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Planning

Provision of Civil Service Pension Scheme (CSPS) and Royal Mail Statutory Pension Scheme (RMSPS) administration services

The Minister for the Cabinet Office acting through Crown Commercial Service (CCS)

F01: Prior information notice

Prior information only

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Procurement identifier (OCID): ocds-h6vhtk-030020

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Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service (CCS)

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/crown-commercial-service>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Other activity

Central Government

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Civil Service Pension Scheme (CSPS) and Royal Mail Statutory Pension Scheme (RMSPS) administration services

II.1.2) Main CPV code

- 75320000 - Government employee pension schemes

II.1.3) Type of contract

Services

II.1.4) Short description

The Cabinet Office manages the delivery and administration of the Civil Service Pension Scheme (CSPS) and the Royal Mail Statutory Pension Scheme (RMSPS). We will shortly begin a procurement process, subject to approvals, to put in place new administration solutions for both schemes. We want services that put excellent member service and experience at the heart of everything that we do. For the CSPS, we are looking to transform the service provided to the 1.6 million members and the 300 plus participating employers. For the RMSPS, we want to ensure the members get the excellent service that they rightly expect. Above all we want to ensure that the right people get the right benefits at the right time and at the right cost to the taxpayer. We are looking for administrators for each scheme who can deliver our aim.

The purpose of this Prior Information Notice (PIN) is to initiate engagement with the market for the provision and procurement of solutions required to manage the administration of pensions, other payments and the provision of related customer and employer organisation interfaces and services for the Civil Service Pension Scheme (CSPS) and the Royal Mail Statutory Pension Scheme (RMSPS).

It is envisaged the procurement will comprise 2 lots as follows. Lot 1 for the CSPS and Lot 2 for the RMSPS. Each Lot will have its own contract.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Civil Service Pension Scheme

Lot No

1

II.2.2) Additional CPV code(s)

- 66520000 - Pension services
- 75100000 - Administration services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1: CSPS

The CSPS is the 3rd largest UK occupational pension scheme with approximately 1.6 million members and 300+ employers.

We aim to transform the administration of the CSPS, aspiring to become the UK's best administered and managed public-sector pension scheme. We are seeking a contractor who shares our vision, and will work in partnership to deliver a service that puts member experience at its heart, whilst also transforming the service for both members and employers. Contractors must demonstrate a commitment to and track record for delivering incremental and continuous improvement.

The service will include:

implementing a transformed Operating Model

paying c.£6.7 billion a year in pensioner benefits

providing a core service compliant with scheme rules and legislation, the regulator codes of practice and industry good practice.

transforming employer and member experience and service

delivering services to employers that reduces administrative burdens

collecting and accounting for c.£4.5 billion of contributions a year from the scheme employers

We want to transform the current CSPS service, in particular the member experience. We want to have in place a service that is as pleasing as possible for members, that does not rely on a one-size-fits-all approach and that demonstrably shows a strong emphasis on continuous improvement throughout the length of the contract. We will want a service that places emphasis on member engagement in a way that enables the members to understand their benefits and options available to them, and enables them to effectively and confidently plan for their retirement.

Under the Public Service Pensions Act 2013, the Prime Minister is the Scheme Manager. In practice, the Cabinet Office carries out the day-to-day management of the scheme. The service is a complex one and its profile has increased considerably over the last few years. In common with the other large UK Public Sector schemes, we regularly benchmark the CSPS' performance.

www.civilservicepensionscheme.org.uk

II.2) Description

II.2.1) Title

Royal Mail Statutory Pension Scheme

Lot No

2

II.2.2) Additional CPV code(s)

- 66520000 - Pension services
- 75100000 - Administration services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2: RMSPS

The RMSPS is the 6th largest UK occupational pension scheme, with approximately

365,000 members.

For the RMSPS, we are looking for a service that improves throughout the course of the contract for the deferred and pensioner members (unlike the CSPS, there are no active members). The service provided should be high quality and low cost and will include:

implementing a transformed Operating Model

paying c.£1.4 billion a year in pensioner benefits

providing a core service compliant with scheme rules and legislation

working closely with the Royal Mail current pension scheme with regard to administration and paying benefits for joint members (members with pension benefits in both RMSPS and also the Royal Mail Pension Plan administered by Royal Mail).

Cabinet Office fulfils the role of Scheme Manager for the RMSPS. While it is a 'closed' scheme, and has less members and only two employers, we place high value on all our members' services and experiences. As such, we would expect to see incremental continuous improvement to services for RMSPS, throughout the course of the new contract.

www.royalmailsps.co.uk

II.2.14) Additional information

Any procurement will comply with the Public Contracts Regulations 2015.

II.3) Estimated date of publication of contract notice

2 February 2022

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

Supplier Event:

We would like to meet with interested parties at a Supplier Event to be held on January 12th, 2022 (the exact time will be confirmed closer to this date). During this event, we will present our plans for the procurement and how we intend to proceed, once we have the necessary approvals in place.

The Supplier Event will be an online event lasting 60-75 mins, with an introduction and programme overview by the Senior Responsible Owner, followed by a supplier Q&A. Pre-registration will be mandatory and it will need to be completed before 17:00hrs on Friday, 7 January 2022.

To register interest in the event please email the contact person named in section I above. Please note that a completed and signed non-disclosure agreement (NDA) will be required in order to attend the Supplier Event.

Potential providers will be issued with a summary from previous rounds of market engagement, at least one week before the Supplier Event. Copies of relevant materials shared with potential providers, in relation to previous market engagement activity, are available to all potential providers upon request to the contact person named in section I above.

Potential providers will also be encouraged to submit questions in advance of the event (the process for this will be communicated nearer the time), to increase the value of the Q&A session. Questions that cannot be answered during the session will be addressed and issued with the session notes. The session will be recorded and the recording made available to potential providers on request. Potential providers will be limited to a maximum of three attendees, and preferably from their commercial and technical teams.

. Topics to be covered will include the following;

Procurement procedure, including the 2 lots and 2 contracts approach

Target operating model

Requirements

Pricing model

Data Room

Service levels and performance management regime

Transition outcomes

Award criteria

The session will be facilitated by a Commercial representative and with Programme representation. Following the Supplier Event, the Programme will provide a copy of the presentation and responses to any potential providers questions and clarifications. The Programme will share questions, clarification requests and all responses with all potential providers.

Potential providers will not be prejudiced by any response to this PIN, or failure to respond. This PIN does not formally signify the beginning of a procurement and does not constitute a commitment by the Cabinet Office to undertake any procurement exercise.

This PIN is for information only and is not a call for competition. The Cabinet Office reserves the right not to enter a formal procurement process and not award contracts. Accordingly, the Cabinet Office will not be liable for any bid cost, expenditure, work or effort incurred by a provider in acting on the basis of this PIN.

All information included in this PIN is indicative and subject to change.

Requests to participate in the Supplier Event and to also request the additional information, must be submitted by email, to the contact person named in section 1 above.

Before any information is shared, potential providers will need to sign a non-disclosure agreement (NDA). A copy of the NDA will be provided upon request. Also names, job titles and contact information will need to be supplied for all Supplier Event attendees.

Please note that the Cabinet Office and its advisors give no warranty in respect of the accuracy, permanence or completeness of any information provided. Reliance on, or use of, any such information is entirely at the risk of the person so doing and, save in the case of fraud, under no circumstances will the Cabinet Office or any of its advisors be liable for or accept any responsibility for any cost, expense or liability incurred by any person relying upon or using such information.