

# G-Cloud Service Definition

NEC Blue Badge Managed Service

Crown  
Commercial  
Service  
*Supplier*

# NEC Blue Badge Managed Service

## Service Definition

This Service Definition is relevant to all Local Authorities within Great Britain. The service is provided by NEC Software Solutions (NEC).

The NEC Blue Badge Managed Standard G-Cloud Service is available as:

- NEC Blue Badge Managed Software as a Service (SaaS).

## Overview of G-Cloud Service

The Blue Badge Managed Service (BBMS) administers and streamlines the whole process for the Local Authority. It promotes multiple application routes, whilst fully supporting the citizen, and reduces the cost to the Local Authority.

The NEC Blue Badge Unit has a dedicated team of advisors, uniquely positioned through experience gained over ten years, including through its partnership with the Department for Transport to deliver the previous national Blue Badge Improvement Service. The Blue Badge Unit's knowledge and experience supports a citizen through every step of their application:

- A dedicated local-rate phone number, postal and email address for each Local Authority.
- Preparation, validation and electronic scanning of supporting proofs.
- Active chasing of missing information and documentation via multiple routes.
- If not already made on-line, advisor-assisted telephone payments through the use of GOV.UK Pay.
- Reconciliation of blue badge income, with funds being transferred regularly to the client via GOV.UK Pay.
- An optional telephony application service for citizens that are unable to apply online.
- An optional application assessment service for both walking and hidden disabilities. This can be through desktop assessments, face to face assessments or a combination of the two.
- The cloud-based telephone service includes a dedicated local area telephone number for each Local Authority, so the service is local to the citizen with call charges at a standard local call rate.
- Renewal reminders via email and SMS with an option to extend this to letters.

Use of GOV.UK Notify to enhance the citizens' application experience. This Managed Service offering comes with the NEC Blue Badge Case Management System (BBMS) which includes integration to the national system and national badge production.

## Ordering and Invoicing Process

If you wish to order these services, a G-Cloud Order Form will need to be completed and signed by both parties.

## Request a Demonstration

We would be pleased to demonstrate NEC BBMS to you. Please email [frameworks@necsws.com](mailto:frameworks@necsws.com) to request a demonstration.



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