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Contract

A Multi-Provider Framework Agreement for the Provision of Pensions Administration Operational Support Services primarily in support of the Local Government Pension Scheme (LGPS)

Norfolk County Council

Cheshire West and Chester Council (as Administering Authority of the Cheshire Pension Fund)

The Environment Agency (as Administering Authority of the Environment Agency Pension Fund)

Tameside Metropolitan Borough Council (as Administering Authority of the Greater Manchester Pension Fund)

City of Wolverhampton Council (as administering authority of the West Midlands Pension Fund)

South Tyneside Council (as Administering Authority of the Tyne & Wear Pension Fund)

London Borough of Hackney

F03: Contract award notice

Notice identifier: 2022/S 000-015474

Procurement identifier (OCID): ocids-h6vhtk-02df1d

Published 6 June 2022, 11:05am

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

Martineau Lane

NORWICH

NR12DH

Contact

Julie Ward

Email

sourcingteam@norfolk.gov.uk

Telephone

+44 1603224320

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

<http://In-Tendhost.co.uk/norfolkcc.aspx/Home>

I.1) Name and addresses

Cheshire West and Chester Council (as Administering Authority of the Cheshire Pension Fund)

Ellesmere Port

Email

pensions@cheshirewestandchester.gov.uk

Country

United Kingdom

NUTS code

UKD6 - Cheshire

Internet address(es)

Main address

<https://www.cheshirepensionfund.org>

I.1) Name and addresses

The Environment Agency (as Administering Authority of the Environment Agency Pension Fund)

Darlington

DL1 1AX

Email

info@eapf.org.uk

Country

United Kingdom

NUTS code

UKC13 - Darlington

Internet address(es)

Main address

www.eapf.org.uk

I.1) Name and addresses

Tameside Metropolitan Borough Council (as Administering Authority of the Greater Manchester Pension Fund)

Droylsden

M43 6SF

Email

mail@gmpf.org.uk

Country

United Kingdom

NUTS code

UKD3 - Greater Manchester

Internet address(es)

Main address

www.gmpf.org.uk

I.1) Name and addresses

City of Wolverhampton Council (as administering authority of the West Midlands Pension Fund)

Wolverhampton

WV1 1XP

Email

pensionfundenquiries@wolverhampton.gov.uk

Country

United Kingdom

NUTS code

UKG39 - Wolverhampton

Internet address(es)

Main address

<https://www.wmpfonline.com>

I.1) Name and addresses

South Tyneside Council (as Administering Authority of the Tyne & Wear Pension Fund)

South Shields

NE33 9ER

Email

pensions@southtyneside.gov.uk

Country

United Kingdom

NUTS code

UKC22 - Tyneside

Internet address(es)

Main address

<http://www.twpf.info>

I.1) Name and addresses

London Borough of Hackney

Hackney

NE33 9ER

Email

pensions@hackney.gov.uk

Country

United Kingdom

NUTS code

UKI41 - Hackney and Newham

Internet address(es)

Main address

<https://hackneypension.co.uk>

I.2) Information about joint procurement

The contract involves joint procurement

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

A Multi-Provider Framework Agreement for the Provision of Pensions Administration Operational Support Services primarily in support of the Local Government Pension Scheme (LGPS)

Reference number

NCCT42210

II.1.2) Main CPV code

- 66520000 - Pension services

II.1.3) Type of contract

Services

II.1.4) Short description

Norfolk County Council, on its own behalf and on behalf of Cheshire West and Chester Council (as Administering Authority of the Cheshire Pension Fund), The Environment Agency (as Administering Authority of the Environment Agency Pension Fund), Tameside Metropolitan Borough Council (as Administering Authority of the Greater Manchester Pension Fund), City of Wolverhampton Council (as administering authority of the West Midlands Pension Fund), South Tyneside Council (as Administering Authority of the Tyne & Wear Pension Fund) and London Borough of Hackney (the 'Founding Authorities') has let a multi-lot, multi-provider framework agreement for the provision of Pensions Administration Operational Support Services.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £8,000,000

II.2) Description

II.2.1) Title

Pensions Administration Operational Services

Lot No

1

II.2.2) Additional CPV code(s)

- 66520000 - Pension services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of operational administration services to LGPS Pensions Administrators across a range of Pension Administration work areas, including but not limited to:

- Data Interrogation and rectification, to include the following aspects:
 - o Data exploration and analysis of member data sets, providing detailed outcome reports and identification of issues and gaps with required resolution activities
 - o Undertake rectification and remedial data cleansing activities
 - o Support Funds with data readiness for upcoming projects involving data cleansing activities e.g. McCloud, Pension Dashboards, GMP related projects (e.g. rectification and equalisation) etc.
- Pension Administration project delivery including those arising from legal judgements and legislative changes e.g. support with McCloud projects, employer transfers, Pensions, Administration System implementation support
- Temporary/Ad-hoc general Pensions Administration support including but not limited to:
 - o Pensioner payroll services
 - o Benefit Calculations and Member Processing
 - o Interim staffing support e.g. Pensions Manager
 - o Employer led LGPS consolidation

- o member transfer exercises
- o production of member savings statements

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Cost criterion - Name: Price / Weighting: 20

II.2.11) Information about options

Options: No

II.2.14) Additional information

Please note there is no guarantee of business.

The figures stated in section II.1.7 do not reflect the true volume of business but the expectation is that £8,000,000 will be procured against the Framework Agreement,

II.2) Description

II.2.1) Title

Provision of Specialist Pensions Communications and Engagement Services

Lot No

2

II.2.2) Additional CPV code(s)

- 66520000 - Pension services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provide specialist support to design, develop and deliver effective LGPS multi-channel communications and engagement strategies, including but not limited to;

- Successful targeted member education and engagement programmes
- Brand development and advice
- Measuring the effectiveness and success of engagement, service delivery, user experience and outcomes
- Content and design advice and delivery including use of appropriate language (e.g. Plain English) and compliance with accessibility requirements and standards

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Cost criterion - Name: Price / Weighting: 20

II.2.11) Information about options

Options: No

II.2.14) Additional information

Please note there is no guarantee of business.

The figures stated in section II.1.7 do not reflect the true volume of business but the expectation is that £8,000,000 will be procured against the Framework Agreement,

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-030241](#)

Section V. Award of contract

Contract No

NCCT42210

Lot No

1

Title

Pensions Administration Operational Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 April 2022

V.2.2) Information about tenders

Number of tenders received: 10

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 10

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Aon Solutions UK Ltd

Bristol

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.3) Name and address of the contractor

Barnett Waddingham LLP

Longbridge

Country

United Kingdom

NUTS code

- UKG - West Midlands (England)

The contractor is an SME

No

V.2.3) Name and address of the contractor

Capita Pension Solutions Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.3) Name and address of the contractor

EQ Paymaster

Crawley

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

The contractor is an SME

No

V.2.3) Name and address of the contractor

Heywood Ltd

Altrincham

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hymans Robertson LLP

Glasgow

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

No

V.2.3) Name and address of the contractor

Independent Transition Management Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Intellica Ltd

Liverpool

Country

United Kingdom

NUTS code

- UKD - North West (England)

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Isio

Manchester

Country

United Kingdom

NUTS code

- UKD33 - Manchester

The contractor is an SME

No

V.2.3) Name and address of the contractor

Mercer Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £1 / Highest offer: £2 taken into consideration

Section V. Award of contract

Contract No

NCCT42210

Lot No

2

Title

Specialist Pensions Communications and Engagement Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 April 2022

V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received from SMEs: 5

Number of tenders received by electronic means: 11

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Acuity Business Solutions

Exeter

Country

United Kingdom

NUTS code

- UKK - South West (England)

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Aon Solutions UK Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.3) Name and address of the contractor

Barnett Waddingham LLP

Longbridge

Country

United Kingdom

NUTS code

- UKG - West Midlands (England)

The contractor is an SME

No

V.2.3) Name and address of the contractor

Capital Pension Solutions Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.3) Name and address of the contractor

Clay10 Creative Ltd

Hessle

Country

United Kingdom

NUTS code

- UKE12 - East Riding of Yorkshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Design Consulting Ltd T/A Landscape

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

EQ Paymaster

Crawley

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

The contractor is an SME

No

V.2.3) Name and address of the contractor

Isio

Manchester

Country

United Kingdom

NUTS code

- UKD - North West (England)

The contractor is an SME

No

V.2.3) Name and address of the contractor

MakingGiants Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Mercer Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £1 / Highest offer: £2 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council

Norwich

Country

United Kingdom