

Confidential



Appendix B – Statement of Requirements

**Invitation to Tender for the provision of
Pre-Paid Cards
for Leicester City Council
Procedure: Open Procedure (Regulation 27)**

Contract Reference: 0724LDFIN

Document Dated: June 2022

STATEMENT OF REQUIREMENTS

BACKGROUND

Leicester City Council (the Council) Adult Social Care division has approximately 2000 customers receiving non-residential services. Of these we have a number in receipt of direct payments, with around 750 users on pre-paid (PPC) cards. There is also a separate programme for service users who the Council acts as appointee, (approx. 700) 530 of which require a PPC card and another within Childrens social care, currently approx 180.

OVERVIEW

Leicester City Council would like to continue and extend the use of pre-paid cards in Adults and Childrens Social care and potentially introduce a Pre-Paid Card solution to other areas of the Council.

SUMMARY OF REQUIREMENTS

The selected provider will be required to:

- Set up multiple Pre-Paid Card programmes;
- Adhere to the timescales detailed in ITT Schedule 1, 1.4 Indicative Procurement Timetable;
- Advise on operational procedures and implementation planning;
- Provide transaction reporting on individual accounts;
- Provide Alert and Exception reporting on individual accounts (e.g., on unused or under-spent accounts)
- Have agreed cash withdrawal limits dependent upon the user stream
- Ability to disable contactless payments when required
- Provision to agree weekly/daily load limits dependent upon the user stream
- Deliver the requirements within agreed costs (ITT Schedule 4 Pricing Schedule Section C) and timescale.

Monitoring

The Project Team will continually assess and review the provider's performance. If this is not to the required standard, the Project Manager will review performance with the provider to agree mitigation actions.

PREVIOUS EXPERIENCE AND KNOWLEDGE REQUIRED

Experience

- Demonstrable experience of delivering a successful Pre-Paid Card programme for Local Authority customers;
- Direct experience of developing Pre-Paid Card implementation plans and programme delivery;
- Demonstrable local authority and customer satisfaction.

Knowledge

- Detailed knowledge of issues encountered by other local authorities in using Pre-Paid Cards, and how these were resolved;
- Detailed understanding of the concerns and hesitation that some Local Authority customers may have when offered a Pre-Paid Card, and how to address these;
- Knowledge of the principles of personalisation, choice and control, and how these can be furthered by the introduction of Pre-Paid cards

The Council will not enter into detailed discussion of the Service requirements at this stage. If the Council considers any question or request for clarification to be of material significance, both the query and the response will be communicated, in a suitably anonymous form, to all potential providers who have expressed an interest.