

G-Cloud Service Definition

NEC Revenues and Benefits SaaS

Crown
Commercial
Service
Supplier

G-Cloud NEC Revenues and Benefits

Service Definition

This Service Definition is relevant to local authorities responsible for the provision or management of revenues and benefits within the United Kingdom.

The NEC Revenues and Benefits Standard G-Cloud Service is available as:

1. NEC Revenues and Benefits Software as a Service (SaaS).
2. NEC Revenues and Benefits Private Cloud (an on-premise, or separately procured, private cloud).

Overview of G-Cloud Service

Standard services

NEC Revenues and Benefits is a modern web-based service provided by NEC Software Solutions (NEC). It is operated on a relational person and property database which ensures each Authority's core information is held once and shared across all relevant records. It is fully open for the purposes of integration and automation and has its own integral workflow management. It is highly configurable and can accommodate large and small administrations or those involved in shared services.

It is fully legislatively compliant for Council Tax, Business Rates, Housing Benefits and Local Council Tax Reduction.

The key priority of its development is to ensure the service delivers in line with changes in legislation and regulation.

The following core modules are included in the standard NEC Revenues and Benefits service:

- **Revenues (Council Tax and Business Rates):** People, Company and Property Maintenance, Calculation and Billing, Collection and Recovery, Year-End Processing, System Control, Production of Government Returns and Management Information.
- **Benefits (Housing Benefit and Local Council Tax Reduction):** Claims Processing, Benefits Calculation, Payments and Overpayments Administration, Notifications and Letters, Subsidy Reconciliation and Year-End Processing, Creditors and Debtors and Production of Government Returns.

It is available as:

1. NEC Revenues and Benefits Software as a Service (SaaS).
2. NEC Revenues and Benefits Software (either on premise, or separately procured, private cloud).

NEC Revenues and Benefits SaaS includes:

- Two environments: Live and Test
- Application and Service Management
- Monthly reports
- Disaster Recovery, return to operation within 24 hours
- Recovery Point Objective of 4 hours
- NEC Cloud DBA Service (see definition below).

Options Packages and Services

The following packages and services can be added to either of the Standard Services described above. They are subject to additional cost as identified in the pricing document.

- **Revenues and Benefits Premium Package (Enhanced Functionality)** – a suite of services that provide added value to the Standard Service. The suite includes modules that allow greater automation and staff management. The modules included in this Options Package are:
 - ➔ Open Business Transactions (Revenues and Benefits)
 - ➔ Performance Management and Quality Assurance
 - ➔ SMS Management
 - ➔ Business Improvement Districts
 - ➔ Recovery Automation:
 - Automatic SPAR Creation
 - Enforcement Activity Manager
 - Post Liability Order Recovery
 - SPAR Manager
 - Credit Manager.
 - ➔ Ad hoc Reporting Solution – the ability for up to 10 users to write their own customised reports.
- **NEC Cloud DBA Service** - supports NEC Revenues and Benefits customers to assess and evaluate migration to Cloud before committing to the service. See Additional Cloud Support Services for more information. This service is included within the NEC Revenues and Benefits SaaS at no additional charge.
- **NEC Revenues and Benefits Processing Services** - including Council Tax processing, Housing Benefit and Council Tax Reduction processing, National Non-Domestic Rates (NDR) processing and Single Person Discount and Empty Homes Reviews. See Additional Cloud Support Services for more information.
- **Consultancy** - Customers can purchase business and technical consultancy for the purposes of training or ensuring users are achieving optimum system performance. This consultancy is provided at our Revenues and Benefits Resource Based Pricing.

Resources

NEC Revenues and Benefits SaaS is provisioned with the allocation of storage for the customer:

Number of Properties	Storage(GB)
Less than 60K	1,000
Between 60K and 120K	1,500
Between 120K and 180K	2,000
Between 180K and 280K	2,500
Between 280K and 380K	3,000
Between 380K and 480K	3,500

Service Migration

Where a customer wants to migrate to another service, we will carry out a scoping study charged in accordance with the Revenues and Benefits Resource Based Pricing. Any recommendations following the scoping study will be priced on a fixed price basis utilising the Revenues and Benefits Resource Based Pricing.

Ordering and Invoice Process

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

Additional Cloud Support Services

In addition to the core NEC Revenues and Benefits proposition, we can provide several optional services as detailed below.

NEC Revenues and Benefits Optional Services Packages

Where you would like additional assistance to optimise utilisation of NEC Revenues and Benefits, we offer the following services:

- **Health checks:** We can provide regular health checks to ensure users are using all the functions and features of NEC Revenues and Benefits effectively. This takes the form of two days on-site, to interview and observe key users, and one day offsite to write up recommendations and findings.
- **Training packs:** We offer regular refresher training, or support for new users. All training courses are provided onsite or via video conferencing and are one day in duration except for our Developer 1 training course which is two days in duration. Charges for both training packs are payable on order.

- **Cloud DBA service:** The NEC Cloud DBA service supports NEC Revenues and Benefits customers to assess and evaluate migration to Cloud before committing to the service. The Cloud DBA service administers and supports the customer's database hosted in the customer's data centre, from the cloud.

This service includes:

- ➔ Online 24x7 monitoring of the live database designed to prevent service-affecting incidents.
- ➔ Monitoring of the live application operation.
- ➔ Monitoring of the batch scheduler background processes.
- ➔ Monitoring and management of database backup processes.
- ➔ Manage the environment to include logs and print spool.
- ➔ Application upgrades (test and live), with live upgrades outside of normal service hours.
- ➔ Implementation of database upgrades.
- ➔ Implementation of Technical Service Bulletins and database patches or actions for security or as required for the application.
- ➔ Administrative database copies, for example, for testing.
- ➔ Database restore.
- ➔ Recovery of the database in the event of a disaster.
- ➔ Database preparation for year-end processing where applicable.
- ➔ Ad hoc database maintenance. The Cloud DBA Service will undertake other non-maintenance database activity at REVENUES AND BENEFITS RESOURCE BASED PRICING rates.

Work Type - Pricing is based on number of properties

Onboarding Cloud DBA Service (existing NEC Remote DBA customers).

Cloud DBA Service, monthly subscription charge.

Extended Service Hours (Monday to Friday 8am-8pm and Saturdays 8am 1pm), per month.

Cloud UNIX management (Administration for the UNIX operating system), per server per month

On-boarding Cloud UNIX management, per server.

On-boarding charges are payable on order; monthly subscription charges are payable quarterly in advance.

NEC Revenues & Benefits Processing Services

NEC Revenues & Benefits Processing Services

Our extensive, flexible revenues and benefits business processing service provides high quality remote Revenues and Benefits processing. We provide a full Cloud-based Processing Service:

Remote Revenues and Benefits Processing

- Billing and collection of Council Tax, Council Tax Reduction and National Non-Domestic Rates (NNDR).
- Processing Housing Benefit and Council Tax Reduction, reconsiderations, and payments.
- Processing of Grants that have been designated to be paid to citizens or businesses by public sector bodies.

This service provides fully managed processing of the above types of work, on all Revenues and Benefits legacy and Document Management Systems, as required. The service includes:

- Project Initiation Scoping Meeting to capture local authority policies and procedures
- IT connectivity to local authority specific systems established
- Highly trained Revenues and Benefits professionals processing work to completion
- Weekly reporting on outputs and outcomes
- Quality Checking, undertaken by NEC as standard
- Management of the contract by an experienced Service Manager.

Revenues and Benefits Processing Work Types

Work Type	
Housing Benefit Changes of Circumstance	Revenues Changes
ATLAS	NNDR Changes
New Claims	

Revenues and Benefits Processing Roles

Role	
Benefits and Council Tax Officer	Grants Processing Officer
Business Rates Officer	Client Service Manager (CSM)

Transactional and day rate charges are payable monthly in arrears.

CSM days needed will vary based on scope and size of each project, with the total number of days per annum agreed on a project-by-project basis.

NEC reserves the right to charge for unscheduled system downtime.

New work requests are subject to a maximum ten working day lead in time depending on the scale of the requirement.

Single Person Discount Review

Review of Single Person Discount (SPD) helping local authorities to reduce the significant number of ineligible claims for a 25% single person discount on Council Tax. The NEC fully managed service includes:

- Pre-project scoping meeting to establish policies and procedures to be used throughout.
- Provision of a Lo-Call telephone number, manned by experienced staff from 9:00 to 17:00 throughout the review.
- Data matching, through our partner Credit Reference Agency. This includes all enhanced data relating to additional occupants within a property.
- A thorough investigative service with an initial canvass, validation of returned information and reminder letters.
- Multiple response options for citizens including paper, telephony and online.
- Dealing with all citizen contact, at all stages of the review.
- System updating for either validated discounts or discounts to be removed.
- Weekly management reports detailing activities and outcomes.
- Project Management by an experienced Service Manager.
- End of project summary report.

Empty Homes Review

This service enables generation of additional income through the New Homes Bonus and contributes to the Government's commitment to bring empty properties back into use. We rapidly detect occupancy at properties classified as empty. The fully managed service includes the following:

- Project scoping meeting
- Data matching from our Credit Reference Agency partner
- Canvassing of potentially occupied properties
- Dealing with all citizen contact
- Onsite property visits, by our contracted visiting partner, to establish occupancy
- Reporting back to the local authority on a fortnightly basis
- Full system updating with new occupier details where appropriate.

We deliver all these services using our PSN compliant connection in accordance with our PSN Code of Connection. With respect to the Data Protection Act, you remain the data controller and NEC acts as a data processor.

Our team of Council Tax and Housing Benefit professionals handle your citizens' telephone enquiries using our cloud-based telephone service. This includes a dedicated local area telephone number, so for the citizen the service is still local and they pay for their call at their standard local call rate.

Pricing for Single Person Discount Review

The service is priced on either a fixed price basis per record reviewed or on a risk and reward basis, with a per unit fee being charged for each case identified as incorrect and eligible for removal. If the Service identifies an SPD claimant not entitled to SPD (regardless of whether the claimant is in receipt of benefits, or you decide not to pursue cancellation for whatever reason including vulnerability) SPD is deemed to be cancelled and is chargeable.

Charges are payable monthly in arrears.

For further details please see our separate Service Definition relating to Single Person Discount reviews.

Pricing for Empty Homes Review

This service is priced on a risk and reward basis. If the Empty Homes Review Service identifies a property as occupied and you do not challenge such occupation for one month, then such property shall be deemed to be occupied and is chargeable.

For each domestic property found to be occupied, there is a charge which is payable monthly in arrears.

For further details please see our separate Service Definition relating to Empty Homes Reviews.

Customer Responsibilities

You will need to enable access to your application, create suitable login accounts for NEC colleagues assigned to deliver the service, and supply details of your local policies and practices.

For SPD and Empty Homes Review services you are also required to sign a standard End User Agreement for the data matching element of the service provided by Experian Limited.



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About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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