

Derby City Council appoint Bristow & Sutor

December 2007: Derby City Council has appointed Bristow & Sutor to collect outstanding Council Tax and Business Rates. The 3 year contract award is effective from 1 December 2007 to 30 November 2010.

The Council issued a tender to include Bailiff Services for both the Council Tax & Business Rates and Parking Services areas of work, with the option of splitting the contract into two parts.

After a detailed tender process, a shortlist of 4 companies, and a formal presentation to each evaluation panel focussing on 'Customer Experience and Collection', Bristow & Sutor was pleased to be formally notified that we had retained the Revenues contract. A strategic council decision was also made to appoint two suppliers, however, instructions may be issued based on supplier performance.

Andy Rose said, "The evaluation criteria were based on price, quality, technical merit and overall customer care. We were able to demonstrate an exceptional level of customer care by the track record of only 1 complaint out of 8050+ instructions for Derby City Council over a 1 year period. We look forward to continuing this high standard of service and supporting the Council with their customer care strategy, yet maintaining a good collection level and good results."