

## **Council of the Isles of Scilly**

### **CONTRACT NAME: 2015 – Access Databases Project**

**Ref No: ADP001**

#### **Introduction**

The existing method of recording and monitoring domestic and business rates is via a secure Access database. There are a number of modifications required to the system and there is a lack of resource available within the existing team to undertake this.

#### **Requirements**

- Add a number of interactive boxes, including record of debt letters sent and customer contact details;
- Add a banner so details can be input that need to stand out e.g. if customer is on a payment plan;
- Organise page so that it is easy for front desk to decipher details quickly;
- Tick box for exemptions, SPD, CTS to show which are live and which have ended;
- To be able to filter off 'Balance Due' box ;
- Cross reference each database to each other to enable collation of customer name, address and referencing;
- Add a referencing tab for each customer – UPRN (link with Electoral Roll & Planning);
- Enable one click printing of all bills double sided;
- Enable one click entry for tax base / rate changes to apply to all accounts in each section;
- Generate a report for aged debts for each section and other financial reports;
- Investigate options for enabling DD collection;
- Train a minimum of 2 staff to change key parameters i.e. dates;
- Investigate options for audit trail of adjustments and modifications;
- Investigate options for self generating debt collection letters or prompts; and
- Ensure that all amendments are discussed and reviewed with the Officer: Income Assessment & Collection so they have the understanding to manage the adjustments going forward.

#### **Person specification**

- Specific knowledge of Access Databases.
- Excellent IT skills.
- Training experience.
- Able to work on the Isles of Scilly.
- Local government experience of NNDR & Council Tax would be beneficial.
- Experience of Sales, Billing & Debt Collection processes would be beneficial.

#### **Award Criteria**

The contract will be awarded based on a combined price and skills assessment.

A review of contract applications / quotes will be undertaken on closure of the advertisement to short-list and will extend to an interview process as required to assess the ability of the tender to meet the contract requirements.

**Timetable**

Issue date: 27/03/2015

Closing date: by 5pm 08/04/2015

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