

Bristow & Sutor appointed at Leicester City Council

May 2006: Leicester City Council has reappointed Bristow & Sutor in a 3 year contract commencing May 2006, with an option to extend for a further two years. The contract is for recovery services in respect of Council Tax and Business Rates. The contract win follows a restricted tendering procedure from ESPO (Eastern Shires Purchasing Organisation).

To win the contract, Bristow & Sutor demonstrated outstanding performance in a comparative benchmarking exercise. Seven (7) suppliers submitted a response to the tender request and 4 were short listed to make final presentations to the evaluation panel.

“Bristow & Sutor demonstrated real commitment to meeting the Council’s enforcement needs,” said Richard Skelton, Senior Buyer ESPO. “The Council consider the ability to demonstrate a solid enforcement methodology and innovation in service delivery extremely important factors to the success of the contract. The evidence presented including bailiff operational processes and an unrivalled bespoke Client Web together with the history of working with Bristow & Sutor gave us the confidence that they can continue to provide appropriate services in a reliable way.”

Commenting on the win, Andy Rose, Managing Director of Bristow & Sutor said, “We are delighted to be extending our long-standing relationship with Leicester City Council. We value the relationship we have built with LCC over the past 13 years. During this time we have demonstrated beyond doubt that we remain the chosen partner as a result of good collection rates and minimal complaints. This contract win is testament to our capabilities and ability to deliver consistent value to customers.”

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