

Special Items 2010/11:

Appendix C

General bids received

Acct	Manage	Cost Centre	Service	Item	£
LG	CF	53100	Customer Service Centre	Customer Focus Group Speak now panel 8 people x £10 + £50 room hire x 4x per yr.	520
LG	CF	53100	Customer Service Centre	Global Services Chartermark Contact Council. Already approved by DL/MW.	1,000
LG	DL	50014	Vanguard	External Consultancy from Vanguard to cover more services	5,000
LG	CP	53030	ICT	Van Lease for staff covering outside calls	4,910
MW	KS	06001	Cemeteries	Resurfacing footpaths - Health & Safety issues	5,000
KB	SS	33411	Environmental Health	Associated costs of grant application for providing gypsy sites (statutory duty)	20,000
KB	SS	33050	Environmental Protection Team	Air quality management area (statutory duty)	5,000
LG	SD	42015	Council Tax	Ebilling Module	11,400
LG	SD	42015	Rev's & Ben's customer service	Improvements to reception	1,900
LG	SD	21401	Benefits	BECs - Software which links the Housing Benefits System to a benefits calculator and electronic application form with instant update to main system. These will save significant manual processing time	41,000
LG	SD	21401	Benefits	ETD - Electronic system of automating notification direct into Benefits System from DWP. This will save significant manual processing time	6,000
LG	SD	21402	Benefits	Victor - Electronic system of automating notification from the rent officer direct into benefits system	4,000
					105,730