

## **Telford & Wrekin Council retain Bristow & Sutor**

**March 2007:** **Telford & Wrekin Council** has reappointed Bristow & Sutor in a 3 year contract formally commencing April 2007, with an option to extend for a further 12 months. The contract is for Debt Recovery Services to include the recovery of Council Tax, Business Rates, Commercial Rent, Housing Benefit Overpayments and Sundry Debt.

Sophie Lane, Revenues Manager at Telford and Wrekin Council commented, "After a robust tender exercise which consisted of several elements, including a formal presentation to an evaluation panel, the council finally short listed 3 companies and entered a further assessment stage by carrying out site visits. Suppliers were evaluated on the basis of submitting the most economically advantageous tender balanced with the capability of the service offered. In addition to replying to the tender specification, potential suppliers had to detail any additional services that would add value and differentiate themselves from competitors; demonstrate innovative ideas/solutions which further improve quality. It was essential that the supplier was able to abide by a strict code of conduct and specification which related specifically to Telford and Wrekin, and throughout the 3 year contract the council will stringently monitors the contract with Bristow & Sutor."

Bristow & Sutor's submission was supported by the Client Web; innovation and flexibility of new solutions such as the improved Sundry Debt packages; number of bailiff resources to cope with peak periods, and strength of the back office team.

Commenting on the win, Andy Rose Bristow & Sutor Managing Director said, "We are of course, delighted to be reappointed at Telford & Wrekin Council. We have worked for the council for some 15 years (including the predecessor councils prior to 1991), so the value we place on this relationship is very high. We look forward to continuing to support the contract and delivering a high quality service."

- ends -