

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/030241-2021>

Tender

## **A Multi-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)

City of Wolverhampton Council (as Administering Authority of the West Midlands Pension Fund)

(The Mayor and Burgesses of the) London Borough of Hackney

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

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

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

F02: Contract notice

Notice identifier: 2021/S 000-030241

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

Published 6 December 2021, 4:12pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norfolk County Council

Martineau Lane

NORWICH

NR12DH

**Contact**

Julie Ward

**Email**

[julie.ward@norfolk.gov.uk](mailto:julie.ward@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](http://www.norfolk.gov.uk)

Buyer's address

<https://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](mailto:pensions@cheshirewestandchester.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKD63 - Cheshire West and Chester

**Internet address(es)**

Main address

[www.cheshirepensionfund.org](http://www.cheshirepensionfund.org)

**I.1) Name and addresses**

City of Wolverhampton Council (as Administering Authority of the West Midlands Pension Fund)

Wolverhampton

**Email**

[pensionfundenquiries@wolverhampton.gov.uk](mailto: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**

(The Mayor and Burgesses of the) London Borough of Hackney

London

**Email**

[pensions@hackney.gov.uk](mailto:pensions@hackney.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKI41 - Hackney and Newham

**Internet address(es)**

Main address

<https://hackneypension.co.uk>

**I.1) Name and addresses**

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

Southshields

**Email**

[pensions@southtyneside.gov.uk](mailto:pensions@southtyneside.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKC22 - Tyneside

**Internet address(es)**

Main address

<https://www.twpf.info>

**I.1) Name and addresses**

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

Bristol

**Email**

[info@eapf.org.uk](mailto:info@eapf.org.uk)

**Country**

United Kingdom

**NUTS code**

UKK11 - Bristol, City of

**Internet address(es)**

Main address

<https://www.eapf.org.uk>

**I.1) Name and addresses**

South Tameside Council(as Administering Authority of the Greater Manchester Pension Fund

Droylsden

**Email**

[mail@gmpf.org.uk](mailto:mail@gmpf.org.uk)

**Country**

United Kingdom

**NUTS code**

UKD3 - Greater Manchester

**Internet address(es)**

Main address

[www.gmpf.org.uk](http://www.gmpf.org.uk)

**I.2) Information about joint procurement**

The contract involves joint procurement

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

### **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-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 the London Borough of Hackney (the 'Founding Authorities') wishes to 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

Tenders may be submitted for all lots

### **II.2) Description**

#### **II.2.1) Title**

Pension Administration Services

Lot No

1

## **II.2.2) Additional CPV code(s)**

- 66523100 - Pension fund administration 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

Please note that there is no guarantee of work.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

48

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

### **II.2) Description**

#### **II.2.1) Title**

Specialist Pensions Communications and Engagement Services

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 66523000 - Pension fund consultancy 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 advice and delivery including use of appropriate language (e.g. Plain English) and compliance with accessibility requirements and standards.

Please note that there is no guarantee of work.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

48

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

---

## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-022446](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

31 January 2022

Local time

2:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

31 January 2022

Local time

2:05pm

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Nplaw

Norwich

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Council has voluntarily decided to incorporate a standstill period at the point when information on the proposed award of the contract is communicated to tenderers. The standstill period, which will be for a minimum of ten calendar days, provides time for unsuccessful tenders to challenge the award decision before the Contract is entered into. Aggrieved parties who have been harmed or are at risk of harm by any breach of the Council's obligations may take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.