that the Council needs from its online banking system. These requirements are:

8.5.1. Ability to record references of at least 16 characters against inter account transfers and electronic payments. These references must appear on the bank statements against each transaction.

8.5.2. All accounts' balances within its pooled arrangement reported daily, showing the previous day's closing balance together with the projected closing pooled balance of the day in question. The system must be able to show real time advice of incoming BACS and CHAPS payments.

8.5.3. Ideally the system should be able to show the next day credit/debit transactions.

8.5.4. Ability to process CHAPS, Faster Payments, inter account transfers and foreign currency payments via an electronic banking terminal. The system must have the ability to provide confirmation of payment.

8.5.5. The Supplier must ensure arrangements are in place to manually authorise CHAPS/Faster payments, based on the projected closing daily pooled balance (as opposed to live pooled balance).

8.5.6. It is important that the inter-account transfer facility is available as late in the working day as possible, and at least until 16:30 each working day and is instantaneous.

8.5.7. Ability to have an online stop cheque facility, which provides confirmation of approval.

8.5.8. Ability to view unpaid cheques; order cheque books; raise any standing orders etc.

8.5.9. The system must have the functionality to set up pre-formatted beneficiaries.

8.5.10. The system must allow files to be downloaded and exported direct into a compatible Microsoft package (e.g., Excel).

8.5.11. Access to a helpdesk service in normal office hours (preferably between the hours of 08:00 to 18:00 Monday to Friday) as well as full support during upgrades and general training on the system at no additional cost.

8.5.12. The Supplier will be responsible for ensuring minimal downtime.

8.5.13. The Supplier must have effective communication processes for liaising with clients in the event of system failure.

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8.5.14. The Supplier must have contingency arrangements in place to ensure that electronic payments and inter-account transfers will still be initiated on the same day if there are any payment system failures.

8.5.15. The system must have appropriate controls and segregation of duties in the administration; including but not limited to raising a payment; authorising a payment; raising and authorising a stopped cheques and IT functions such as downloading files.

8.5.16. The ability to impose limits on CHAPS and Faster payments, restricting the aggregate value and the per-transaction value of payments in any one day, per user. The typical CHAPS daily limit for the Council is currently £50m. The Council does require the ability to increase the limit on an adhoc basis for exceptional items.

8.5.17. The Council could need approximately 100+ different users, in addition to companies and school requirements to their own accounts. The system must be able to support the required number of users required by the Council.

8.6. The Supplier must ensure that suitable equipment (e.g., smart cards, card readers) are provided to the Council to be able to process electronic payments. The Supplier will be expected to ensure that this equipment is kept up to date where future technological / innovation to electronic banking processes are developed within the market.

8.7. The Council prefers using faster payments to CHAPS, as the unit price tends to be cheaper.

8.8. At times, the Council may need to make numerous online payments such as faster payments. The online banking system needs to have facility for a bulk upload of these payments, with the normal authorisation process.

8.9. The Supplier will be required to ensure that it is possible to use the online banking system to search transaction details by; debit and credit transaction type; a specific amount; date; or a reference/word.

8.10. The Council would expect the online banking system to be web-browser based. However, in the event that additional software is required to be installed on individual Council hardware so as to be able to access the electronic banking system, the Supplier will need to ensure that any software is compatible with the Council's IT systems.

8.11. Thorough training will be required on the use of any proposed online banking system prior to the start of the new contract. The Supplier should ensure that the training is sufficient to ensure that the users of the online banking system at the Council can use the system on a self-sufficiency basis.

9. BACS – Direct Debit and Direct Credit Facilities

9.1. The Council needs the Supplier to provide BACs sponsorship as it submits and receives BACS files for direct debit and direct credit. The Council will require the Supplier to support a BACS Bureau.

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9.2. The Council use the AUDDIS facility to transmit electronic Direct Debit Instructions on behalf of various BACS Service User Numbers (SUNs).

9.3. The Supplier must be able to retrieve and download the suite of BACS reports such as ADDACS, ARUCS, AWACS with relevant reference numbers, per SUN.

9.4. The Council uses software (currently APT Ltd – iConnect (and subject to change in the future where required by the Council)) which has self-imposed BACS limits per SUN (both per transaction line and/or per file). Suppliers must ensure that they have the ability to ensure that appropriate limits can be monitored/flagged and verified if exceeded.

9.5. The Council will need guidance from the Supplier, when embarking on new BACS projects. This could include but not limited to assistance with application forms and screen approvals.

9.6. All electronic media must be compatible with the Council's IT systems and accompanying software. The Supplier should be prepared to provide detail to the Council's IT&IS team regarding requirements.

9.7. The table below outlines the SUNs the Council currently has. It should be noted that it is anticipated that these should reduce as the Council starts to merge its various systems such as payroll and rent.

	Current	**Expected Future Consolidation**
Payroll	2	1
Council Tax/NNDR	3	1
Companies (BBML/Seascape/PHP)	3	3
CFI (loans & mortgages)	2	-
Rent	1	1
Creditors	1	1
Sundry Debtor	3	1
Housing Benefit	3	1
Sports centre	1	1
Schools	8	8+
Indirect Submitters	7	7
Bureau	2	1

9.8. Resilience of sending BACS files is built in with our third-party software provider. The Supplier however must be available to provide any guidance/advise on when trying to send a BACS file, in the event of an emergency.

10. Cash Management

10.1. The Council uses the money markets or interest earning accounts to invest surplus funds. Inevitably, residual credit or debit balances will be left on the pooled accounts. It is essential that any net credit balances earns a competitive rate of interest. The Supplier should provide

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rates to be earnt on a net credit balance or paid on a net debit balance with clear notification periods for the changing of rates.

10.2. The Council will require an overdraft limit on its daily pooled balance (as opposed to individual accounts). The Supplier will be required to provide a rate levied on an overdraft limit of £100k. The Supplier must also state the rate that would be applicable should the Council breach this limit and confirmation of whether any arrangement fees will be levied.

11. School and Nursery Bank Accounts

11.1. Schools will be in the pooled arrangement with the Council.

11.2. The Council needs to provide bank accounts and provisions to 18 schools and/or nurseries. The Council will require the Supplier to provide:

11.2.1. Online banking system which requires dual authorisation of payment

11.2.2. The supply of a standard cheque book. The schools and nurseries source their own cheques but will require a standard cheque book as back up.

11.2.3. The supply of a paying in book.

11.2.4. The supply of a BACS facility for payroll and accounts payable.

11.2.5. Access to a call centre for banking queries and to action tasks.

11.2.6. The ability for individual schools to be able to go overdrawn without charge levied. The Council's pooled arrangement and overdraft limit will be sufficient to cover this.

11.2.7. That the charges for these accounts will be applied direct to the Council's charges account, but identifiable to each of the schools.

11.2.8. They will need charge cards (Visa debit cards), but this is not in scope for this contract.

12. Companies and Charter Trustee Accounts

12.1. The Council needs to provide bank accounts for two Charter Trustees and seven Companies. These are required to be under the Council's umbrella but will not be pooled. The requirements for these accounts that the Council will require the Supplier to provide are:

12.1.1. Online banking system which requires dual authorisation of payment

12.1.2. The supply of a standard cheque book as a back up.

12.1.3. The supply of a paying in book.

12.1.4. The supply of a BACS facility for payroll, and two for accounts payable.

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12.1.5. Access to a call centre for banking queries and to action tasks.

12.1.6. These accounts will not need an overdraft facility.

12.1.7. The charges for these accounts should be invoiced for directly to these accounts.

12.1.8. They will need charge cards (Visa debit cards), but this is not in scope for this contract.

13. Credit / Debit Cards and Business / Procurement Cards

13.1. The Council accept debit and credit cards payments, this forms a separate contract with a Merchant Acquiring Service (MAS). Transactions are transferred to the Council's income bank account. The Council issues business/procurement cards to its employees. The Council will have a separate contract for this function.

14. Other Requirements

14.1. The Council's External Auditors will require year end balances on bank accounts. The Supplier must ensure that this can be accommodated and provided promptly on request.

14.2. The Supplier shall provide annual statistics on volumes and amounts of transactions passing through the Council's accounts.

14.3. The Supplier should ensure that all Services delivered will be accessible in accordance with equality legislation.

15. Service Quality and Relationship Management

15.1. The quality of the service provided by the Supplier (particularly accuracy, security and transparency) is very important. The Supplier must ensure that they have appropriate and prompt response times on enquiries and handling stop instructions on cheques and BACS payments. The Supplier must also ensure that they operate an effective customer complaints procedure.

15.2. The Supplier should ensure that there are effective arrangements in place to provide continuity in the event of service disruption during an emergency. The Supplier should also ensure that there are processes in place for queries to be logged and processed. Minor queries should be dealt with by telephone or email with a read/receipt message as acknowledgement of a query being sent by email.

15.3. The Supplier will be required to provide a Relationship Manager to the Council and customer service centre(s)/team who will be responsible for resolving all day-to-day queries via direct telephone & email. They should be suitably qualified, experienced and empowered to undertake the roles. Daily queries could consist of such things as detail on transactions, copies of cheques, BACS recall and assistance with forms.

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15.4. To avoid delay in requests being processed it is important that the Council is made aware by the Supplier of the required banking paperwork to complete for different tasks e.g., setting up a new SUN, closing an account.

15.5. With more flexible working arrangements and employees working from home, it is important that the Supplier has the facility to support both 'wet'/original signature and e-signatures. The Supplier will be required to be clear on their policy for use and when they can be used.

15.6. The Supplier should ensure continuity within the relationship team to ensure an effective delivery of service.

15.7. The Supplier will be required to meet the Council not less than once every six months to review the performance of the contract and with a view to resolving any problems which may occur during the course of the contract. Minor difficulties will be resolved in a timely manner between the relevant individuals outside of these meetings.

15.8. The Supplier will be required to have an auditable quality assurance system in respect of all the services to be provided under this contract. This auditable quality assurance system should be effectively managed by the Supplier to deliver service improvement.

15.9. The Supplier shall immediately notify the s151 Officer, or her/his nominee, and the Council's Head of Audit and Management Assurance separately, if it has reasonable suspicion of financial irregularity in relation to the Council's accounts, whether by a Council Officer, contractor, the bank or a third party.

15.10. The Supplier should ensure that all Services are delivered in accordance with the Public Sector Equality Duty.

16. Security and Fraud

16.1. The Supplier should ensure that there are effective and appropriate security measures in place to protect the Council's bank accounts from being accessed for unauthorised or fraudulent purposes. Similarly, measures that are in place to secure and prevent unauthorised access to the Council's bank account data while it is being electronically delivered.

16.2. The Supplier must ensure that they have effective processes for dealing with forged signatures on cheques.

16.3. The Supplier must be able to email the Council when new direct debits have been set up on the account and 'paperless' direct debits alerts on non-direct debit accounts.

17. Implementation of New Services

17.1. The Supplier must ensure that they have a draft implementation plan, detailing the activities and milestones to deliver the implementation of the Services. The implementation plan should provide innovative suggestions that will help to expedite the successful transfers in time for the new contract start date of 1 October 2021.

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17.2. It is anticipated the accounts will go live for the majority of transactions from 1 March 2022.

17.3. The Suppliers implementation plan must also provide an indication of:

17.3.1. Dedicated point of contact for the Council to provide support during the implementation.

17.3.2. Switch service available to organisations which will reduce the administrative burden to the Council.

17.3.3. Council resources/man days required to assist in the transfer of arrangements (i.e., based on recent experience of winning similar sized organisations).

17.3.4. The level and type of resources that the Supplier will provide, import facilities, required data formats, any costs involved, setting up users on the system, testing arrangements, etc.

17.3.5. Specific tasks that will be completed by the bank should be highlighted and the data required to complete these tasks specified.

17.3.6. Proposed regularity of meetings to agree transfer arrangements together with information on the level of staff that should be involved.

17.3.7. The process and timescales for opening bank accounts and providing stationery.

17.3.8. The process and timescales for the implementation of electronic banking.

17.3.9. The process and timescales for re-directing standing orders and BACS in an efficient way for both the council and customer.

17.3.10. The process to ensure that no payments are returned during the period where dual banking is in operation between the existing bank and the new service provider.

17.3.11. The process in relation to rejected direct debits and failed standing orders due to insufficient funds.

17.3.12. The post implementation support available from the Supplier to ensure that there is no interruption in service.

17.3.13. The risks involved in the implementation and appropriate actions that can be taken to mitigate the risks.

17.4. The Council is particularly interested in understanding how the Supplier will work with the existing bank provider to facilitate the transfer of services, and any particular issues that may arise during these implementations that the Council needs to be aware of and to plan for.

18. Innovation

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18.1. Innovation is of increasing importance to the Council both in terms of the relationship with their partner bank and the way in which services are delivered to their customers. The Supplier will be expected throughout the contract to implement innovative banking service solutions in co-ordination with the Council to deliver increased service benefits.

18.2. The Council will expect to be kept up to date with solutions that become available and which allow for greater efficiency, for example, in the processing of payments and/or the handling of less cash and fewer cheques, and plans to further develop electronic banking processes via internet technology e.g. the Council sending electronic images of cheques for processing.

18.3. The Council has an ambition to initiate and authorise inter-account transfer from within their Enterprise Resource Planning (ERP) system rather than using the online banking system.

18.4. The Council is extremely interested in the opportunities presented by the Social Value Act and has a priority to develop a strong, sustainable and cohesive community where disadvantage is addressed and individuals and businesses are supported. In this connection the Council is keen to address financial exclusion, lack of training and education, and the environment. The Council would like to work with the Supplier to understand how the provision of banking services to those individuals who may otherwise be precluded from opening an account, and on other measures which could be undertaken in partnership with the Council.

19. Flexibility

19.1. The Supplier will need to ensure they are able to respond to potential changes in the Council's banking service requirements over the life of the contract. The Supplier should be able to demonstrate suitable experience of managing client change initiatives.

19.2. Potential changes that could arise during the life of contract include:

19.2.1. Transactional Volume Change

19.2.2. New System Implementation

20. Financial Loss

20.1. The Supplier will reimburse the Council any financial loss suffered through its failure to provide the services to a professional standard, as per the Financial Conduct Authority's regulations.

20.2. The Supplier shall be liable for and shall indemnify the Council against all actions, claims, costs, expenses and liabilities arising under statute or common law from injury to or the death of any person and/or the loss of or damage to any property, including property belonging to the Council, or any other financial loss in-so-far as they arise from matters appertaining to the contract (except and to the extent that such actions, claims, costs, expenses and liabilities may arise solely out of the act, default or negligence of the Council, its employees or agents).

20.3. Without prejudice to the Supplier's liability detailed in 20.1 above, the Supplier shall effect and maintain appropriate insurance policies with a reputable insurer in such sum as is deemed prudent in all circumstances by the Council (but in any event with the minimum limits of

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indemnity specified by the Council) and provide evidence that such cover is maintained as and when required by the Council.

20.4. The Supplier must satisfy the Council that there is appropriate insurance cover in place in the event of irrecoverable accidental diversion theft by employee (Fidelity Guarantee) or theft of money by external means including fraud in connection with the Council's fund in its care.

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