Appendix 2 – Specification of Requirements

This template has been provided so you can customise the standard specification of requirements that applies to Further Competitions under the Pensions Administration Software Framework. Your version of this document should be issued to Providers along with **Appendix 4 – Invitation to Further Competition** and **Appendix 6 – Call-off Terms and Conditions.**

The details in **Appendix 9 – Provider Catalogues** are based upon the Provider's responses to this service specification. You can adapt this specification in the boxes below to meet your own Fund's specific requirements, including adapting the default wording, removing elements, providing more detail in relation to existing wording or adding to the default specification of requirements as long as this remains within the overall scope, and any such changes are clearly identified to potential bidders.

The original procurement was broken into the following three requirement types:

- **Mandatory 1 (M1)** – Providers must provide the requirement through their system
- **Mandatory 2 (M2)** – Providers must provide the requirement either through their system or as a workaround outside of their system
- **Optional (O**) – there is no mandatory requirement to provide optional services

The details of the Providers' proposed solution for all **Mandatory 2 (M2) and Optional (O)** can be found in **Appendix 3 – M2 and Optional Proposals**

You can change this requirement type at Further Competition, for example if a service has a requirement type of Optional (O) but is a Mandatory Requirement (M) for you this can be changed.

It is worth bearing in mind if you change **Mandatory 2 (M2)** or **Optional Services (O)** to **Mandatory 1 (M1)** you may prevent a Provider from submitting a bid.

The wording in red throughout the document provides guidance and should be removed prior to issuing this document to Providers as part of your Further Competition.

If you have any questions about this document please contact us on 01603 495922 or email nationalLGPSframeworks@norfolk.gov.uk

Please Note: On joining the Framework we will provide a customisable version of this document.

A Multi Provider Framework Agreement for the provision of Pensions Administration Software primarily in support of the Local Government Pension Scheme (LGPS)

Specification of Requirements

1 Glossary of terms and definitions

The following terms are used in the specification:

ABS	Annual Benefit Statement
Administering Authority	The authority responsible for administering the relevant LGPS Fund (in England, Wales and Scotland and known as the NILGOSC in Northern Ireland). Also see Contracting Authority below
AFT	Accounting for Tax
AVC	Additional Voluntary Contributions – in the LGPS this arrangement is established with an external Provider e.g. Prudential, Standard Life
BACS	Bacs Payment Schemes Limited, formerly known as Bankers' Automated Clearing Services
CARE	Career Average Revalued Earnings
Call Script	A written script entailing correct wording and logic aids, assists an agent in handling a contact
CIPFA	Chartered Institute of Public Finance and Accountancy
Contracting Authority	This is the client/customer, this will be the LGPS Administering Authority/Scheme Manager (or other body) who contracts with the Provider
DWP	Department for Work and Pensions
EDI	Electronic Data Interchange
EDM	Electronic Document Management
Employer	Employers in the LGPS Fund of the Contracting Authority (i.e. Administering Authority). This includes sub-sections within Employers with responsibility for pension matters, for example, schools within a Local Authority and any external payroll Providers for an Employer (including sub-sections within an Employer)
GAD	Government Actuary's Department
GMP	Guaranteed Minimum Pension
HMRC	Her Majesty's Revenue & Customs
HMT	Her Majesty's Treasury
IAS 19	International Accounting Standard 19
LGPS	Local Government Pension Scheme, including as it applies and has applied to Councillors
Members	All categories of Scheme Member of the relevant scheme, including, but not limited to, active, deferred/preserved, frozen refund, undecided/unprocessed/pending leavers, pensioners, deferred pensioners, dependants and pension credit members
NILGOSC	Northern Ireland Local Government Officers' Superannuation Committee
ONS	Office for National Statistics
PI	Pension Increase
Provider	Provider of the pensions administration software
RTI	Real Time Information
SAB	Scheme Advisory Board of the LGPS. There are SABs in England and Wales, Northern Ireland and Scotland
SCAPC	Shared-cost Additional Pension Contributions

SCAVC	Shared-cost AVC - an AVC arrangement where the Employer is also
Scheme	The Local Government Pension Scheme/LGPS
SF3	Local government pension scheme funds account return (SF3)
System	The pensions administration software
TPR	The Pensions Regulator
TUPE	Transfer of Undertakings (Protection of Employment) legislation regarding requirements to transfer staff
User	The individual member of staff or other person using the pensions administration software
Any other specific to your organisation	Explanation of this abbreviation
Any other specific to your organisation	Explanation of this abbreviation

2   Required Solution

2.1   Hosting option required

Please indicate in the table below the hosting option you require:

	Hosting Option Required
On-Premise	✓
Hosted	✓
Software as a Service (SaaS)	✓

2.2   Schemes administered

Please indicate in the table below the schemes you require your system to deliver:

Scheme	Please tick all schemes you require your system to deliver
LGPS	✓
Police Pension Schemes	✓
Firefighters' Pension Scheme	✓
Councillors Pension Scheme	✓

2.3   Regions

The services within this framework cover the following regions:

- England and Wales

- Scotland

- Northern Ireland

Providers were able to bid for one or more regions. Please see the Provider Catalogues for details of the regions they are able to provide services for.

Please indicate in the table below the region you require your system to deliver:

Region Required	Please tick all that apply
England and Wales	✓
Scotland	✓
Northern Ireland	✓

3   Requirements of the Provider

This section sets out what was required from Providers who were awarded a place on the framework, throughout the period of the framework and call-off contracts. Detailed evaluation criteria are set out in the invitation to tender document.

Mandatory (M) – Providers must provide the requirement to the region(s) they are bidding for.

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

3.1   General requirements

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
3.1.1(a)	Comply, at all times, with all the provisions of the LGPS, including, but not limited to: The Local Government Pension Scheme (LGPS) **England and Wales** as governed by the following current legislation: • The Local Government Pension Scheme Regulations 2013 (as amended) • The Local Government Pension Scheme (Transitional Provisions, Savings and Amendment) Regulations 2014 (as amended) • The Local Government Pension Scheme (Management and Investment of Funds) Regulations 2016	M		M / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	Further legislation as still applies and in force in respect of historic benefits in **England and Wales**, including, but not limited to: • The Local Government Pension Scheme (Benefits, Membership and Contributions) Regulations 2007 (as amended) • The Local Government Pension Scheme (Transitional Provisions) Regulations 2008 (as amended) • The Local Government Pension Scheme (Administration) Regulations 2008 (as amended) • The Local Government Pension Scheme Regulations 1997 (as amended) • The Local Government Pension Scheme (Transitional Provisions) Regulations 1997 (as amended) The requirement to comply with LGPS provisions includes compliance with guidance that is or may be issued and which is relevant to the administration of the LGPS, whether directly or indirectly. Guidance in this context includes but is not limited to Codes of Practice, Frameworks and			

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	Best Practice. This guidance includes but is not limited to guidance issued by: • The Secretary of State of Ministry of Housing, Communities and Local Government, HMT, Scottish Ministers and Department and the Department of Finance, Department for Communities Northern Ireland • The Government Actuary's Department • The Pensions Regulator • CIPFA • The LGPS Scheme Advisory Boards in England and Wales and Scotland and Northern Ireland. In addition, this includes further statutory pension legislation governing UK pension arrangements has application to the LGPS, including (but not limited to): • Automatic Enrolment (Pensions Act 2008) • Contracting out (Pension Schemes Act 1993) • Data protection (EU General Data Protection Regulations and the Data Protection Act 1998)			

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	- Employment legislation including anti-discrimination, equal treatment, family related leave and redundancy rights - Freedom of Information (Freedom of Information Act 2000) - Pensions sharing on divorce (Welfare Reform and Pensions Act 1999) - Tax (Finance Act 2004) - IORP Directive - Redundancies and restructuring (including the Local Government (Early Termination of Employment) (Discretionary Compensation) (England and Wales) Regulations 2006) - TUPE and outsourcing (including Fair Deal and the Best Value Authorities Staff Transfers (Pensions) Direction 2007) - Public Service Pensions Act 2013 and the Public Service Pensions Act (Northern Ireland) 2014 - HMT Directions (e.g. relating to annual benefit statements and revaluation of CARE benefits) and Department of Finance Directions (Northern Ireland)			

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	• Public Sector Record Keeping legislation • Disclosure and notification requirements (such as the Occupational Pension Schemes (Preservation of Benefits) Regulations and the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations) In the event of a discrepancy between this document and the Regulations, the Regulations will take priority.			
3.1.1(b)	Comply, at all times, with all the provisions of the LGPS, including, but not limited to: The Local Government Pension Scheme (LGPS) **Scotland** as governed by the following current legislation: • The Local Government Pension Scheme (Scotland) Regulations 2014 (as amended) • The Local Government Pension Scheme (Transitional Provisions and Savings) (Scotland) Regulations 2014 (as amended) • The Local Government Pension Scheme (Scotland) Regulations 2018 (as amended)			

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	• The Local Government Pension Scheme (Governance) (Scotland) Regulations 2015 • The Local Government Pension Scheme (Management and Investment of Funds) (Scotland) Regulations 2010 (as amended) Further legislation as still applies and in force in respect of historic benefits in **Scotland**, including, but not limited to: • The Local Government Pension Scheme (Benefits, Membership and Contributions) (Scotland) Regulations 2008 (as amended) • The Local Government Pension Scheme (Transitional Provisions) (Scotland) Regulations 2008 (as amended) • The Local Government Pension Scheme (Administration) (Scotland) Regulations 2008 (as amended) • The Local Government Pension Scheme (as amended) Regulations 1998 (as amended) • The Local Government Pension Scheme (Transitional Provisions) Regulations 1998 (as amended)			

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	The requirement to comply with LGPS provisions includes compliance with guidance that is or may be issued and which is relevant to the administration of the LGPS, whether directly or indirectly. Guidance in this context includes but is not limited to Codes of Practice, Frameworks and Best Practice. This guidance includes but is not limited to guidance issued by: • The Secretary of State of Ministry of Housing, Communities and Local Government, HMT, Scottish Ministers and Department and the Department of Finance, Department for Communities Northern Ireland • The Government Actuary's Department • The Pensions Regulator • CIPFA • The LGPS Scheme Advisory Boards in England and Wales and Scotland and Northern Ireland. In addition, this includes further statutory pension legislation governing UK pension arrangements has application to the LGPS, including (but not limited to): • Automatic Enrolment (Pensions Act 2008)			

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	• Contracting out (Pension Schemes Act 1993) • Data protection (EU General Data Protection Regulations and the Data Protection Act 1998) • Employment legislation including anti-discrimination, equal treatment, family related leave and redundancy rights • Freedom of Information (Freedom of Information Act 2000) • Pensions sharing on divorce (Welfare Reform and Pensions Act 1999) • Tax (Finance Act 2004) • IORP Directive • Redundancies and restructuring (including the Local Government (Early Termination of Employment) (Discretionary Compensation) (England and Wales) Regulations 2006) • TUPE and outsourcing (including Fair Deal and the Best Value Authorities Staff Transfers (Pensions) Direction 2007)			

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	• Public Service Pensions Act 2013 and the Public Service Pensions Act (Northern Ireland) 2014 • HMT Directions (e.g. relating to annual benefit statements and revaluation of CARE benefits) and Department of Finance Directions (Northern Ireland) • Public Sector Record Keeping legislation • Disclosure and notification requirements (such as the Occupational Pension Schemes (Preservation of Benefits) Regulations and the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations) In the event of a discrepancy between this document and the Regulations, the Regulations will take priority.			
3.1.1(C)	The Local Government Pension Scheme (LGPS) **Northern Ireland** as governed by the following current legislation: • The Local Government Pension Scheme Regulations (Northern Ireland) 2014 (as amended)			

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	- The Local Government Pension Scheme (Amendment and Transitional Provisions) Regulations (Northern Ireland) 2014 (as amended) - The Local Government (Early Termination of Employment) (Discretionary Compensation) Regulations (Northern Ireland) 2007. - The Local Government Pension Scheme (Amendment) (Governance) Regulations 2015 (as amended) - Local Government Pension Scheme (Management an Investment of Funds) Regulations (Northern Ireland) 2000. Further legislation as still applies and in force in respect of historic benefits in **Northern Ireland**, including, but not limited to: - The Local Government Pension Scheme (Administration) Regulations (Northern Ireland) 2009 (as amended) - The Local Government Pension Scheme (Benefits, Membership and Contributions) Regulations (Northern Ireland) 2009 (as amended)			

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	• Local Government Pension Scheme (Amendment and Transitional Provisions) Regulations (Northern Ireland) 2009 (as amended) The requirement to comply with LGPS provisions includes compliance with guidance that is or may be issued and which is relevant to the administration of the LGPS, whether directly or indirectly. Guidance in this context includes but is not limited to Codes of Practice, Frameworks and Best Practice. This guidance includes but is not limited to guidance issued by: • The Secretary of State of Ministry of Housing, Communities and Local Government, HMT, Scottish Ministers and Department and the Department of Finance, Department for Communities Northern Ireland • The Government Actuary's Department • The Pensions Regulator • CIPFA • The LGPS Scheme Advisory Boards in England and Wales and Scotland and Northern Ireland.			

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	In addition, this includes further statutory pension legislation governing UK pension arrangements has application to the LGPS, including (but not limited to): • Automatic Enrolment (Pensions Act 2008) • Contracting out (Pension Schemes Act 1993) • Data protection (EU General Data Protection Regulations and the Data Protection Act 1998) • Employment legislation including anti-discrimination, equal treatment, family related leave and redundancy rights • Freedom of Information (Freedom of Information Act 2000) • Pensions sharing on divorce (Welfare Reform and Pensions Act 1999) • Tax (Finance Act 2004) • IORP Directive • Redundancies and restructuring (including the Local Government (Early Termination of Employment) (Discretionary Compensation) (England and Wales) Regulations 2006)			

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	• TUPE and outsourcing (including Fair Deal and the Best Value Authorities Staff Transfers (Pensions) Direction 2007) • Public Service Pensions Act 2013 and the Public Service Pensions Act (Northern Ireland) 2014 • HMT Directions (e.g. relating to annual benefit statements and revaluation of CARE benefits) and Department of Finance Directions (Northern Ireland) • Public Sector Record Keeping legislation • Disclosure and notification requirements (such as the Occupational Pension Schemes (Preservation of Benefits) Regulations and the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations) In the event of a discrepancy between this document and the Regulations, the Regulations will take priority.			
3.1.2	Demonstrate that they have: • A proven track record, extensive knowledge and experience of providing	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	Pensions Administration Software, as described in this specification. • Strong technical knowledge and experience of the regulatory framework and operational environment for public service or equivalent pension funds. • Provided added value to public service pension funds, or equivalent, and their stakeholders, including pro bono support. • Excellent communication, partnership and negotiating skills. • An innovative approach in delivering solutions to Contracting Authorities.			
3.1.3	At all times during the framework agreement: • Make arrangements to secure continuous improvement in the way in which services are provided; • Use all reasonable endeavours to ensure Contracting Authorities receive the benefit of any reduced third-party costs and charges gained by the Provider when using sub-contractors, relevant to the provision of the services;	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
	• Use all reasonable endeavours to implement the efficiencies to be found in good industry practice.			
3.1.4	Act as an intelligent Provider, complying and keeping abreast of industry best practice.	M		M / O / Not Required
3.1.5	Provide a professional service with skill, care and diligence in accordance with best professional practices to produce value for money services.	M		M / O / Not Required
3.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required)**			

3.2   Client relationship management

| Reference | Default requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
3.2.1	Designate an appropriate person(s) as its main contact point (the "Client Manager") with the Contracting Authority in relation to the provision of these services. The Client Manager shall: • Have the authority to issue, execute, grant or provide any approvals, requests, change requests, change orders, notices or other communications required or requested by the Contracting Authority. • Deal with any complaints or concerns by the Contracting Authority in relation to the quality of service being provided. • Communicate with the Contracting Authority as required, attend all meetings relating to the management of the provision of the service (e.g. monthly meetings with Contracting Authority officers, Pension Committees (or equivalent) and Pension Boards). • Have appropriate capacity to be regularly contacted and available at short notice.	M		M / O / Not Required

| Reference | Default requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
3.2.2	Designate an appropriate person(s) as the person ultimately responsible for the delivery of these services (the "Client Director") with the Contracting Authority. The Client Director shall: • Be responsible for ensuring the Provider has the appropriate resources in place to meet the requirements of these services. • Have the authority to deal with and resolve all escalated issues or disputes in relation to the delivery of services within agreed service standards. • Have ongoing contact with the Contracting Authority, for example, attending quarterly meetings relating to the management of the provision of the service. • Have appropriate capacity to carry out this role, including being available at short notice.	M		M / O / Not Required
3.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

3.3 Performance and management reporting by the Provider

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
3.3.1	Provide reports as required to the Contracting Authority on a monthly basis, as a minimum, containing information relating to the performance of the contract, and other key information relating to the LGPS, Employers, or work levels. The exact format of such reports, including the regularity and content, shall be agreed with the Contracting Authority. It may be that monthly, quarterly and annual reports include different information. Reports that may be required will include, but not be limited to: - Contract performance reports for use by the Contracting Authority's officers and the Provider in the day to day management of the contract. - Update reports for Pensions Committee (or equivalent) and Pension Boards. - Administration update for the Annual Report and Accounts. Other reports may be required, and the required reports are subject to change throughout the life	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
	of the contract at the request of the Contracting Authority.			
3.3.2	Include the following information, as a minimum, in their reports: • The Provider's performance against the service standards (as detailed separately), split by each individual area. • A list of all data breaches (including cyber-attacks) in relation to the Contracting Authority, with details around how it occurred, impact and action taken, and a list of all data breaches and cyber-attacks relating to all Provider customers (which can be anonymised subject to magnitude of issue being understood). • Any errors or omissions within the current functionality of the Pensions Administration System including date of identification, planned resolution and interim workaround. Also historical information for cases resolved with date of resolution versus planned resolution date.	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
	• Information on recent and ongoing issues (whether technical, or more general complaints or concerns) that have been reported to the Provider, including action taken by the Provider. • Updates on ongoing projects and changes to systems and processes. • Information relating to the quantity of work being received and completed by the Provider, including but not limited to consultancy or training days and fault logs recorded with current resolution status. • A regulatory update, including impact on system functionality and delivery plans for updates, as well as changes made with actual delivery dates versus plan. • A list of other planned system functionality changes including but not limited to enhancements, as well as changes made with actual delivery dates versus plan. • Any other action points or considerations for the Contracting Authority. • Results of the Provider's quality control or internal audit exercises.			

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
	• Results of all cyber security and IT system testing that has been carried by the Provider.			
3.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

3.4 Project management and implementation technical services

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
3.4.1	Put in place project management to manage their internal resources during large-scale, bulk exercises and projects, taking on a new Contracting Authority and transitioning an existing Contracting Authority to a new Provider.	M		M / O / Not Required
3.4.2	Provide assurances to the Contracting Authority throughout projects and implementations by clarifying project timeline, implementation	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
	approach and risk management, including regulatory changes.			
3.4.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

3.5 Upgrade services

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
3.5.1	Set out a clear structure/timetable (e.g. annual) for delivery of system upgrades including main upgrade and sub-releases	M		M / O / Not Required
3.5.2	Where the Contracting Authority so requires, manage the application of any product upgrades or enhancements that become available. Upgrade services must include the entire range of activities required for effective upgrade of any component	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	part of the system (application, platform/operating system and any third-party software) including but not limited to: • Understanding the impact of the changes; • Determining the impact on the system resulting from these changes; • Planning for, testing and implementing the changes/upgrades; • Liaising with personnel on user testing and implementation of changes; • Ensuring that Contracting Authorities are fully familiar with the nature of the changes and the impacts on the system; • Establishing a regression mechanism in the event that the upgrade fails; and • Provision of all the configuration management required for the upgrade/changes.			
3.5.3	Provide that upgrade services include: • Monitoring the effectiveness of the upgrade in terms of system performance and stability; and • Liaison with the Contracting Authority to ensure the accuracy of calculations and	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	the ongoing availability of functionality, services and data.			
3.5.4	Provide that upgrade services include the provision of all the resources required to carry out the upgrades.	M		M / O / Not Required
3.5.5	Provide that upgrade services include any amendments required for interfaces or specialist configuration as a result of software upgrades.	M		M / O / Not Required
3.5.6	Maintain a log of all system software upgrades or changes applied to the system. This log will record the relevant user ID and the date and time of the change.	M		M / O / Not Required
3.5.7	Provide that no upgrades or changes are applied to the Live or Test system without users having completed acceptance procedures in relation to the upgrade or change, and having notified their acceptance and authority to apply the upgrade or change.	M		M / O / Not Required
3.5.8	Ensure that upgrades do not affect availability of the system during any period specified by the Contracting Authority.	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
3.5.9	Ensure that the level of service and all functionality prior to the upgrade is maintained as specified by the Contracting Authority.	M		M / O / Not Required
3.5.10	Provide comprehensive documentation in respect of all upgraded functionality, including but not limited to updated system guidance, online help and user manuals.	M		M / O / Not Required
3.5.11	Demonstrate that they have change management and quality assurance processes in place, which include reassurance that a high level of testing has been carried out by the Provider.	M		M / O / Not Required
3.5.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

3.6 Training and system guidance

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
3.6.1	Supply training, both pre and post implementation, on the use of the software and any software upgrades or system changes, both proactively and on request from the Contracting Authority, at both end-user and system administrator level.	M		M / O / Not Required
3.6.2	Include the training requirements for all functionality within the system and, where required, all technical aspects of the system that users will be required to know to effectively and efficiently operate the system.	M		M / O / Not Required
3.6.3	Provide a range of training styles depending on the specific requirements of the user, e.g. classroom training, on-line and computer-based training and blended training.	M		M / O / Not Required
3.6.4	Include the preparation of training and educational documentation and provide all relevant training materials.	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
3.6.5	Include a process for evaluating and reporting on the effectiveness of training provided, monitor the results of this and amend training styles accordingly. This should include ability to undertake a training needs analysis to identify training requirements.	M		M / O / Not Required
3.6.6	Provide detailed system guidance, including, but not limited to, user manuals and/or an online help facility.	M		M / O / Not Required
3.6.7	Ensure that all system guidance is updated following upgrades to the system and that information is removed from guidance when no longer applicable.	M		M / O / Not Required
3.6.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

3.7 General consultancy

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
3.7.1	Offer additional consultancy services, including, but not limited to: • Ad hoc projects; • Changes to the system/bespoke programming; • Implementing and developing system functionality (e.g. workflow); • Technical support/assistance with system infrastructure; • Business analysis, to ensure best use of the system.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required
3.7.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

4   System requirements - High-level summary

This section sets out the high-level functional requirements of the Pensions Administration Software:

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2) – Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

4.1   High-level requirements

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
4.1.1	Provide administration processing and the functionality to support administration processes in respect of the LGPS and other specified schemes, as requested, for the full life cycle of all Scheme Members and their dependants, including the period for which records are maintained following membership ceasing.	M1		M1/ M2 / O / Not Required
4.1.2	Provide sufficient calculating and reporting functionality to facilitate the Contracting Authority's (and administering authority's, if different) compliance with all statutory requirements of the LGPS, including but not	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as applicable)
	limited to regulations, overriding legislation, statutory guidance and industry best practice guidance set out in section 3.1.				
4.1.3	Provide accurate information in relation to member data and processes, which can be easily accessed and produced for purposes including, but not limited to, work management and monitoring, accounting, actuarial, data quality and internal/external audit purposes, as required.	M1			M1/ M2 / O / Not Required
4.1.4	Have the facility to hold and apply all factors required under the relevant scheme regulations, guidance and wider legislation.	M1			M1/ M2 / O / Not Required
4.1.5	Provide the facility for all data held in the system (including, but not limited to, member data, payroll/financial data, document data and workload/caseload data) to be viewed, printed, exported and/or reported on.	M1			M1/ M2 / O / Not Required
4.1.6	Hold all data on the member record in a logical and user-friendly format, to allow users to easily access, amend and review, for any purpose,	M1			M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
	including, but not limited to, query resolution or calculation of benefits.			
4.1.7	Only require certain data fields to be updated once in respect of each member (for example, personal detail changes for members with multiple employments shall only need to be made once and will be reflected in all employments' records).	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
4.1.8	Allow users to access multiple member records at the same time without the need to abandon tasks (for example in the case of interruption).	M1		M1/ M2 / O / Not Required
4.1.9	Display appropriate error and warning messages in a clear and user-friendly format, including, but not limited to, member data irregularities and problems with benefit calculations and/or bulk processes.	M1		M1/ M2 / O / Not Required
4.1.10	Have a specific validation facility that checks for irregularities in member data, that can be run in bulk or at an individual member level.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
4.1.11	Have a user-friendly interface for the system that incorporates relevant scheme terminology, where appropriate, and has a consistent and logical design and format, both within and between the system modules.	M1		M1/ M2 / O / Not Required
4.1.12	Provide the facility to record, store and display user input notes or memos on individual member records.	M1		M1/ M2 / O / Not Required
4.1.13	Provide the facility to store documentation on a member's record, including both documents received by the Contracting Authority and those generated and sent out by the Contracting Authority.	M1		M1/ M2 / O / Not Required
4.1.14	Provide a wide range of standard reports within the system and the facility for Contracting Authorities to create their own bespoke reports.	M1		M1/ M2 / O / Not Required
4.1.15	Provide the functionality for business processes to be carried out within the system using a workflow facility.	M1		M1/ M2 / O / Not Required
4.1.16	Provide Test environments (e.g. pre-production and test/training), which must have all the	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
	system functionality that are present within the Live service at any point in time.			
4.1.17	Provide the ability for the Provider and/or the Contracting Authority to periodically refresh all Test data to match the Live data, as required.	M1		M1/ M2 / O / Not Required
4.1.18	Provide the ability to copy certain member and system data from the Live service to the Test service, as required.	M1		M1/ M2 / O / Not Required
4.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

4.2   General requirements

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement Type (Delete as applicable)
4.2.1	**Factor tables** Hold all relevant factors and components required to perform all calculations of benefits, in accordance with the relevant scheme regulations and other relevant legislation, including, but not limited to, actuarial factors issued by GAD, PI and revaluation tables, and Annual Allowance and Lifetime Allowance limits. These tables should be automatically updated by the Provider as soon as possible following any changes meaning that all software updates are delivered with the latest factors. In addition, there should be the facility for Contracting Authorities to do both manually.	M1		M1/ M2 / O / Not Required
4.2.2	**Workflow** Provide the facility for the Contracting Authority to create workflows made up of tasks and processes for all member events and offer standard workflow templates designed by the Provider. Provide the facility for workflows to be automatically generated after certain bulk	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement Type (Delete as applicable)
	upload/ interface processes as required by the Contracting Authority.			
4.2.3	**Workload management** Provide a workload management facility to enable users to manage and control all workflows in relation to member events.	M1		M1/ M2 / O / Not Required
4.2.4	**Workflow - Authorisation and checking** Provide the facility for all calculations of benefits to be checked and approved by a separate authorised user(s) and for the audit trail to be held on the member record and or record associated with the member.	M1		M1/ M2 / O / Not Required
4.2.5	**Statements** Produce standard statements showing details of the calculation for all the member events noted below and hold a copy of all statements on the member's record. This should include a statement in a format suitable for providing to a Scheme Member and information in a format that allows for the calculation and data to be easily checked by the user.	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement Type (Delete as applicable)
4.2.6	**Letters and forms** Provide the facility for: • The Contracting Authority to assign their own letters, forms and other documents to all calculations; • The Contracting Authority to assign different documents depending on the type of calculation, i.e. quotation or actual; • These documents to be automatically pre-populated and produced when calculations are processed, or to be supressed when not required; • These documents to be editable where required after being produced; • A copy of all documents to be held on the member record.	M1			M1/ M2 / O / Not Required
4.2.7	**Type of calculation** Provide the facility for all benefit calculations to be run both as a quotation, with no effect on the member record, or on an actual basis, with all member data updated accordingly.	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type		Service Description	Requirement Type (Delete as applicable)
4.2.8	**Writeback** **Provide a facility to:** • Ensure member records are updated with the relevant results of all benefit calculations, when run on an actual basis, including, but not limited to, changes to member status, dates of all changes and value of benefits calculated (refund/deferred/pension/transfer etc); • Display the results of all actual calculations to the user before any data is written back to the member record; • Prevent writeback by users, if required; • Allow for all data fields updated by a calculation to be manually amendable by an authorised user, if required (e.g. where there is a known calculation error).	M1			M1/ M2 / O / Not Required
4.2.9	**Member data** Provide the facility for all data necessary to manage Scheme Members and their benefits to be held in the system. Information should be able to be updated individually and by bulk processes (e.g. interfaces/Employer updates) as	M1			M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement Type (Delete as applicable)
	well as through calculations or other processes. Member data must be held on a member record for the lifecycle of that record across different statuses (e.g. active, deferred, pensioner, death).				
4.2.10	**Quotations/Estimates** Provide the facility to: • Accurately calculate quotations/estimates for the member events set out in section 12 and in addition for potential transfer-out calculations, in accordance with the relevant scheme regulations and other relevant legislation. • Record all results of quotations/estimates to the member record, with ability to delete quotations as required by user.	M1			M1/ M2 / O / Not Required
4.2.11	**Annual Allowance** Provide the facility to: • Accurately calculate the amount of the Annual Allowance a member has used in any tax year, in accordance with relevant scheme regulations and other relevant regulations.	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement Type (Delete as applicable)
	• Automatically calculate the amount of the Annual Allowance a member has used when processing deferred benefits, retirement benefits, death benefits and transfers out.			
4.2.12	**Lifetime Allowance** Provide the facility to: • Accurately calculate the amount of the Lifetime Allowance a member has used in any tax year, in accordance with the relevant scheme regulations and other relevant legislation. • Automatically calculate the amount of the Lifetime Allowance a member has used when processing retirement benefits, death calculations and transfers out.	M1		M1/ M2 / O / Not Required
4.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

4.3 User groups

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
4.3.1	Provide the opportunity for the Contracting Authority to join Regional and/or National user groups attended by both users and Providers, to share and discuss developments, updates, knowledge and best-practice.	M1		M1/ M2 / O / Not Required
4.3.2	Provide the opportunity for Contracting Authorities to join testing working parties to assist the Provider with the testing and implementation of new system functionality before its release.	M1		M1/ M2 / O / Not Required
4.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

5 Data requirements

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2) – Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

5.1 Data input requirements

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
5.1.1	Allow for easy extract and upload options for interfacing with a variety of financial systems and other third-party systems and software, including, but not limited to, MS Excel, csv and txt files.	M1		M1/ M2 / O / Not Required
5.1.2	Allow electronic bulk updates to be available from MS Excel or csv, as a minimum, via electronic submission including, but not limited to the following: • Creation of new member records; • Amendment of member personal details including address and creation of a gone away indicator/effective date;	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
	• Amendment of employment details including Employer, payroll/post references; • Change of contractual hours/ contribution rate; • Movement from main section to 50/50 section (and vice versa) • Posting of Scheme Member contributions (basic and additional), Employer contributions and pensionable pay (CARE, pre 2014 (2015 Scotland and Northern Ireland) pensionable pay and actual pay) at least monthly and including at the end of the scheme year; • Input of Guaranteed Minimum Pension (GMP) data from DWP; and • Service breaks.			
5.1.3	Provide an automated system control check to ensure the total number of records held within an interfaced file match the number of records processed by the system and a set of validations including, but not limited to, counts identifying how many of each field have been updated by the interface and totals of financial information.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
5.1.4	Provide a facility to load data and gauge the likely levels of errors and warnings before updating the live system.	M1		M1/ M2 / O / Not Required
5.1.5	Validate all data received and provide defined reports detailing the reasons for rejected and/or invalid data at each update.	M1		M1/ M2 / O / Not Required
5.1.6	Provide a facility to retain rejected/excluded interface files and process this data when the rejection/exclusion has been resolved.	M1		M1/ M2 / O / Not Required
5.1.7	Verify and validate all data at file, record and individual field level. The controls for file input will ensure that: • The file is complete; • Where relevant, the system will check for specified tolerance levels or deviations from normal ranges that may suggest corrupted data or omissions; • Data will be referenced to the correct record e.g. by matching Pay reference and National Insurance number, with flexibility on what fields are used for matching;	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as applicable)
	• It is in the correct format for the appropriate field.				
5.1.8	Allow users to be able to continue using the system during the load and interface process.	M1			M1/ M2 / O / Not Required
5.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

5.2   Government Actuary Department (GAD) transactional data requirements

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
5.2.1	Ensure that following all relevant benefit calculations, data is automatically stored in the system in accordance with GAD transactional data requirements. The data held in the system must reflect how actual payments made are split between a member's respective periods of	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	Scheme Membership. This should include, but not be limited to, all pension payments, lump sum payments, transfer payments, and death benefit payments.			
5.2.2	Provide functionality to be able to report on all payment splits, in line with GAD requirements. For example, to reconcile the pensions administration system with the Contracting Authority's finance system.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
5.2.3	Provide functionality to allow funds to report on and extract data for GAD's Section 13 report requirements.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
5.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

6   Document requirements

This section sets out the detailed document requirements from the Pensions Administration Software.

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2) – Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

6.1   Document maintenance, generation and output

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (delete as applicable)
6.1.1	Provide the facility for the Contracting Authority to be able to: • Produce template letters • Tailor letters • Auto-populate information from the members record	M1		M1/ M2 / O / Not Required
6.1.2	Provide the facility for the Contracting Authority to create their own document templates, as required.	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (delete as applicable)
6.1.3	Provide a suite of template documents within the system, which: • Are designed by the Provider; • Are produced following all benefit calculations; • Include information displayed in a clear format and written in plain English; • Are produced in a format that is suitable for sending to Scheme Members and Employers; • Include sufficient information for reviewing the results of the calculation; • Provide standard documentation that contains all information required to meet disclosure regulations and other related requirements.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
6.1.4	Provide the facility for all standard documents to be easily amended before sending to Scheme Members and Employers.	M1		M1/ M2 / O / Not Required
6.1.5	Provide the ability to produce automatically generated letters, statements (i.e. of calculations) and forms linked to all individual business processes with wording that can be tailored and pre-populated with data from the	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as applicable)
	member record or business process (e.g. calculation). For calculations, there should be a clear statement of the calculation at a level that can be reviewed by the Contracting Authority and also a clear statement of the calculation that can be issued to the Scheme Member. Where considered appropriate, they may be the same document.			
6.1.6	Include a document generation facility so that users can generate, amend, send electronically and print letters, forms, statements and/or other documents as required for the administration of cases, to both members and Employers, as required.	M1		M1/ M2 / O / Not Required
6.1.7	Provide that documents generated within a member record are stored to the member's electronic pension file and easily retrieved when accessing that record at a later date including facilitating viewing, downloading and printing by users and Employers, e.g. by email or through an online portal.	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (delete as applicable)
6.1.8	Provide a solution for any output produced to be distributed electronically to Scheme Members or Employers by secure means.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required
6.1.9	Provide the facility for all documents generated by the system to be converted to secure PDF for distributing electronically to Members or Employers, e.g. by email or through an online portal.	M1			M1/ M2 / O / Not Required
6.1.10	Provide the facility for document templates to be incorporated into system and workflow processes.	M1			M1/ M2 / O / Not Required
6.1.11	Provide the facility for documents to be generated in bulk, including for defined groups of members.	M1			M1/ M2 / O / Not Required
6.1.12	Provide the facility for document templates to incorporate data from the system, including temporary data generated by benefit	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as applicable)
	calculations and information relating to users (e.g. signatories and phone numbers).			
6.1.13	Provide the facility for Contracting Authorities to specify that particular documents are generated automatically following benefit calculations.	M1		M1/ M2 / O / Not Required
6.1.14	Provide the facility for automatically generated documents to include or exclude certain information dependant on the member circumstances (e.g. to include a paragraph about a Partner's pension if the member is married or in a civil partnership, but to exclude it if they are single).	M1		M1/ M2 / O / Not Required
6.1.15	Provide the ability to protect documents to the requirements set by the Contracting Authority to ensure these cannot be edited by unauthorised users.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
6.1.16	Provide the capability for printing documents by all users, including but not limited to letters,	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type		Service Description	Requirement type (delete as applicable)
	statements, and notifications, either individually or in bulk at a frequency to be determined by the Contracting Authority.				
6.1.17	Allow copies of any documents originally produced by the system to be viewed and re-printed locally by users.	M1			M1/ M2 / O / Not Required
6.1.18	Provide the functionality for document templates to incorporate manually entered temporary data at the point of creation.	M1			M1/ M2 / O / Not Required
6.1.19	Ensure commonly used temporary data generated by benefit calculations for use in document templates is consistent and predictable regardless of member circumstances.	M1			M1/ M2 / O / Not Required
6.1.20	Provide the facility to allow associated data merge fields and data extracts (including calculated or derived data items) to be available for use within all relevant document templates in the system.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as applicable)
6.1.21	Provide functionality within workflow to include the creation of documents.	M1		M1/ M2 / O / Not Required
6.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

6.2   Electronic document management (EDM)

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
6.2.1	Provide the facility to file electronic copies of all documentation produced by the system to a member's record, e.g. letters and forms generated by users and statements related to calculations.	M1		M1/ M2 / O / Not Required
6.2.2	Provide the facility to file electronic copies of documentation produced outside of the system to member's records, including via bulk upload using matching by member identification fields held within the system (e.g. combinations of NI number and payroll reference).	M1		M1/ M2 / O / Not Required
6.2.3	Provide the facility for the scanning and indexing of all documentation to a member's record, including, but not limited to, incoming post and emails, documents created outside the system and any other notes and/or paperwork.	M1		M1/ M2 / O / Not Required
6.2.4	Provide the facility for all scanned and indexed documentation to be linked to a Member's record and/or to the appropriate stage of a workflow process.	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
6.2.5	Provide a facility for the scanning of historic documentation and linking to a Member's record, as and when required by the Contracting Authority.	M1			M1/ M2 / O / Not Required
6.2.6	Provide the facility for different formats of documents to be indexed including but not limited to PDF, Outlook, Word, MS Excel and image files.	M1			M1/ M2 / O / Not Required
6.2.7	Provide the facility to search for and retrieve documents across the system based on criteria and/or metadata such as name of document, date created, type/format and Member details.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required
6.2.8	Ensure the EDM facility interacts with the system including reporting and any system audit trails.	M1			M1/ M2 / O / Not Required
6.2.9	Ensure easy identification of changes to documents and maintain a full audit trail of	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	document scanning, storage, generation, movement and deletion.			
6.2.10	Provide a facility to control the amendment of documents by users	M1		M1/ M2 / O / Not Required
6.2.11	Provide a facility to maintain a record of any amendments that are made.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
6.2.12	Store documents in an appropriate format ensuring it is accessible over a Member's pension record's lifetime.	M1		M1/ M2 / O / Not Required
6.2.13	Have adequate controls to ensure that only authorised users can delete or re-allocate documents.	M1		M1/ M2 / O / Not Required
6.2.14	Facilitate the storage of documents in accordance with the Contracting authority's	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
	data retention policy. This should enable the Contracting Authority to identify destroy dates for documents (either individually or in bulk).				
6.2.15	Provide the facility to carry out bulk deletion of any documents by specific criteria, including, but not limited to, date created or indexed, category or type, name of document and user who created or indexed. Ensure that an audit trail is created with a record of all documents deleted and information such as document details, member details and name of user.	M1			M1/ M2 / O / Not Required
6.2.16	Ensure that all documents are securely managed and allow archiving of documents based on controls such as date created and type of document.	M1			M1/ M2 / O / Not Required
6.2.17	Provide the facility to add annotations to indexed documents.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
6.2.18	Provide the facility to add barcodes to documents to assist with scanning and indexing.	M1		M1/ M2 / O / Not Required
6.2.19	Provide the facility to create categories or types of documents that can be used to assist with scanning and indexing.	M1		M1/ M2 / O / Not Required
6.2.20	Provide the facility to scan and index documents held on alternative formats e.g. microfiche.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
6.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

7   Workflow and workload management

The system must provide a workflow facility which directs users through various steps to complete a task or process, a workload management facility to enable user, supervisor and management control of workloads and a facility for running workflow/workload reports.

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2) – Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

7.1   Workflow design

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
7.1.1	Provide functionality for suitably trained users at the Contracting Authority to create and amend structured tasks and processes to be used to manage and control all business procedures without the need for specific IT or programming skills.	M1		M1/ M2 / O / Not Required
7.1.2	Provide functionality for parameters to be built into task templates / process templates, including, but not limited to:	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as applicable)
	- Number of days to complete - Number of days to reply - Reply due details (Member, Employer, another scheme, etc) - Priority level - Minimum seniority level - Default user/group - Data views relevant to the task - Calculations relevant to the task - Documents relevant to the task - Task checklist - Number of days to complete – overall - Number of days to complete – excluding time spent waiting for replies - Automatic follow-on processes, if required - Default user/group				
7.1.3	Provide functionality for the Contracting Authority to set several different targets for completion against each task and process, for example an internal target, legislative target and CIPFA or other benchmarking target, and for all targets to be available to report on.	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
7.1.4	Provide the facility for tasks and processes to be categorised and prioritised into different work areas, to assist with workload management and reporting.	M1		M1/ M2 / O / Not Required
7.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

7.2   Workflow processing

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
7.2.1	Include functionality to monitor the progress of all tasks and processes, including, but not limited to, the dates that they commence, are due to be completed and are completed as well as the dates that documents or other correspondence are sent, received and due to be received.	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as applicable)
7.2.2	The system should facilitate the monitoring of pre-defined timeframes of tasks against benchmarks/targets.	M1			M1/ M2 / O / Not Required
7.2.3	Provide the facility for automatic assignment to be incorporated into workflow processing. For example, by automatically directing users to specific data views and relevant calculations, automatically generating relevant documents and automatically referring cases to relevant users or groups based on seniority, skills, membership splits and/or capacity.	M1			M1/ M2 / O / Not Required
7.2.4	Provide the facility for users to enter free format text to comment on the status of a case and include functionality to draw a user's attention to ensure that such notes are not missed.	M1			M1/ M2 / O / Not Required
7.2.5	Enable tasks and processes to be assigned between individual users or groups automatically, based on skills, membership splits and work volumes.	M1			M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as applicable)
7.2.6	Provide the facility for workflow processes to commence on specific dates, as required by the Contracting Authority, for example when a member is approaching a date that a change is required (e.g. deferred members reaching Normal Pensions Age (NPA), non-pensioner members reaching age 75).	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required
7.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

7.3   Workflow reporting

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as applicable)
7.3.1	Include a suite of standard workflow reports which will provide the Contracting Authority with details of performance against all targets set at both task and process level. The reports	M1			M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as applicable)
	will have the ability to be modified for the user requirements for reporting to external organisations including, but not limited to, CIPFA, GAD and in line with changes to the set targets.				
7.3.2	Provide the facility to report on the time taken to complete each task and/or process, including both the overall time taken and excluding the time waiting for replies.	M1			M1/ M2 / O / Not Required
7.3.3	Provide the facility to report on outstanding and future dated cases, to assist the Contracting Authority in managing ongoing and upcoming workloads.	M1			M1/ M2 / O / Not Required
7.3.4	Provide the facility for workflow reports to be run against any group of members, for example by Scheme, Employer, status, or by the user who completed the task or process.	M1			M1/ M2 / O / Not Required
7.3.5	Provide the facility for ad hoc reports to be developed in relation to workflow, on both current and completed cases.	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
7.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

7.4 Workload management

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
7.4.1	Provide a workload management and/or dashboard facility for users to view, manage and control workloads and the progress of tasks/process.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
7.4.2	Provide the facility for authorised users to analyse current and future workloads by type of task/process, by dates and by user/group.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
7.4.3	Provide indicators and/or notifications within the workload management facility, at pre-defined times, of task/process that need action (e.g. task/processes that are running late or are overdue).	M1		M1/ M2 / O / Not Required
7.4.4	Provide the facility for tasks/processes to be re-allocated from one user to another, or to a group made up of a defined set of users, both individually and in bulk.	M1		M1/ M2 / O / Not Required
7.4.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

8   Reporting requirements

This section sets out the reporting facilities that are required from the Pensions Administration Software.

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2) – Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

8.1   General reporting requirements

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
8.1.1	Provide a suite of reports as standard reports including but not limited to: • Member analysis by status and Employer • HMRC event reporting • IAS19 • ONS • SF3 • Universal Data Extract • Member Movement Report • Common and scheme specific data report • TPR compliance reports • Diary Reports	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as applicable)
	• Audit reports containing details of all changes applied to Member records or solution data • Standard Workflow Reports				
8.1.2	Provide functionality for report writing to allow users to create and amend ad hoc reports for any purpose, including, but not limited to, detecting present/missing data, identifying groups of members and running basic calculations.	M1			M1/ M2 / O / Not Required
8.1.3	Allow users to store their created reports for future use i.e. to be rerun at later dates to extract the latest information.	M1			M1/ M2 / O / Not Required
8.1.4	Ensure all reports produced include identification details including, as a minimum, report title, input details/parameters, date produced, user who ran the report and end of report text. Where rejections or errors occur, this should also be identified together with control totals.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required
8.1.5	Allow the following data areas to be reported on using the report writing tools, including	M1			M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
	where information is in lists (e.g. list fields) or multiples (e.g. multiple data records) included but not limited to: • Member data • Workflow and workload data • Document input and output • Scheme administration data (e.g. factor tables, annual report requirements, local or national benchmarking details)			
8.1.6	Provide functionality to use reports to identify groups of members, to be used with member selection and/or perform bulk calculations, processes including document generation or upload, updates and data prints, as required.	M1		M1/ M2 / O / Not Required
8.1.7	Provide functionality for the entirety of all standard and ad hoc reports produced to be viewed on screen, printed and downloaded as an appropriate external file (e.g. MS Excel, csv or txt files) for export of data to other applications, e.g. no restrictions on the number of outputs.	M1		M1/ M2 / O / Not Required
8.1.8	Provide the facility for reports to be scheduled to run at regular intervals (e.g. weekly or	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
	monthly) and at specific times, e.g. outside office hours if required.			
8.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

8.2   Scheme/Fund actuary reports

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
8.2.1	Provide standard Member and scheme analysis reports which allow the Contracting Authority to provide the Fund Actuary with any data that they require, in accordance with the Treasury directions (or equivalent Department of Finance orders in Northern Ireland), to carry out a valuation or interim valuation and prepare a report on the valuation.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
8.2.2	Provide standard Member and scheme analysis reports which allow the Contracting Authority to meet all requirements of the Fund's Actuary, including, but not limited to, information required for valuations of individual/groups of Employers, FRS17 and IAS19 reports (or applicable accounting standards) and the regular and interim valuations of the Fund. This should include as a minimum, the Universal Data Extract agreed between LGA/Scheme Advisory Board and LGPS Actuaries.	M1		M1/ M2 / O / Not Required
8.2.3	Provide functionality for all actuarial reports produced to be viewed on screen, printed and downloaded as an appropriate external file (e.g. MS Excel, csv or txt files) for export of data to other applications.	M1		M1/ M2 / O / Not Required
8.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

8.3 Data quality and analysis reports

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	**Requirement type**	**Service Description**	**Requirement Type (Delete as appropriate)**
8.3.1	Provide the facility to report on data quality, in particular for assessing data against the Pension Regulator's requirements for common and scheme-specific data, including in accordance with nationally agreed LGPS format (which is currently being managed by LGA/SAB).	M1		M1/ M2 / O / Not Required
8.3.2	Provide the facility to run, both in bulk and at an individual member level, a check for missing or inconsistent member data and for a report of the errors and warnings to be produced. Areas for checking should include, but not be limited to: • Personal details (e.g. gender, title, marital status) • Membership details (e.g. dates of membership, transfer details) • Financial details (e.g. CARE pay, contributions) • Benefit details (e.g. pension/deferred/refund details)	M1		M1/ M2 / O / Not Required

8.3.3	Provide reports on the movements of Members from one status to another, including, but not limited to, the number of Members by status at the beginning and end of a specified period, the types of movements, the reasons for movements, and a list of any errors or inconsistencies relating to movements.	M1		M1/ M2 / O / Not Required
8.3.4	Provide functionality for all data reports produced to be viewed on screen in their entirety, printed and downloaded as an appropriate external file (e.g. MS Excel, csv or txt files) for export of data to other applications.	M1		M1/ M2 / O / Not Required
8.3.5	Provide the facility for all data quality and analysis reports to be scheduled to run at regular intervals (e.g. weekly or monthly) and at specific times, e.g. outside office hours if required.	M1		M1/ M2 / O / Not Required
8.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

8.4 HMRC Reports

8.4.1 HMRC – unauthorised payment and scheme sanction charge reports

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
8.4.1.1	Provide functionality to enable users to calculate unauthorised payment charges due to HMRC and to record and report on the relevant tax charges for unauthorised payments, as defined by HMRC.	M1		M1/ M2 / O / Not Required
8.4.1.2	Provide functionality to record and report on HMRC charge reference numbers and amounts payable for scheme sanction charges in line with statutory deadlines.	M1		M1/ M2 / O / Not Required
8.4.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

8.4.2 HMRC – event reports

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
8.4.2.1	Provide functionality to identify and report, by individual member, all reportable events in strict observance of HMRC event report requirements, as amended from time to time.	M1		M1/ M2 / O / Not Required
8.4.2.2	Facilitate the production of the event report by users at any frequency throughout the year.	M1		M1/ M2 / O / Not Required
8.4.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

8.4.3   HMRC – accounting for tax (AFT) returns

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
8.4.3.1	Provide functionality which, following authorisation of payments, automatically records the following tax charges by individual Member, including but not limited to: • Short service refund lump sum charge • Lifetime Allowance charge • Special lump sum death benefit charge • Serious ill-health lump sum charge • Annual Allowance charge • Overseas transfer charge	M1		M1/ M2 / O / Not Required
8.4.3.2	Provide functionality for authorised staff to process and report on AFT payments to HMRC in line with statutory deadlines.	M1		M1/ M2 / O / Not Required
8.4.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

9 Audit and authorisation requirements

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2)– Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
9.1.1	Maintain an audit log of all actions taken by all users, both at the Contracting Authority and the Provider, which is accessible by the Contracting Authority. The information logged will include, but not be limited to, user identifier, date, time and type of action taken.	M1		M1/ M2 / O / Not Required
9.1.2	Provide a facility for reviewing, authorising and auditing changes to member data that have been made outside of any business process.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
9.1.3	Provide functionality which records and schedules changes to member data for authorisation by user, which can be	**M2** (see **Appendix 3 – M2 and Optional**		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	automated, or manual as agreed with the Contracting Authority.	**Proposals** for further information)		
9.1.4	Provide that only authorised users may view, edit and delete member records or documents in the member pension file, regardless of member classification or status.	M1		M1/ M2 / O / Not Required
9.1.5	Provide functionality to allow for segregation of duties so that all calculations, including recalculations, of scheme benefits are processed by and checked/authorised by different users and then paid by a different user, as specified by the LGPS regulations.	M1		M1/ M2 / O / Not Required
9.1.6	Provide that the processing and/or authorisation of any award of scheme benefits is recorded on the member record and is capable of being identified and reported in line with the Contracting Authority requirements.	M1		M1/ M2 / O / Not Required
9.1.7	Provide the facility to restrict access to specific Member records for certain users to	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
	prevent a conflict of interest, e.g. family members.				
9.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

10   Calculations

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2)– Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as applicable)
10.1.1	Provide efficient functionality to perform benefit calculations in accordance with the legislation governing the relevant LGPS scheme, including,	M1		M1/ M2 / O / Not Required

	but not limited to, those listed in section 12 of this specification.			
10.1.2	Provide the facility for calculations to be run with the ability to check results before writing back to member data, or on an actual basis, with automatic updating of all relevant data.	M1		M1/ M2 / O / Not Required
10.1.3	Automatically update all relevant member data, including member status, correctly and accurately following any calculation being run on an actual basis.	M1		M1/ M2 / O / Not Required
10.1.4	Provide the functionality to perform calculations and processes in bulk, for any selected Members or groups of Members, as required, as either a quotation or on an actual basis where all data required to complete the calculation has been updated, unless specific data is the same for all members (e.g. effective dates or assumptions about commutation options) and/or the appropriate calculation date has been reached.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
10.1.5	Only allow calculations to proceed when all required information is held on the system and eligibility for the particular benefit/calculation exists. Conditions affecting eligibility will include, but are not limited to, Member's age, status of Member and length of Scheme Membership.	M1		M1/ M2 / O / Not Required
10.1.6	Provide the facility for all benefits to be recalculated, including but not limited to when	M1		M1/ M2 / O / Not Required

	amended pensionable pay details or effective dates are received or revised factors are issued, and automatically update all relevant member data correctly and accurately. The system should also calculate and record any arrears or overpayments of pension and lump sum benefits, plus interest where relevant. The facility should include the option to rerun calculations as quotation or actual.			
10.1.7	Make the results of all benefit calculations available to be viewed, downloaded and printed, including, but not limited to, the data used in the calculation, the members details, the event date, the calculation date, the calculation results and the calculation itself, in a format that can be verified by the Contracting Authority and provided to the Scheme Member.	M1		M1/ M2 / O / Not Required
10.1.8	Provide that all benefit calculations can be viewed on the member record, reproduced in statement form, printed or copied to electronic format, including the date of original production/issue.	M1		M1/ M2 / O / Not Required
10.1.9	Provide that all benefit calculations include, where appropriate, an assessment of the proportion of the Annual Allowance that those benefits have used in the relevant scheme year.	M1		M1/ M2 / O / Not Required
10.1.10	Provide that all benefit calculations include, where appropriate, an assessment of the	M1		M1/ M2 / O / Not Required

	proportion of the Lifetime Allowance that those benefits equate to.				
10.1.11	Provide that calculations of scheme benefits are recorded on the member record in chronological order of production.	M1			M1/ M2 / O / Not Required
10.1.12	Provide that calculations of scheme benefits are processed in accordance with the rules of the LGPS, including, but not limited to: • Aggregation of benefits • Transfers in • Transfers out • Additional Pension Contributions (APCs) • Additional Voluntary Contributions (AVCs) • Additional Regular Contributions (ARCs) • Added years contracts • Annual Allowance • Annual Benefit Statements (ABSs) • Service Breaks • Pension sharing order • Refund of contributions • Deferred Benefits • Death in Service/Death of Deferred/Death of Pensioner • Retirement – Voluntary • Retirement – Flexible • Retirement – Redundancy/efficiency • Retirement – Ill-health grounds • Trivial Commutation	M1			M1/ M2 / O / Not Required

	• Dependents benefits				
10.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

11 Bulk processes

This section sets out the processes and calculations that the Pensions Administration Software is required to be able to perform in bulk.

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2) – Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

11.1 Annual benefit statements (ABS)

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
11.1.1	Provide the facility for all active, deferred, pension credit and deferred pensioner Members to be provided with an ABS that complies with all relevant regulations, legislation and guidance, as amended from time to time	M1		M1/ M2 / O / Not Required

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Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
11.1.2	Provide the facility for statements to be produced through a bulk process, and/or individually.	M1			M1/ M2 / O / Not Required
11.1.3	Provide the facility for statements to be produced for any group of members, for example by Scheme, Employer, status, age or surname, as required by the Contracting Authority, including the facility to pick multiple (e.g. multiple employers) or ranges (from one date of birth to another). This should also include the facility to run the statements from a group of Members that has been created via a report writing facility.	M1			M1/ M2 / O / Not Required
11.1.4	Produce reports as part of the ABS process that include, but are not limited to, the number of Members correctly and incorrectly processed and a list of errors and warnings for each individual Member, where appropriate.	M1			M1/ M2 / O / Not Required
11.1.5	Provide the ability, as part of the calculation process, for errors and warnings to be produced in a format which identifies the correct Member record thus allowing for it to be corrected.	**M2** (see **Appendix 3 – M2 and Optional**			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
		Proposals for further information)			
11.1.6	Provide the functionality for ABS data to be merged into a standard compliant template, designed by the Provider and supplied within the system, and for the merged documents to be automatically stored on Member records for future reference.	M1			M1/ M2 / O / Not Required
11.1.7	Provide the functionality for ABS data to be merged into a template designed by the Contracting Authority, and for the merged documents to be automatically stored on Member records for future reference.	M1			M1/ M2 / O / Not Required
11.1.8	Provide the functionality for ABS data to be merged into a standard extract which should be an appropriate external file, e.g. MS Excel file format, incorporating all fields that could reasonably be included within an ABS communication and which can then be customised by the Contracting Authority and merged and designed outside of the system.	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
11.1.9	Provide a facility for all appropriate documents to be uploaded in bulk to be stored on Member records for future reference including accessible by members on the on-line Member self-service facility.	M1		M1/ M2 / O / Not Required
11.1.10	Provide the functionality for standard and non-standard merged documents to be printed, both individually and in bulk.	M1		M1/ M2 / O / Not Required
11.1.11	Provide the functionality for standard and non-standard merged documents to be distributed via secure email.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
11.1.12	Provide the ability to re-run the processes for any Member who has failed.	M1		M1/ M2 / O / Not Required
11.1.13	Provide the facility for all externally produced statements to be loaded back into the system and stored on member records for future reference, including on the Member Online	**O** (see **Appendix 3 – M2 and**		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
	Portal (with the facility for appropriate notification to members).	**Optional Proposals** for further information)			
11.1.14	Provide the functionality for standard and non-standard merged documents to be uploaded and/or written back to be accessed via a member online portal (with the facility for an appropriate notification to members), both individually and in bulk.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required
11.1.15	As an alternative to a standard or non-standard document, provide the functionality for ABS data to be held in a data view on member records, which is stored for future reference, and for this data view to be accessible by the member through a member online portal.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required
11.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

11.2 Pensions Increase (PI)

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
11.2.1	Provide the facility for all PI factors to be held in the system for use in the annual adjustment of benefits and in all benefit calculations, including, but not limited to: • Retirements • Deferred benefits • Transfer values • Death benefits • Scheme pays • Pension credits and debits	M1		M1/ M2 / O / Not Required
11.2.2	Provide the facility for all pensions in payment, deferred benefits, additional pension purchased, scheme pays and pension credits and debits to be adjusted annually, in accordance with Pensions Increase (Review) Orders (and other legislative requirements and increase rates, where relevant) and the relevant scheme regulations, including supplementary increases to lump sums paid in the previous financial year, and ensuring that GMP, NI modification and/or other limitations are considered and interest is	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
	also calculated were relevant and applied appropriately.				
11.2.3	Provide the facility for the PI process to be carried out both as a bulk exercise and at an individual member level with the ability to check results before writing back to records.	M1			M1/ M2 / O / Not Required
11.2.4	Provide the facility for the PI process to be carried out for any group of Members, for example by status, Scheme, Employer or surname, as required by the Contracting Authority.	M1			M1/ M2 / O / Not Required
11.2.5	Provide the functionality to automatically apply a part-year PI to pensions which became payable within the previous PI year.	M1			M1/ M2 / O / Not Required
11.2.6	Produce reports as part of the PI process that include, but are not limited to, the number of members correctly and incorrectly processed, details of the adjustments applied to each component for each individual member, the previous and new rate of pension, any interest and a list of errors and warnings for each individual Member, where appropriate.	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
11.2.7	Provide the functionality to automatically calculate and apply the effect of PI and/or GMP adjustments on any backdated adjustment of gross pension, lump sum or other benefit and generate and record the amounts of overpayments or arrears, including interest, where appropriate.	M1		M1/ M2 / O / Not Required
11.2.8	Provide the ability to re-run the processes for any Member who has failed.	M1		M1/ M2 / O / Not Required
11.2.9	If required, provide the facility to transfer and update the revised amounts payable to the pensioner payroll, including, but not limited to, the effective date, annual rate of pension payable, GMP indicator (applies or does not apply for PI purposes) and recharging indicator.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
11.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

11.3 Revaluation of Career Average Revalued Earnings (CARE) pensions

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
11.3.1	Provide the facility for all CARE revaluation factors to be held in the system for use in annual adjustment of benefits and in all benefit calculations, including, but not limited to retirements, deferred benefits, transfer values and death benefits.	M1		M1/ M2 / O / Not Required
11.3.2	Provide the facility for all members' CARE pensions to be adjusted annually, in accordance with HMT Directions and Pensions Revaluation Orders and the relevant scheme regulations.	M1		M1/ M2 / O / Not Required
11.3.3	Provide the facility for the CARE revaluation process to be carried out both as a bulk exercise and at an individual Member level and both with	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	the ability to check results before writing back to records or as an actual.			
11.3.4	Provide the facility for the CARE revaluation process to be carried out for any group of members, for example by status, Scheme, Employer or surname, as required by the Contracting Authority.	M1		M1/ M2 / O / Not Required
11.3.5	Produce reports as part of the CARE revaluation process that include, but are not limited to, the number of Members correctly and incorrectly processed, details of the revaluation applied to each individual Member and a list of errors and warnings for each individual Member, where appropriate.	M1		M1/ M2 / O / Not Required
11.3.6	Retain a history of all revalued CARE pensions on the Member record.	M1		M1/ M2 / O / Not Required
11.3.7	Provide the facility for CARE revaluation to be recalculated, including but not limited to when amended pensionable pay details or effective dates are received for a Member who has been notified after the original application of revaluation.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
11.3.8	Provide the facility to automatically recalculate the revaluation of CARE to date following an update to a previous years' amounts.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
11.3.9	Provide the facility to re-run the process for any Member who has failed.	M1		M1/ M2 / O / Not Required
11.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

11.4   Other bulk processes and calculations

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
11.4.1	Provide the facility for certain processes and calculations to be run in bulk, as either a quotation or on an actual basis, where all the data required by the calculation (e.g. dates of leaving, pensionable pay) has been updated on the member record or is available for input in an appropriate external file (e.g. MS Excel or other relevant format). This should include, but not be limited to, the following member events: • New member creation • Active members: ○ Aggregation ○ Leaving with entitlement to refund (including frozen refund to actual payment at a later date) ○ Leaving with entitlement to deferred benefits ○ Retirements – voluntary, flexible, redundancy/efficiency ○ Trivial commutation ○ Opt outs ○ Annual allowance • Deferred members: ○ Transfer out	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)

	• Retirements – voluntary
	    o Trivial commutation
	    o Annual allowance
	• Pensioner members:
	    o Trivial commutation
	    o Production and processing of eligibility certificates
	    o Annual allowance
	• Dependant members:
	    o Trivial commutation
	    o Production and processing of eligibility certificates			

11.4.2	Provide the facility for the bulk processes and calculations outlined above to be carried out for any group of members, for example by status, scheme, Employer or surname, including the facility to pick multiple (e.g. multiple Employers) or ranges (from one date of birth to another). This should also include the facility to run the statements from a group of Members that has been created via a report writing facility as required by the Contracting Authority.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
11.4.3	Produce reports as part of any bulk process or calculation that include, but are not limited to, the number of Members correctly and incorrectly processed and a list of errors and warnings for each individual Member, where appropriate.	M1		M1/ M2 / O / Not Required
11.4.4	Ability to re-run process for any Member who has failed.	M1		M1/ M2 / O / Not Required
11.4.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12   Administration Casework

This section sets out the various member events that the Pensions Administration Software is required to process.

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2) – Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

12.1   New members

12.1.1 New member creation

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.1.1.1	Provide the facility for new records to be automatically created as part of a bulk upload or interface of data, for Members who start a new pensionable employment or opt-in to the scheme.	M1		M1/ M2 / O / Not Required
12.1.1.2	Provide the facility for a unique member identification number to be allocated to new starters, if required by the Contracting authority and where a member has multiple records, for there to be a separate unique reference for each record.	M1		M1/ M2 / O / Not Required
12.1.1.3	Provide the facility for all new Members to be automatically identified following the loading of an Employer data interface file and for a report to be produced.	M1		M1/ M2 / O / Not Required
12.1.1.4	Provide the facility for new Member records to be automatically linked to existing records for the same Member with personal information being automatically copied/reproduced across all records (including name, date of birth, partnership status/details, address).	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.1.1.5	Provide the facility for users to create new Member records on an individual basis.	M1		M1/ M2 / O / Not Required
12.1.1.6	Provide the facility to record all personal, pay and membership details required to administer the scheme.	M1		M1/ M2 / O / Not Required
12.1.1.7	Provide the facility to produce new joiner documentation as part of the new member creation process which is stored on the member record and can be issued and/or made available to the member.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
12.1.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.1.2 Opt-out of the scheme

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.1.2.1	Provide the facility to maintain a record of eligible Employees who opt-out of membership of the scheme, including, but not limited to, date of opt-out, reason for opt-out and change of Member's status.	M1		M1/ M2 / O / Not Required
12.1.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2 Active members

12.2.1 Aggregation of benefits

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.1.1	Provide the facility to accurately process all aggregation of benefits calculations, in accordance	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	with the relevant scheme regulations and other relevant legislation.			
12.2.1.2	Record all results of all aggregation calculations on the member record including, but not limited to, aggregated CARE pension, aggregated annual allowance, Employer and Employee contributions, qualifying service, reckonable service, name of previous Employer/Fund and change to Member status. Where the aggregation relates to benefits from another fund, the system must also record the former fund's SCON (or equivalent), the transfer value paid, and the date paid.	M1		M1/ M2 / O / Not Required
12.2.1.3	Where aggregation is within the same Fund, update the previous record including, but not limited to, updating Member status.	M1		M1/ M2 / O / Not Required
12.2.1.4	Include the correct amount of additional pension/service in all subsequent calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.2 Transfer-in

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.2.1	Provide the facility to accurately process all transfer-in calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.2.2	Record all results of all transfer-in calculations on the member record, including, but not limited to, additional pension/service purchased, service period in previous scheme, data and amount of transfer value received, type of transfer, and name and SCON (or equivalent) of previous Provider.	M1		M1/ M2 / O / Not Required
12.2.2.3	Include the correct amount of additional pension/service in all subsequent calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.2.4	Apply the correct rate of revaluation to all additional pension purchased, including where a different rate of CARE revaluation applies to a transfer from another scheme in the Public Sector Transfer Club.	M1		M1/ M2 / O / Not Required
12.2.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.3 Additional Pension Contributions (APCs)

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.3.1	Provide the facility to calculate and record details of all Additional Pension Contribution (APC) and Shared Cost Additional Pensions Contract (SCAPC) contracts, including, but not limited to, date started, date due to cease, date ceased, additional pension purchased, contribution rate and contributions paid by Employee and Employer where relevant.	M1		M1/ M2 / O / Not Required
12.2.3.2	Include the correct amount of additional pension in all subsequent relevant calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.3.3	Recalculate Additional Pension Contribution (APC) in bulk following a factor change.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.4 Additional voluntary contributions (AVCs)

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.4.1	Provide the facility to record details of all AVC and Shared Cost Additional Voluntary Contribution (SCAVC) contracts, including, but not limited to, date started, date due to cease, date ceased, date amended where relevant, contribution rate, selected retirement date, name of AVC Provider and contributions paid by Employee and Employer where relevant.	M1		M1/ M2 / O / Not Required
12.2.4.2	Provide the facility for the AVC contract to be included in all subsequent relevant calculations, including, but not limited to, retirements, purchase	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	of additional pension and service credit, in accordance with the relevant scheme regulations and other relevant legislation.			
12.2.4.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.5 Added years and other additional contributions contracts

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.5.1	Provide the facility to record details of all added years and other historic additional contributions contracts (e.g. Additional Regular Contributions (ARCs) and part-time buybacks), including, but not limited to, date started, date due to cease, date ceased, added years purchased, contribution rate and contributions paid by Employee and Employer, where relevant.	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.5.2	Include the correct amount of additional service and /or pension in all subsequent relevant calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.5.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.6 Service breaks

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.6.1	Provide the facility to record details of all service breaks, including, but not limited to, date started, date ceased, reason, part time hours, and whether contributions were paid for the lost service to count towards scheme benefits.	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.6.2	Include the correct amount of service break in all subsequent calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.6.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.7 Annual allowance and scheme pays debits

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.7.1	Provide the facility to accurately calculate the amount of the Annual Allowance an active member has used in any tax year, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.7.2	Automatically calculate the amount of the Annual Allowance a member has used when processing	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	transfers-in, retirement benefits or deferred benefits.			
12.2.7.3	Ability to produce standard Pension Saving Statements, in addition to other standard statements.	M1		M1/ M2 / O / Not Required
12.2.7.4	Automatically record all results of all Annual Allowance calculations on the Member record, including, but not limited to, relevant tax year, standard allowance, opening values, closing values, pension input amount, unused allowance, carried forward amounts, taxable input and scheme pays debit.	M1		M1/ M2 / O / Not Required
12.2.7.5	Include the correct amount of scheme pays debit in all subsequent calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.7.6	For the purpose of identifying members to whom a Pensions Savings Statement must be sent, provide the facility to identify all Members who have breached the Annual Allowance in any particular tax year and produce a report with information including, but not limited to: • Name	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	- NI number - Annual Allowance applied - Pension Input Period - Pension Input Amount (aggregated if Member has more than one record) - Pension Input Amounts for previous three years including carry forward for each of these years - Taxable Pension Input Amount, allowing for any carry forward - AVC contributions included in Pension Input Amount - Member status (Active, Deferred, Pensioner etc.) - Type of benefit awarded in the scheme			
12.2.7.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.8 Pension sharing order (pension debit/credit)

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.8.1	Provide the facility to accurately process all pension sharing order calculations, including both the pension debit and pension credit amounts, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.8.2	Automatically record all results of all pension debit calculations on the existing Member record, including, but not limited to, calculation date, transfer value, percentage split, debit amounts and ex-Partner's details.	M1		M1/ M2 / O / Not Required
12.2.8.3	Include the correct amount of debits in all subsequent calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.8.4	Automatically record all results of all pension credit calculations on a new member record that is automatically created by the system, including, but not limited to, ex-Partner's personal details, pension amounts, PI date and date payment is due.	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.8.5	Include the correct pension credit amounts in all subsequent calculations, including, but not limited to, retirement and transfer-out, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.8.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.9 Leaving with entitlement to a refund

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.9.1	Provide the facility to accurately process all refund of contributions calculations, in accordance with the relevant scheme regulations and other relevant legislation including to a "frozen refund" status where the Member has not claimed payment, and then at a later date from frozen refund to payment.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.9.2	Automatically record all refund calculation results on the member record, including, but not limited to, total contributions, tax deducted, CEP details, interest and change to Member status.	M1		M1/ M2 / O / Not Required
12.2.9.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.10   Leaving with entitlement to deferred benefits

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.10.1	Provide the facility to accurately process all deferred benefit calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.10.2	Automatically record all deferred benefit calculation results on the Member record, including, but not limited to, initial deferred benefit amounts, current deferred benefit amounts, PI date, date payment is due and change to Member status.	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.10.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.11 Death in service

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.11.1	Provide the facility to accurately process all death in service calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.11.2	Automatically record all death in service calculation results on the existing Member record, including, but not limited to, date of death, death grant due and change to Member status.	M1		M1/ M2 / O / Not Required
12.2.11.3	Automatically record all results of all dependants' pension calculations on new member records, including, but not limited to, dependants' personal details, initial pension amounts, current pension amounts and PI date.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.11.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.12   Retirement – voluntary

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.12.1	Provide the facility to accurately process all voluntary retirement calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.12.2	Automatically record all voluntary retirement calculation results on the member record, including, but not limited to, initial pension amounts, current pension amounts, PI date, change to member status and Employer strain payments, where appropriate.	M1		M1/ M2 / O / Not Required
12.2.12.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.13 Retirement – flexible

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	**Criteria**	**Requirement type**	**Service Description**	**Requirement type (Delete as appropriate)**
12.2.13.1	Provide the facility to accurately process all flexible retirement calculations, in accordance with the relevant scheme regulations and other relevant legislation.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
12.2.13.2	Automatically record all flexible retirement calculation results on the member record, including, but not limited to, initial pension amounts, current pension amounts, PI date, change to member status and Employer strain payments, where appropriate.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
12.2.13.3	Where required by the Contracting Authority, provide facility to create new Member record for ongoing pensionable employment, post flexible retirement.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
		further information)		
12.2.13.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.14   Retirement – redundancy/efficiency

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.14.1	Provide the facility to accurately process all redundancy/efficiency retirement calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.14.2	Automatically record all redundancy/efficiency retirement calculation results on the Member record, including, but not limited to, initial pension amounts, current pension amounts, PI date, change to Member status and Employer strain payments, where appropriate.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.14.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.15 Retirement – ill-health

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.2.15.1	Provide the facility to accurately process all ill-health retirement calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.15.2	Automatically record all ill-health retirement calculation results on the Member record, including, but not limited to, initial pension amounts, current pension amounts, PI date, change to Member status and Employer strain payments, where appropriate.	M1		M1/ M2 / O / Not Required
12.2.15.3	Where applicable, where a Member has been awarded reviewable ill-health benefits, the Member record should hold and report on the relevant review dates and provide the facility for benefits to be recalculated as a higher tier, where appropriate.	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	**Criteria**	**Requirement type**	**Service Description**	**Requirement type (Delete as appropriate)**
12.2.15.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.2.16 Trivial commutation

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	**Criteria**	**Requirement type**	**Service Description**	**Requirement type (Delete as appropriate)**
12.2.16.1	Provide the facility to accurately process all trivial commutation calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.2.16.2	Automatically record all trivial commutation calculation results on the member record, including, but not limited to, trivial commutation date, amount payable and tax due.	M1		M1/ M2 / O / Not Required
12.2.16.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.3   Deferred members

12.3.1 Adjustment to deferred benefits

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.3.1.1	Provide the facility to accurately process all adjustments to deferred benefit calculations, in accordance with the relevant scheme regulations and other relevant legislation. This includes, but is not limited to, recalculation of deferred benefits following a pay award and PI recalculation.	M1		M1/ M2 / O / Not Required
12.3.1.2	Automatically record all adjustments to deferred benefit calculation results on the Member record, including, but not limited to, initial pension amounts, current pension amounts and PI date.	M1		M1/ M2 / O / Not Required
12.3.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.3.2 Transfer out

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.3.2.1	Provide the facility to accurately process all transfer-out calculations, from all relevant statuses (i.e. active, frozen refund, deferred) in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.3.2.2	Automatically record all results of all transfer-out calculations on the Member record, including, but not limited to, transfer value paid, date paid, type of transfer, name and SCON (or equivalent) of receiving Scheme and change to Member status.	M1		M1/ M2 / O / Not Required
12.3.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.3.3 Pension sharing order (pension debit/credit)

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.3.3.1	Provide the facility to accurately process all pension sharing order calculations, including both the pension debit and pension credit amounts, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.3.3.2	Automatically record all results of all debit calculations on the existing Member record, including, but not limited to, calculation date, transfer value, percentage split, pension amounts and ex-Partner's details.	M1		M1/ M2 / O / Not Required
12.3.3.3	Include the correct amounts of debits in all subsequent calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.3.3.4	Automatically record all results of all pension credit calculations on a new Member record that is automatically created by the system, including, but not limited to, pension amounts, PI date, ex-Partner's personal details and date payment is due.	M1		M1/ M2 / O / Not Required
12.3.3.5	Include the correct pension credit amounts in all subsequent calculations, including, but not limited to,	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	retirement and transfer-out, in accordance with the relevant scheme regulations and other relevant legislation.			
12.3.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.3.4 Death of a deferred member

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.3.4.1	Provide the facility to accurately process all death of a deferred Member calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.3.4.2	Automatically record all death of a deferred Member calculation results on the existing Member record, including, but not limited to, date of death, death grant due and change to Member status.	M1		M1/ M2 / O / Not Required
12.3.4.3	Automatically record all results of all dependant's pension calculations on new Member records,	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	including, but not limited to, dependant's personal details, initial pension amounts, current pension amounts and PI date.			
12.3.4.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.3.5 Retirement of a deferred member

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.3.5.1	Provide the facility to accurately process all voluntary retirement calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.3.5.2	Automatically record all voluntary retirement calculation results on the Member record, including, but not limited to, initial pension amounts, current pension amounts, PI date, change to Member status and Employer strain payments, where appropriate.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.3.5.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.3.6 Retirement of a deferred member – ill-health

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
12.3.6.1	Provide the facility to accurately process all ill-health retirement calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.3.6.2	Automatically record all ill-health retirement calculation results on the Member record, including, but not limited to, initial pension amounts, current pension amounts, PI date, change to Member status and Employer strain payments, where appropriate.	M1		M1/ M2 / O / Not Required
12.3.6.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.3.7 Trivial commutation

| Reference | Default Requirement as per National LGPS Framework | | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
12.3.7.1	Provide the facility to accurately process all trivial commutation calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1			M1/ M2 / O / Not Required
12.3.7.2	Automatically record all trivial commutation calculation results on the member record, including, but not limited to, trivial commutation date, amount payable and tax due.	M1			M1/ M2 / O / Not Required
12.3.7.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

12.4 Pensioner members

Please read in conjunction with section 13 relating to pensioner payroll to ensure updates on pensioner records are captured on the pensions administration system as well as the payroll interface/system.

12.4.1 Adjustments to pension

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.4.1.1	Provide the facility to accurately process all adjustments to pension calculations, in accordance with the relevant scheme regulations and other relevant legislation. This includes, but is not limited to, recalculation of pension benefits following a pay award, abatement and PI recalculation.	M1		M1/ M2 / O / Not Required
12.4.1.2	Automatically record all adjustments to pension benefit calculation results on the member record, including, but not limited to, initial pension amounts, current pension amounts and PI date.	M1		M1/ M2 / O / Not Required
12.4.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.4.2 Pension sharing order (pension debit/credit)

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.4.2.1	Provide the facility to accurately process all pension sharing order calculations, including both the pension debit and pension credit amounts, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.4.2.2	Automatically record all results of all pension debit calculations on the existing Member record, including, but not limited to, calculation date, transfer value, percentage split, pension amounts and ex-Partner's details.	M1		M1/ M2 / O / Not Required
12.4.2.3	Include the correct amount of pension debit in all subsequent calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.4.2.4	Automatically record all results of all pension credit calculations on a new Member record that is automatically created by the system, including, but not limited to, ex-Partner's personal details, pension amounts, PI date and date payment is due.	M1		M1/ M2 / O / Not Required
12.4.2.5	Include the correct pension credit amounts in all subsequent calculations, including, but not limited to,	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	retirement and transfer-out, in accordance with the relevant scheme regulations and other relevant legislation.			
12.4.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.4.3 Life certificate/mortality screening

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.4.3.1	Provide the facility for pensions to be suspended pending any life certificate or mortality screening exercise and for details of this to be recorded on the Member record.	M1		M1/ M2 / O / Not Required
12.4.3.2	Provide the facility for life certificates or mortality screening documents to be produced by the system.	M1		M1/ M2 / O / Not Required
12.4.3.3	Provide the facility for life certificates or mortality screening documents to be uploaded back into the system on their return.	**M2** (see **Appendix 3 –**		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
		M2 and Optional Proposals for further information)		
12.4.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.4.4 Death of a pensioner member

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
12.4.4.1	Provide the facility to accurately process all death of a pensioner calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.4.4.2	Automatically record all death of a pensioner calculation results on the existing member record, including, but not limited to, date of death, death grant due and change to Member status.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
12.4.4.3	Automatically record all results of all dependant's pension calculations on new Member records, including, but not limited to, dependant's personal details, initial pension amounts, current pension amounts and PI date.	M1		M1/ M2 / O / Not Required
12.4.4.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.4.5 Trivial commutation

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.4.5.1	Provide the facility to accurately process all trivial commutation calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.4.5.2	Automatically record all trivial commutation calculation results on the Member record, including, but not limited to, trivial commutation date, amount payable and tax due.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.4.5.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.5   Dependant pensioners

12.5.1 Dependant pensioner creation

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (delete as appropriate)
12.5.1.1	Provide the facility for new records to be automatically created for dependant pensioners following all relevant death calculations.	M1		M1/ M2 / O / Not Required
12.5.1.2	Provide the facility for users to create new Member records for dependant pensioners on an individual basis.	M1		M1/ M2 / O / Not Required
12.5.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.5.2 Adjustment to dependant's pension

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
12.5.2.1	Provide the facility to accurately process all adjustments to dependant's pension calculations, in accordance with the relevant scheme regulations and other relevant legislation. This includes, but is not limited to, recalculation of pension benefits following a pay award, recalculation of dependant's pensions following a change to other dependants, PI recalculation, changing from short-term to long-term amounts.	M1			M1/ M2 / O / Not Required
12.5.2.2	Automatically record all adjustments to pension benefit calculation results on the Member record, including, but not limited to, initial pension amounts, current pension amounts, and PI date.	M1			M1/ M2 / O / Not Required
12.5.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

12.5.3 Life certificate/mortality screening/eligibility review

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
12.5.3.1	Provide the facility for dependant pensions to be suspended pending any life certificate, mortality screening or child eligibility exercise and for details of this to be recorded on the Member record.	M1			M1/ M2 / O / Not Required
12.5.3.2	Provide the facility for life certificates, mortality screening or eligibility documents to be produced by the system.	M1			M1/ M2 / O / Not Required
12.5.3.3	Provide the facility for life certificates, mortality screening or eligibility documents to be uploaded back into the system on their return.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required
12.5.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

12.5.4 Death of a dependant pensioner

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.5.4.1	Provide the facility to accurately process all death of a dependant pensioner calculations, in accordance with the relevant scheme regulations and other relevant legislation.	M1		M1/ M2 / O / Not Required
12.5.4.2	Automatically record all death of a pensioner member calculation results on the Member record, including, but not limited to, date of death, dependant and change to Member status.	M1		M1/ M2 / O / Not Required
12.5.4.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.5.5 Trivial commutation

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.5.5.1	Provide the facility to accurately process all trivial commutation calculations, in accordance with the	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	relevant scheme regulations and other relevant legislation.			
12.5.5.2	Automatically record all trivial commutation calculation results on the Member record, including, but not limited to, trivial commutation date, amount payable and tax due.	M1		M1/ M2 / O / Not Required
12.5.5.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

12.6   Deferred pensioners

12.6.1 Tier 3 ill-health review

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
12.6.1.1	Provide the facility to cease tier 3 ill-health pensions following review, in accordance with the relevant	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	scheme regulations, and record this change to Member status.			
12.6.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13 Payroll and payroll interface

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2) – Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

13.1 General payroll requirements

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.1.1	Provide functionality so that on authorisation of scheme benefits payable on the system, the payment information, including but not limited to the award	M1		M1/ M2 / O / Not Required

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| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	type, the amount of any lump sum and pension by type, bank account details, personal details and accounting information required to determine recharging of benefits if/as appropriate are used to populate the payroll related Member record.			
13.1.2	Include integral interface functionality from member administration to pensioner payroll, including following changes to Member benefits (e.g. recalculation of a pension due to change in pay pensions increase uplifts, impact of changes in GMP amount) which might include retrospective changes spanning multiple years.	M1		M1/ M2 / O / Not Required
13.1.3	Include a monthly, quarterly, bi-annual and annual pensioner payroll for the LGPS, including but not limited to: application of PAYE and Income Tax rules as they relate to occupational pension and compensation payments.	M1		M1/ M2 / O / Not Required
13.1.4	Provide functionality to effect one-off payments to Members and Third Parties as required (e.g. scheme lump sums to Members, death benefits to Nominee(s)/other beneficiaries or transfer out payment to another pension scheme).	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.1.5	Provide functionality to effect BACS transfer of payments.	M1		M1/ M2 / O / Not Required
13.1.6	Incorporate automatic RTI receipt and reporting as required by HMRC legislation/policy.	M1		M1/ M2 / O / Not Required
13.1.7	Functionality to account for expenditure and provide financial reporting in line with Government Accounting and Audit Office requirements, including provision of general ledger files.	M1		M1/ M2 / O / Not Required
13.1.8	Include functionality to re-charge expenditure, as appropriate, to the relevant Employer/Nominated body.	M1		M1/ M2 / O / Not Required
13.1.9	Provide that all calculations of scheme benefits on processing of award are automatically processed via the payroll functionality in line with the effective date of the award notified, even where this is in the future.	M1		M1/ M2 / O / Not Required
13.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.2   Payroll data requirements

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.2.1	Retain and allow to be amended, in line with audit requirements, the information required by HMRC RTI (see 2019/20 requirements) relating to payroll pensioner members, on the payroll master file.	M1		M1/ M2 / O / Not Required
13.2.2	Provide functionality to use the Member's personal and benefit information processed to create a new pensioner payroll record or input details for new pensioners (e.g. dependent pensioners).	M1		M1/ M2 / O / Not Required
13.2.3	Apply HMRC tax rules correctly and deduct tax at the appropriate rate to all benefits payable under the relevant rules. Ensure facility available to allocate emergency tax code if required and for a periodic tax code to be recorded and applied correctly.	M1		M1/ M2 / O / Not Required
13.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.3   Payroll data amendments

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.3.1	Provide functionality to enable authorised users to amend and/or cancel payroll information, including but not limited to: • Amend bank or building society details • Amend home address • Amend pay method (from payable order to BACS) • Amend and/or cancel pay elements • Amend and/or cancel deductions • Suspend any pension in payment and record the reason • Re-instate any previously suspended pension • Cease any pension in payment or previously suspended • Recharge codes	M1		M1/ M2 / O / Not Required
13.3.2	Provide that a change is only notified once to the system and applied as required across the entire system (i.e. a change on the administration system should not need to be manually entered onto the payroll module).	M1		M1/ M2 / O / Not Required
13.3.3	Provide functionality to record all updates or amendments made to any data field on a pensioner	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	payroll record as unauthorised and schedule these for authorised user authorisation.			
13.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.4 Payment amendments

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.4.1	Provide functionality to enable users to update or modify the BACS or payable order status of an individual pensioner's payslip history, where required. The following options should be available for selection: • Rejected (BACS awaiting re-issue) • Cancelled (cheque pending re-issue) • Reissued • Stopped	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.4.2	Provide the facility for automatic downloading and updating of tax codes as issued by HMRC with both issue and effective dates.	M1		M1/ M2 / O / Not Required
13.4.3	Provide functionality to update the general ledger file where a payment status has been amended to 'stopped'. The ledger must be updated using the same account coding (reversed) associated with the original payment.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.4.4	Provide functionality to update the general ledger file where a payment status has been amended to either 'rejected' or 'cancelled' pending reissue. The ledger must be further updated whenever the payment is subsequently re-issued.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.4.5	Provide functionality which automatically selects and schedules any BACS or payable order payslip record updated and authorised for 'reissue' to be processed	**O** (see **Appendix 3 – M2 and**		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	for payment via the next available BACS or payable order pay run.	**Optional Proposals** for further information)		
13.4.6	Provide functionality which automatically updates the gross pay and tax details on the individual pensioner record, as a result of any stopped BACS or payable order action. In addition, produce a file for updating the general ledger with all financial transactions in relation to cancelled, reissued and stopped BACS or payable order payments.	M1		M1/ M2 / O / Not Required
13.4.7	Provide functionality to record all updates or amendments made by authorised users to any payslip history status on a pensioner payroll record and schedule these as appropriate for further follow-up action or authorised user authorisation.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.4.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.5 Payment processing

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.5.1	Provide functionality to calculate the gross and net pay of pensioners and to pay pensioners by BACS or payable order.	M1		M1/ M2 / O / Not Required
13.5.2	Provide the functionality to pay monthly, quarterly, bi-annual and annual pension payments by BACS or payable order.	M1		M1/ M2 / O / Not Required
13.5.3	Provide the functionality to pay lump sum/single/one-off payments including, but not limited to, trivial commutation payments, retirement grants, compensation lump sums, refunds of contributions, death grants, transfers-out, pension arrears, balance of pensions (residues) and reissues. Also ensure that the date of payment is written back to the administration system record.	M1		M1/ M2 / O / Not Required
13.5.4	Provide the functionality to pay lump sum/single/one-off payments via a daily pay run (as an alternative to the other pay cycles) for immediate payment by BACS or payable order.	M1		M1/ M2 / O / Not Required
13.5.5	Calculate and record on each pensioner record all payroll payments processed by the system, including tax and any other deductions made from the amount payable.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.5.6	Provide a transparent audit trail of all financial transactions performed in the course of the pensioner payment processing.	M1		M1/ M2 / O / Not Required
13.5.7	Hold the correct category of benefit, pay elements and account codes against each pensioner Member's payroll record and validate codes against each pension type.	M1		M1/ M2 / O / Not Required
13.5.8	Be able to identify different lump sum and/or pension payment types and allow for different processing to be applied to them as required during payroll runs.	M1		M1/ M2 / O / Not Required
13.5.9	Facilitate the payment of pensions and/or lump sums to overseas bank accounts.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.5.10	Facilitate the payment of lump sums to a different bank or building society account from the one used for regular pension payments.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.5.11	Schedule and issue all payments for receipt by scheme beneficiaries by the due date. Even where the award has been calculated in advance of the due date the payment must not be received by the pensioner in advance of the due date.	M1		M1/ M2 / O / Not Required
13.5.12	Provide the facility for payments to be made to existing scheme beneficiaries or to third-parties, including but not limited to: • Personal pension schemes (transfer-out payments) • Nominees (death grants) (including multiple payees, if required) • Next of kin (balance of pensions) • Solicitors (balance of pensions) • Voluntary bodies (voluntary deductions)	M1		M1/ M2 / O / Not Required
13.5.13	Be able to calculate any balance of pension due when a deceased Member's pension is ceasing, or a pension is ceasing for any other purpose.	O (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.5.14	Ensure that trivially commuted pensions are paid as a single payment and taxed, as appropriate.	M1		M1/ M2 / O / Not Required
13.5.15	Ensure that only payments which have been authorised by an appropriate user are paid.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.5.16	Apply an upper limit to all payments and payment types being issued, whether by BACS or payable order. This limit must be maintainable by authorised users.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.5.17	Identify and report on the pensioner payroll payments and deductions.	M1		M1/ M2 / O / Not Required
13.5.18	Identify who is paid from which category, pay element and account code in a manner similar to the existing categories, pay elements and account codes and as defined by the user.	M1		M1/ M2 / O / Not Required
13.5.19	Provide the facility for new payroll categories, account codes and/or pay elements to be created and added to the current list by authorised users and or by the software Provider.	M1		M1/ M2 / O / Not Required
13.5.20	Identify and report on the individual pension arrangements from which a pensioner is paid, as well as the award type, category, and pay elements for all schemes/arrangements.	M1		M1/ M2 / O / Not Required
13.5.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.6 Overpayments

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.6.1	Provide functionality for users to manage the recording and recovery of overpayments from the Estate, personal representatives and/or other third-party following the death of a pensioner or dependant Member.	M1		M1/ M2 / O / Not Required
13.6.2	Provide functionality for users to manage the recording and recovery of overpayments from Pensioners and/or Third-Parties as the result of ineligible or other payments made in error.	M1		M1/ M2 / O / Not Required
13.6.3	Provide for functionality which, through the use of parameters, prompts escalation and approval for certain circumstances, including, but not limited to, financial payment limits and write-offs.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.6.4	Provide functionality that calculates the value of a net overpayment based on the date of death. Gross pension and tax (where appropriate) should be automatically amended to show correct gross payments and tax deductions up to date of death on the payroll record following authorisation by an approved user.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.6.5	Provide functionality to interface the overpaid amount to the general ledger to correct the appropriate gross pay and/or tax account codes.	M1		M1/ M2 / O / Not Required
13.6.6	Provide functionality so that any subsequent amendments to the overpayment calculation must also be updated in the general ledger file.	M1		M1/ M2 / O / Not Required
13.6.7	Provide functionality that where a payment or a series of previous payments is considered to have been made in error, either in total or in part and a value is determined of the aggregate amount overpaid, then the system should record the gross pay and tax values overpaid in respect of each of the relevant tax years to facilitate RTI reporting.	M1		M1/ M2 / O / Not Required
13.6.8	Provide functionality that updates the amended values on the general ledger file in the month the adjustment was made to correct the appropriate gross pay and/or tax account codes.	M1		M1/ M2 / O / Not Required
13.6.9	Provide functionality so that, on recording of an overpayment and categorisation of the overpayment, a new debtor entry is automatically created in the debtors' ledger for the net amount overpaid.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.6.10	Provide functionality so that where there is more than one overpayment identified and recorded for the same individual's pension record, the details of each overpayment event must be held separately on the system and in the debtors' ledger.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.6.11	Provide functionality to run reports on outstanding overpayments and amount recovered.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.6.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.7   Payroll deductions

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.7.1	Retain deduction codes that can be applied against each payroll Member's entitlement during the payroll run.	M1		M1/ M2 / O / Not Required
13.7.2	Allow users to record, set up, amend and cease voluntary deductions, compulsory deductions and statutory deductions on the individual Member's payroll record, on receipt of the appropriate instruction, and retain a history of pension before and after deduction is applied.	M1		M1/ M2 / O / Not Required
13.7.3	Provide the facility for deduction codes to be set up as either 'before tax' or 'after tax' deductions.	M1		M1/ M2 / O / Not Required
13.7.4	Provide the facility for deduction types to be either 'fixed sum' for voluntary deductions or 'reducing balance' for overpayment recovery.	M1		M1/ M2 / O / Not Required
13.7.5	Provide the facility to apply a 100% deduction for overpayment recovery purposes from one-off or single payments and update the individual pensioner's record, the debtor's ledger and the general ledger file.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.7.6	Provide a payroll period-end report of the total amount deducted by individual pensioner relevant to each deduction code.	M1		M1/ M2 / O / Not Required
13.7.7	Cater for the following deductions: • Attachment of Earnings Orders • Court Orders • Give As You Earn (Payroll Giving) • Repayment of overpayments • Approved voluntary deductions • Any statutory instructions or instruments	M1		M1/ M2 / O / Not Required
13.7.8	Provide a report for new entrants to payroll that can be run periodically between a date range to be specified by the user.	M1		M1/ M2 / O / Not Required
13.7.9	Provide the facility for users to set up and manage additional deduction types and deduction codes, other than those mentioned above.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
13.7.10	Provide the facility for users to apply periodic or annual contribution rate increases and/or global increases to specified deduction code parameters, as and when required.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required
13.7.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

13.8   Pre-payroll validation

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
13.8.1	Provide a high level of pre-payroll validation and automatic testing. This must include, but is not limited to: • Vouching all new entrants to the payroll • Reporting unauthorised payroll records	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	• Comparing differences in gross and net pay between the previous month's payroll run and the current pre-payroll run • Identification of zero and negative gross or net pay amounts • Field-level integrity validation • Data validation tests • Data consistency tests • Identification of high and low gross and net payments (level can be set by user) • Identification of inconsistency of annual payment amount to monthly/weekly/biweekly payment amount. • Provide reports on New Starts, Leaver, Suspended, leaving suspending periodically between a date range to be specified by the user.			
13.8.2	Provide functionality to preview next payslip to enable users to view and confirm pay details in advance of payroll processing.	M1		M1/ M2 / O / Not Required
13.8.3	Allow users to run pre-payroll more than once in advance of production of the payroll.	M1		M1/ M2 / O / Not Required
13.8.4	Provide functionality to 'preview next payslip plus two months' to enable users to view and provide an	**O** (see **Appendix 3 –**		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	indication of future pay details based on payroll data currently held.	**M2 and Optional Proposals** for further information)		
13.8.5	Provide the facility for users to produce reports in advance of production of the payroll to identify variants in previous month's gross and net amounts against the previewed gross and net amounts for the next month's payroll – percentage variants as defined from time to time.	M1		M1/ M2 / O / Not Required
13.8.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.9   Payroll run

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.9.1	Include the system and database checks required to ensure the completeness and accuracy of data at payroll run stage.	M1		M1/ M2 / O / Not Required
13.9.2	Provides functionality that enables users to reconcile the movement of pensioner numbers between successive payroll runs.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.9.3	Provide that users can undo the payroll before payroll has been finalised.	M1		M1/ M2 / O / Not Required
13.9.4	Be able to make amendments to an individual payroll member's payroll run and calculate the result for the individual only.	M1		M1/ M2 / O / Not Required
13.9.5	Be able to record manual payments on individual records.	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.9.6	Produce a summary report of the payroll run for final authorisation and filing, once the payroll has been authorised as finalised.	M1		M1/ M2 / O / Not Required
13.9.7	Produce a suite of reports on the close of the payroll run that will be a permanent electronic and/or hard copy record of the individual payroll run. This should include, but not be limited to: • Payroll gross to net report • Payroll deductions report • Unpaid pensioners report • Payroll variances report • Payroll leavers P45 report • Provide reports on new starters, leavers, suspended, leaving suspending periodically between a date range to be specified by the user	M1		M1/ M2 / O / Not Required
13.9.8	Produce all appropriate electronic output files required, including those required by HMRC legislative requirements in relation to real-time information (RTI), from each payroll run and/or daily payment processing, including, but not limited to: • File to update the general ledger • BACS payment transmission file • Print files for payable orders and pension advice note production	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	• Full payment submission (FPS) file to update HMRC via RTI • Employer payment summary (EPS) file to update HMRC via RTI • National Insurance number verification request (NVR) file to HMRC via RTI • Earlier year update (EYU) file to update HMRC via RTI			
13.9.9	Have the functionality for the User to correct, update and amend FPS files after they have been produced and submitted to HMRC.	M1		M1/ M2 / O / Not Required
13.9.10	Ensure that files exported contain control data as agreed.	M1		M1/ M2 / O / Not Required
13.9.11	Provide a copy of the electronic file created following payable order production for upload to the accounting and cheque reconciliation elements of the system.	M1		M1/ M2 / O / Not Required
13.9.12	Allocate the actual cheque numbers from the payable orders produced to the electronic records of each individual payable order.	M1		M1/ M2 / O / Not Required
13.9.13	Provide the ability to retain payslip history including payable order number, date, amount, payee Name,	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	Payee address, Pensioner payroll number and National Insurance number.			

On completion of each daily and payroll payments run, the system will require functionality including, but not limited to:

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.9.14	Provide users with summary reports and schedules on the amount of money payable to HMRC and the amount payable by each deduction code, complete with a listing of payments per payroll member for each deduction.	M1		M1/ M2 / O / Not Required
13.9.15	Provide functionality to schedule and make payment of all amounts deducted to the relevant payee.	M1		M1/ M2 / O / Not Required
13.9.16	Provide the amount deducted from Member's pensions per each deduction code including but not limited to the following formats: • Electronic format (i.e. *.xls, *.txt, *.csv, etc.) • MS Excel compatible file • A file which can be subsequently emailed	M1		M1/ M2 / O / Not Required

13.9.17	Retain and display on the pensioner member payroll record all the relevant information on payments made to the pensioner, including, but not limited to: • All the statutory/PAYE data which must be retained (e.g. gross taxable pay year-to-date, tax paid year-to-date, etc) • Pension value each year • Annual amendments and PI increases • Payslip history details • Payslip preview functionality • Pension paid year-to-date • Recharge codes	M1		M1/ M2 / O / Not Required
13.9.18	Facilitate the production of a pension advice note for all payments issued.	M1		M1/ M2 / O / Not Required
13.9.19	Provide functionality which allows for users to select and print a duplicate pension advice note to a local network printer for issuing to the pensioner as well as ability to download in MS Excel format (as a minimum).	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.9.20	Provide functionality which allows the Contracting authority to decide the frequency of pension advice note provision on individual Pensioner payroll records.	M1		M1/ M2 / O / Not Required
13.9.21	Provide functionality which allows the Contracting Authority to decide on pension advice note provision by exception, i.e. only produce an advice note when there has been a certain level of change to the gross or net pension payable.	M1		M1/ M2 / O / Not Required

Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.9.22	Provide functionality which enables the user to suppress the automatic production of monthly pension advice notes.	M1		M1/ M2 / O / Not Required
13.9.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.10 Payroll messaging

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.10.1	Provide functionality to allow authorised users to compose and provide certain messages which can be communicated to Pensioners via their monthly pension advice note.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
13.10.2	Facilitate the inclusion of an annual notification of annual PI message and table of increase rates on a pension advice note.	**O** (see **Appendix 3 – M2 and Optional Proposals** for		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
		further information)		
13.10.3	Provide for automatic messaging on pension advice notes, including but not limited to where the Pensioner Member's tax code has changed.	M1		M1/ M2 / O / Not Required
13.10.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.11 PAYE management and real time information (RTI)

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.11.1	Provide advanced functionality, typical of modern daily and payroll payments applications, that is fully compliant with HMRC Regulations in relation to PAYE and the deduction and reporting of income tax from lump sums and regular pension payments.	M1		M1/ M2 / O / Not Required
13.11.2	Provide all the functionality required for the processing of PAYE in relation to pensions payroll.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.11.3	Apply a PAYE tax code to each Member's payroll record.	M1		M1/ M2 / O / Not Required
13.11.4	Facilitate the manual input and authorisation of a PAYE tax code to a Member's payroll record.	M1		M1/ M2 / O / Not Required
13.11.5	Process all PAYE tax codes, including K-codes, and taking into account the HMRC 50% regulatory limit.	M1		M1/ M2 / O / Not Required
13.11.6	Calculate and record tax-free pay for any period per payroll Member, depending on the tax code entered to the payroll record.	M1		M1/ M2 / O / Not Required
13.11.7	Facilitate the recording of pay and tax details in respect of manual payments to a Member's payroll record.	M1		M1/ M2 / O / Not Required
13.11.8	Provide a facility to record pay and tax details from previous employment to a Member's payroll record.	M1		M1/ M2 / O / Not Required
13.11.9	Calculate, record and pay income tax refunds due in the current year on a Member's payroll record where applicable.	M1		M1/ M2 / O / Not Required
13.11.10	Calculate and record gross pay to date, taxable pay to date, non-taxable pay to date and tax paid to date on a Member's payroll record.	M1		M1/ M2 / O / Not Required
13.11.11	Provide the facility to produce a P45 form when a pension payroll record is ceased due to:	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	• Pensioner re-married • Pensioner ineligible • Cessation of Childs pension			
13.11.12	Perform on-line filing of all relevant HMRC pension reports.	M1		M1/ M2 / O / Not Required
13.11.13	Automatically apply any changes in statutory periodic, one-off and year-end processing required by HMRC.	M1		M1/ M2 / O / Not Required
13.11.14	In relation to lump sum compensation payments, correctly apply HMRC pension schemes tax rules and regulations to certain lump sum compensation payments once the relevant taxation limits have been reached.	M1		M1/ M2 / O / Not Required
13.11.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.12 Real-time information (RTI) reports

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.12.1	Provide functionality to enable users to upload the payroll RTI submission and/or summary reports following each payroll run for transmission to HMRC and download any RTI Successful, rejected and/or exception reports received from HMRC for authoriser investigation.	M1		M1/ M2 / O / Not Required
13.12.2	Have the functionality for users to correct, update and amend FPS files after they have been produced and submitted to HMRC.	M1		M1/ M2 / O / Not Required
13.12.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

13.13 End of year

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.13.1	Provide functionality that is fully compliant with HMRC regulations in relation to PAYE and the reporting in real time of the end of the tax year final submission and declaration in respect of the	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
	deduction of income tax from lump sums and regular pension payments.				
13.13.2	Provide all the year-end processing required to finalise pension payroll and lump sum year-to-date totals.	M1			M1/ M2 / O / Not Required
13.13.3	Produce the 'final submission for the tax year' electronic output files required from the final pensions payroll and daily payments runs of the tax year, for validation and submission to HMRC via RTI. The submissions must be either: • A full payment submission (FPS) file to update HMRC via RTI, or • An Employer Payment Summary (EPS) file to update HMRC via RTI	M1			M1/ M2 / O / Not Required
13.13.4	Extract the final pension payroll and daily payments year-to-date totals information and produce reports detailing the P60 data for validation and approval.	M1			M1/ M2 / O / Not Required
13.13.5	Produce the electronic output files with final P60 information for both pension payroll and daily payments to facilitate printing and distribution of P60(Substitute) forms to Pensioners in advance of 31 May statutory annual deadline.	M1			M1/ M2 / O / Not Required
13.13.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

13.14 Other payroll administration

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
13.14.1	Provide all of the year-end processing functionality required to set up the pension's payroll parameters and Pensioner records for the new tax year.	M1		M1/ M2 / O / Not Required
13.14.2	Provide functionality to enable the payroll administrator to process bulk/global update facilities in line with annual budget changes and HMRC P9x instructions.	M1		M1/ M2 / O / Not Required
13.14.3	Provide the payroll administrator with access to update and maintain the system parameters for the new tax year in line with HMRC P9x New Tax Year changes instructions.	M1		M1/ M2 / O / Not Required
13.14.4	Provide the payroll administrator with access to update and maintain the system parameters for the tax year in line with HMRC P7x Budget changes instructions and any subsequent ad-hoc instructions.	M1		M1/ M2 / O / Not Required
13.14.5	The reporting facilities as described in section 8 must be able to be used to interrogate data on payroll, including historical payments, adjustments, pay elements, rates, effective dates and payment dates.	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
13.14.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

14 Online portals/Self service

This section sets out the online portal/self service requirements of the Pensions Administration Software.

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2) – Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

14.1   Member online portal

The Contracting Authority may require self-service functionality for all members, via a secure online portal. Where this is the case, the system will require functionality including:

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
14.1.1	Provide the facility for all pension Scheme Members including but not limited to: active, deferred,	M1			M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	pensioner members, to access their pension record via a secure online portal.			
14.1.2	Provide secure access controls to enable secure log-in procedures for members.	M1		M1/ M2 / O / Not Required
14.1.3	Provide the facility for all members to: • Receive information on how to register for online access, including ability for these to be issued on a bulk basis for certain groups of members (e.g. by type of member and whether registered or not) • Interactively register for online access with suitable security provisions to ensure only genuine members may register and achieve access • Provide the facility to manage forgotten log-in details with suitable security provisions to ensure only genuine Members may gain access	M1		M1/ M2 / O / Not Required
14.1.4	Provide that access is menu driven and available screens are appropriate to the Member status. For example, active Members should not have access to payroll screens and Pensioner Members should not be able to perform retirement calculations.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
14.1.5	Provide the facility for all members including but not limited to: • View all relevant pensions data in an easily readable format • View the latest calculated value of their pension benefits/deferred benefits/pension in payment (as appropriate) • View appropriate documentation (e.g. annual benefit statements and payslips/P60s etc) • Update personal details and add new information, including, but not limited to, home address, marital status and death grant expressions of wish • Access a secure messaging/email system Upload electronic documents, e.g. completed option forms	M1			M1/ M2 / O / Not Required
14.1.6	Provide the facility for Members to perform benefit calculations appropriate to their status using data held on the system, including but not limited to: • Retirement quotations (including, but not limited to, voluntary, redundancy/efficiency and ill-health retirement) • Deferred benefit calculations • Death benefit calculations • Transfer out	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	And for the results of all calculations to be available for the Member to print or download.			
14.1.7	Provide the facility for the Contracting Authority to align the online portal with their own branding through local Content Management System (CMS).	M1		M1/ M2 / O / Not Required
14.1.8	Provide the facility for the Contracting Authority to be able to switch off any functionality that it does not wish to make available to its Members, for example ill-health or redundancy retirement quotations.	M1		M1/ M2 / O / Not Required
14.1.9	Provide the facility for the Contracting Authority to issue correspondence to the Member through the online portal, including, but not limited to, letters, forms and statements, and for these documents to be available for the Member to view and save in secure PDF format.	M1		M1/ M2 / O / Not Required
14.1.10	Provide the facility for the Contracting Authority to determine which documents are available for Members (by Member type or status) to access through the online portal, both at an individual document level and at the document template level.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
14.1.11	Record a copy of all benefit calculations run by the Member through the online portal to the record, including the event date and the date of request/production of the calculation.	M1		M1/ M2 / O / Not Required
14.1.12	Provide the facility for Pensioner and Dependant Members to access historic payslips and P60 forms (in line with the Contracting Authority's retention policy).	M1		M1/ M2 / O / Not Required
14.1.13	Provide the facility to amend or cancel voluntary deductions from their pension.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
14.1.14	Record all access by any Member in a full audit trail, including, but not limited to, any data changes notified, calculations run, log-in date and time and log-out date and time.	M1		M1/ M2 / O / Not Required
14.1.15	Provide the facility for changes to bank details to be verified before being accepted.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
14.1.16	Provide the facility to ensure the sort code and account number provided are registered to the Member.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
14.1.17	Provide the facility for documentary evidence (e.g. marriage certificate, civil partnership certificate, decree absolute, death certificate) to be requested from the Member automatically following an update to partnership status, including postal address to send to and warning to send via registered/recorded delivery rather than in the general mail.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
14.1.18	Provide the facility for Members to upload electronic documents or other information where electronic versions of documents are acceptable as documentary evidence.	M1		M1/ M2 / O / Not Required
14.1.19	Provide the facility for activity alerts to be sent to Members when changes have been made through the online portal, including, but not limited to:	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
	• Amendments to personal details, such as home address and death grant expressions of wish • Change of marital status, including a request for documentation to be sent • Successful and unsuccessful amendments to bank details				
14.1.20	Provide the facility to restrict the amendment of certain data items by users, such as home address and bank details, if required by the Contracting Authority.	M1			M1/ M2 / O / Not Required
14.1.21	Provide the facility to integrate with the workflow management system so that workflow processes are automatically created where changes are made through the online portal (e.g. change of address or partnership status, change of bank details, general messages from the member, etc). The system may also provide the facility for other workflow processes to be initiated through the online portal, such as allowing members to begin an actual retirement or transfer-out process and to complete option forms online.	M1			M1/ M2 / O / Not Required
14.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

14.2 Employer online portal

The Contracting Authority may require significant self-service functionality for all Employers, via a secure online portal. Where this is the case, the system will require functionality including:

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
14.2.1	Provide the facility for Employers to access Member records via a secure online portal: • For their own employees only • While the employees are active members of the scheme • With access to an appropriate amount of Member's data	M1		M1/ M2 / O / Not Required
14.2.2	Provide secure access controls to enable secure log-in procedures for Employers.	M1		M1/ M2 / O / Not Required
14.2.3	Provide the facility for Employers to: • Interactively register for online access with suitable security provisions to ensure only authorised users from an Employer may register and achieve access • Provide the facility to manage forgotten log in details with suitable security provisions to ensure only genuine users may gain access.	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
14.2.4	Provide the facility for Employers to: • View appropriate pensions data in an easily readable format • View appropriate documentation • Access a secure messaging/e-mail system The Contracting Authority should be able to turn off functionality that it does not wish to make available to its Employers, including the ability to determine which documents are made available on line for Employers to view.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required
14.2.5	Provide a facility for the Employer to load forms and other documents relating to scheme Members for the attention of the Contracting Authority (e.g. leaver forms, certified birth certificates).	M1			M1/ M2 / O / Not Required
14.2.6	Provide the facility for activity alerts to be sent to Employers including, but not limited to: • Where information on the portal has changed; • Where Employer processes change; • Relating to regulatory changes.	M1			M1/ M2 / O / Not Required
14.2.7	Record all access by any user at an Employer in a full audit trail, including, but not limited to, any data changes notified, calculations run, log-in date and time and log-out date and time.	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
14.2.8	If required, be integrated with the workflow system so that workflow processes are automatically created where changes are made through the online portal (e.g. uploading of documentation or a general message being sent).	M1		M1/ M2 / O / Not Required
14.2.9	If required, can be the area where Employers upload Scheme Member data, including financial information on at least a monthly basis, whether relating to individual Members or in bulk.	M1		M1/ M2 / O / Not Required
14.2.10	If required, include an Employer 'work tray' which includes a list of outstanding tasks the Employer needs to complete.	M1		M1/ M2 / O / Not Required
14.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15   System environment, security and IT requirements

Mandatory (M) – Providers must provide the requirement through the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

May want IT Team to review

15.1   System environments

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	**Requirement type**	**Service Description**	**Requirement type (Delete as appropriate)**
15.1.1	Conform to OWASP Application Security Standards https://www.owasp.org/index.php/Main_Page	M		M / O / Not Required
15.1.2	Conform to the UK Government Open Standards principles.	M		M / O / Not Required
15.1.3	Conform to the most up to date version of the Web Content Accessibility Guidelines (WCAG) Guidelines and any revision thereof throughout the period of the contract. https://www.w3.org/WAI/standards-guidelines/wcag/	M		M / O / Not Required
15.1.4	The service shall be able to accommodate provision of multiple environments, including, but not limited to, LIVE and TEST/DEV, with the ability to clone environments. Optionally data should be able to be anonymised between environments.	M		M / O / Not Required
15.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.2 Legal requirements

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.2.1	Data Protection and GDPR legislation including: • Data Protection Act 2018 http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted • General Data Protection Regulations https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/	M		M / O / Not Required
15.2.2	The Provider shall notify the Authority immediately in the event of a security incident or data breach and may also be required to notify the Information Commissioners Office within 72 hours.	M		M / O / Not Required
15.2.3	Freedom of Information legislation including: • Freedom of Information Act 2000 https://www.legislation.gov.uk/ukpga/2000/36/contents	M		M / O / Not Required
15.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.3 System interface requirements

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.3.1	Provide interfaces that use industry standard transfer protocols and industry standard file formats (e.g. CSV, XML). https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles.	M		M / O / Not Required
15.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.4 Security standards

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.4.1	Where applicable: comply, at all times throughout the duration of the contract, with the most up to date versions of the following HMG and NCSC IT security standards and Good Practice Guides, or any revisions or additional standards or guides introduced during the period of the contract. The current standards and guides include: a) HMG Security Policy Framework v1.1 May 2018	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	https://www.gov.uk/government/publications/security-policy-framework NCSC Cloud Security Guidance https://www.ncsc.gov.uk/collection/cloud-security?curPage=/collection/cloud-security/implementing-the-cloud-security-principles b) ISO/IEC 27001:2013 information security standard https://www.bsigroup.com/en-GB/iso-27001-information-security/Resources-for-ISO-27001/ https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework c) Computer Misuse Act 1990 https://www.legislation.gov.uk/ukpga/1990/18/contents d) Waste Electrical & Electronic Equipment (WEEE) Directive http://ec.europa.eu/environment/waste/weee/index_en.htm e) Meet the requirements of the most up to date version of all relevant NCSC Advice and Guidance throughout the period of the contract. https://www.ncsc.gov.uk/section/advice-guidance/all-topics			

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.4.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.5 Technical standards

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.5.1	Comply with the following standards, or equivalent, and subsequent revisions throughout the period of the contract as applicable: • Policy Framework for a Mixed Economy in the Supply of e-Government Services: Implementation Guidelines version 1; • The Office of Government Commerce's (OGC) IT Infrastructure Library (ITIL); https://www.gov.uk/government/publications/best-management-practice-portfolio/about-the-office-of-government-commerce • ISO/IEC 20000; https://www.iso.org/standard/70636.html • Mandatory Technical Standards as defined by legislation; • Without prejudice to the foregoing, the standards/practices in table 1 below; and	**M** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	• Accreditation Standards in line with HMG Information Assurance Standards & Good Practice Guides.			
15.5.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

Table 1

Area of Compliance	Standards/Practice
HMG Security Policy	HMG Security Policy Framework v1.1 May 2018 https://www.gov.uk/government/publications/security-policy-framework
Information Security Management	ISO/IEC 27001:2013 ISO/IEC 27002:2013 ISO/IEC 27005:2018
IT Security Evaluation Criteria	ISO/IEC 15408-1:2009 Cyber Essentials Plus
Connection to Networks provided by Licensed Telecommunications Operators	BS EN 62949:2017
Data Communications	TCP/IP V4 TCP/IP V6 All transmissions to be encrypted using TLS 1.2 or later, with SHA-2 AES 256 key size
Email Message Handling Services	SMTP using TLS 1.2 encryption or later, with SHA-2 AES 256 key size

15.6   Data protection

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.6.1	All data should be treated as "OFFICIAL".	M		M / O / Not Required
15.6.2	Where data contains personal information about the public, including financial or health details, data should be treated as "OFFICIAL SENSITIVE" as per that handling instruction.	M		M / O / Not Required
15.6.3	Data at rest (stored) shall be suitably protected using encryption. The Provider shall specify which encryption technologies are provided.	M		M / O / Not Required
15.6.4	Comply with BS 10008, best practice for transferring electronic information between systems and migrating paper records to digital files. https://www.bsigroup.com/en-GB/bs-10008-electronic-information-management/	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required
15.6.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.7   Hosted Solution – data centre standards

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.7.1	Where a hosted solution is proposed, it shall be hosted in an industry standard datacentre built and managed in accordance with Industry Best Practice, where appropriate aligning to the principles including but not limited to ISO/IEC 27001:2013 information security standard. https://www.bsigroup.com/en-GB/iso-27001-information-security/Resources-for-ISO-27001/.	M		M / O / Not Required
15.7.2	The Provider should ensure separation exists between the Contracting Authority and other customers to prevent compromised customers affecting the Authorities service or data.	M		M / O / Not Required
15.7.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.8   End user and server computing

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.8.1	Compatible with Microsoft Windows and compatible with new releases of Windows as the Authority implements them.	M		M / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.8.2	Maintained throughout the life of the contract so that it is compatible with new versions of Microsoft Windows, Microsoft Office 365, Microsoft Edge and Google Chrome within one [1] month of their release.	M		M / O / Not Required
15.8.3	For On-Premise solutions, the solution shall be compatible with all supported versions of Microsoft Windows Server and compatible with new versions as the Authority implements them.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required
15.8.4	For On-Premise solutions, the solution shall utilise a mainstream relational database management system (e.g. Microsoft SQL Server/ORACLE) and compatible with new versions as the Authority implements them.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required
15.8.5	For On-Premise solutions, the solution shall be compatible with all mainstream enterprise server virtualisation platforms.	**O** (see **Appendix 3 – M2 and Optional Proposals** for		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
		further information)		
15.8.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.9   Browser support

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.9.1	For browser-based solutions including the Member/Employer online portals, browser access must work across a range of operating systems, web browsers and devices. The following must be supported as a minimum: • Desktop/Laptop devices: Windows 10 or MacOS 10.13 (or later), using Microsoft Edge, Google Chrome or Apple Safari; support for latest version of these browsers is to be maintained at all times. • Portable Devices: Android – Google Chrome Browser, IOS - Safari Browser; support for latest version of these browsers is to be maintained at all times.	M		M / O / Not Required
15.9.2	Use HTML5 standards and use a responsive web design.	M		M / O / Not Required

Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.9.3	All connections to be initiated by the browser.	M		M / O / Not Required
15.9.4	For Public and Employer access standard TCP ports must be used.	M		M / O / Not Required
15.9.5	Not require software other than the standard browser on the client machines i.e. no browser plugins required.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required
15.9.6	Define the minimum required network bandwidth and latency required for effective user operation of the system.	**M** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required
15.9.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.10 Accessibility design

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.10.1	Be designed with regard to provision of the Equality Act, and, as far as possible, to be usable by a wide	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	range of users as an integrated part of the system supported by the Provider, without the need for special software or hardware. This applies to both staff usage and member access via the portal. The Contracting Authority has a duty to make reasonable adjustments to enable user to access the system.			
15.10.2	Features designed to assist in these circumstances must not compromise users' privacy.	M		M / O / Not Required
15.10.3	Have consideration to enable differing needs to be accommodated, including: • Usage without vision • Usage with limited vision • Usage without perception of colour • Usage without hearing • Usage with limited hearing • Usage without vocal capability • Usage with limited manipulation or strength • Usage with limited reach • The need to minimize photosensitive seizure triggers • Usage with limited cognition	M		M / O / Not Required
15.10.4	Must comply with the following standards or their equivalents: • W3C Web Accessibility Initiative Web Content Accessibility Guidelines (WCAG) Version 2.0 to	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	conformance level AA, and preferably level AAA • ISO/IEC 13066-1: 2011 Information Technology - Interoperability with assistive technology (AT) Part 1: Requirements and recommendations for interoperability • BS 8878:2010 Web Accessibility Code of Practice			
15.10.5	Have features available to support accessibility. This applies to both staff usage and member access via the portal. These shall include: • Compatibility with narrator software including Nuance Dragon and Microsoft Windows built-in dictation, high-contrast options, options for large controls, control over colour schemes, and the availability of high-quality video to support sign language • Working with a range of accessibility software (including Zoomtext, Claro, Read & Write, JAWS) • Working with external input devices • navigation and text input through Dragon Naturally Speaking • Windows screen tint must work within the application • Logical tabs with Alt text behind buttons so that when a user is tabbing through and using	M		M / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	screen reader, the position of buttons and tabs are clear to the user • Output documents are accessible for staff and service users • Accessibility features work across different operating systems and mobile solutions.			
15.10.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.11 Authentication

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.11.1	The service shall allow all users to change their own password, and include a secure password reset self-service functionality with adequate security checks. The service must not allow passwords to be recycled.	M		M / O / Not Required
15.11.2	The service shall prompt password changes at intervals defined by the Authority.	M		M / O / Not Required
15.11.3	It shall be possible to limit the number of concurrent times a single account can login to the service.	M		M / O / Not Required
15.11.4	The service shall provide functionality to ensure that only authorised users can access the service.	M		M / O / Not Required

	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
Reference	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.11.5	The service shall not echo any characters on to the screen when a user is entering a password.	M		M / O / Not Required
15.11.6	The service shall provide the facility to have system-generated passwords conforming to the requirements and standards defined by the Authority.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required
15.11.7	The service shall store all passwords securely and encrypted.	M		M / O / Not Required
15.11.8	The service shall suspend accounts after a period of inactivity (to be determined by the Authority) and allow a subsequent deletion.	M		M / O / Not Required
15.11.9	The service shall operate a least privilege security model; each user or administrator should only have enough rights to complete their required tasks.	M		M / O / Not Required
15.11.10	System administrator level accounts shall have the option of being protected by two factor authentication.	**O** (see **Appendix 3 – M2 and Optional Proposals** for		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
		further information)		
15.11.11	Users and system administrators must only log on using standard accounts, elevating to privileged accounts to carry out administrative tasks as required, then log out of the privileged account. Administrative accounts should not be used for general system access nor be left logged in for extended periods of time.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required
15.11.12	The service shall be able to trace all activity to a named individual. The system shall keep logs of security and system activity such that the Authority can maintain its responsibilities to the Information Commissioners Office, ensuring such logs are appropriately secured.	M		M / O / Not Required
15.11.13	The service shall have a facility to produce a log which records all unauthorised attempts to gain access to the security log. In all instances where a user has been denied access, the system must be notified.	M		M / O / Not Required
15.11.14	The service shall provide facilities to restrict authentication based on location, date and/or time, and optionally by IP address.	M		M / O / Not Required
15.11.15	Any Authentication from off the Authority network (i.e. elements of the service exposed to the Internet)	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	must be protected by a second factor. Acceptable methods include: ▪ Digital Certificate ▪ Authentication by SMS Text, Authenticator app or similar means ▪ Authorised source IP address ▪ Email to verified account It must not be possible to access the system from the general Internet without a two-factor authentication process.			
15.11.16	Optionally the service may provide Single Sign On capability compatible with SAML 2.0 or Microsoft Azure AD as authentication sources.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required
15.11.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.12 System Security

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.12.1	Where the service is exposed to the Internet, it must be adequately protected from malicious actions. Appropriate screening, monitoring and interception services must be used to protect the service from denial of service, data loss and unauthorised access. Evidence of these processes and services may be required by the Authority.	M		M / O / Not Required
15.12.2	For on-premise elements of the service, the Provider must ensure that the system is compatible with new releases of operating systems and database management systems, to allow the Authority to upgrade such systems to the latest service packs and/or versions. Furthermore, where the service uses 3rd party software (e.g. Web Content Management System) the Provider must ensure that the service is compatible with new versions of the 3rd party software, to facilitate timely patch management.	M		M / O / Not Required
15.12.3	Where there is a fully managed or hosted element of the service, the Provider shall keep all aspects of the system patched and up to date, including: ▪ Applying critical/security patches within 1 week, and "out of band"/emergency security patches within 24 hours of availability. Using only supported software.	M		M / O / Not Required
15.12.4	For parts of the service that are managed/hosted by the Provider and are exposed to the Internet, the Provider shall perform Penetration Tests at least annually using a CHECK scheme accredited Provider	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	and make the results available to the Authority. Any significant vulnerabilities of CVSS Score 6.8 or higher might be remediated within 1 month of identification. Any vulnerabilities of CVSS score 9 or higher must be remediated within 48 hours of identification.			
15.12.5	Provider staff employed in deploying, managing or remotely supporting the System must be security cleared to at least BPSS level. Optionally the Authority may request staff be vetted to "SC" (Security Check) level.	M		M / O / Not Required
15.12.6	All public or Internet transmissions to be encrypted using TLS 1.2 or later, with SHA-2 AES 256 key size, or equivalent. All web services shall be protected with commercially-purchased digital certificates (i.e. not self-generated).	**M (see Appendix 3 – M2 and Optional Proposals** for further information)		M / O / Not Required
15.12.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.13 Backups

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.13.1	For any hosted elements of the service, the Provider must take regular encrypted backups of the system in	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	line with industry best practice, which must be stored at an offsite location. The Provider shall test the ability to restore from backups every 3 months, and define the Recovery Time Objective (RTO).			
15.13.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.14 Disaster recovery services

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.14.1	The Provider must have its own Business Continuity Plans in place to ensure support to the Authority is not disrupted.	M		M / O / Not Required
15.14.2	In the event of a disaster at the Authority, the Provider must assist the Contracting Authority to implement its disaster recovery plan and restore services.	M		M / O / Not Required
15.14.3	For hosted elements of the service, the Provider must have a robust disaster recovery and business continuity plan in place which is appropriately reviewed and updated. The Provider must undertake a formal annual test of agreed elements of the Disaster Recovery Plan to ensure that the arrangements are workable.	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	**Requirement type**	**Service Description**	**Requirement type (Delete as appropriate)**
	The Provider must ensure that the system and data can be recovered on demand to a status no older than that of close of play on the previous working day.			
15.14.4	The Provider must work with the Contracting Authority to manage the risks of loss, damage or corruption of data. This includes the pre-emptive detection of data loss and system problems, removing risk of data loss, and recovery mechanisms.	M		M / O / Not Required
15.14.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

15.15 Service management

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	**Requirement type**	**Service Description**	**Requirement type (Delete as appropriate)**
15.15.1	Robust Configuration Management such as within ITIL v3 is used across all services provided. i. Initial configuration is agreed with the Authority ii. All significant service configuration parameters are maintained in a Configuration Management Database (CMDB)	M		M / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	(iii) Any changes to systems are recorded in the CMDB			
15.15.2	Robust Change Management process such as within ITIL v3 is used across all services provided. i. Notify the Authority's Change Management Board ii. Changes to production services are signed off by the Authority before implementation iii. Suitable back out plans are always described in each and every change	M		M / O / Not Required
15.15.3	All system releases are governed by the Configuration Management and Change Management Processes. i. All major version updates to be notified to the Authority at least 8 working weeks before release ii. All minor version updates to be notified to the Authority at least 4 working weeks before release The Provider shall define its Service Level agreements.	M		M / O / Not Required
15.15.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
15.16.1	Provide functionality to ensure that data and System integrity are not compromised.	M		M / O / Not Required
15.16.2	Ensure that when a data field is updated, all other relevant fields are also updated.	M		M / O / Not Required
15.16.3	Ensure that all processes carried out, to completion, on the System are recorded on the System.	M		M / O / Not Required
15.16.4	Ensure that all transactions are processed only once.	M		M / O / Not Required
15.16.5	Ensure that all rejected transactions are logged and reported.	M		M / O / Not Required
15.16.6	Record and report on all additions and changes to the member master data file.	M		M / O / Not Required
15.16.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

16 Additional optional requirements

The following Additional Requirements were optional and not all Providers offer these – Please see **Appendix 3 – M2 and Optional Proposals** for details of each Providers offering.

 If a Provider offer these services, they were required to **meet all** the Mandatory requirements within each subsection of section 16.

Mandatory 1 (M1) – Providers must provide the requirement through the system

Mandatory 2 (M2) – Providers must provide the requirement either through the system or as a workaround outside of the system

Optional (O) – there is no mandatory requirement to provide optional services however, [Contracting Authority] may consider this in future.

It is worth bearing in mind if you change any of these Optional Services to Mandatory you may prevent a Provider from submitting a bid.

16.1 Employer relationship management

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.1.1	Provide the facility to record and manage information for Employers, including, but not limited to: • Multiple contact details • Strain payments and related information, membership details by scheme and status • Covenant details and bond information, contributions schedule history • Employer status history	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.1.2	Provide the facility for bulk emails to be sent to all or a selection of Employers, including by Employer type or contact type at the Employer.	M1		M1/ M2 / O / Not Required
16.1.3	Provide the facility for all documents sent to or received from Employers, including emails and letters, to be stored in an electronic document management system which can be viewed, downloaded and printed.	M1		M1/ M2 / O / Not Required
16.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

16.2   Bespoke system amendments

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.2.1	Allow the Contracting Authority to request bespoke amendments to the system, including but not limited to, adding unique identifiers to all records that are generated by the Provider using a routine that is specific to the Contracting Authority.	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.2.2	Provide functionality within the system for Contracting Authorities to make minor amendments to the system themselves, such as renaming data fields and creating bespoke data views.	M1		M1/ M2 / O / Not Required
16.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

16.3   Hosted website

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.3.1	Provide a skeleton web site (i.e. a designed web site but with no text) that can be customised and branded in line with the Contracting Authority's requirements to communicate with Scheme Members, Employers and other Stakeholders. This will provide the Contracting Authority with the ability to add and change text to the website within the design parameters provided. This could include separate web areas for Members,	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	Employers and other Stakeholders or one site incorporating all.			
16.3.2	Provide a fully designed, populated and managed website with content aligned to the LGPS, with some but limited capacity for customisation (e.g. loading of Fund policies) through an accessible Content Management System.	M1		M1/ M2 / O / Not Required
16.3.3	Offer a website maintenance service, including but not limited to regular updates and security testing.	M1		M1/ M2 / O / Not Required
16.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

16.4   Administration of other schemes

The Contracting Authority may administer other pension schemes in addition to the LGPS and this section sets out further details of those schemes.

16.4.1 Firefighters' Pension Scheme

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
16.4.1.1	Provide the functionality required to administer the Firefighters' Pension Scheme in accordance with all relevant scheme regulations and other related legislation.	M1			M1/ M2 / O / Not Required
16.4.1.2	Comply at all times with the provisions of the schemes in England, Wales, Scotland and Northern Ireland, including legislation that applies in respect of historic benefits.	M1			M1/ M2 / O / Not Required
16.4.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

16.4.2 Police Pension Schemes

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
16.4.2.1	Provide the functionality required to administer the Police Pension Schemes in accordance with all relevant scheme regulations and other related legislation.	M1			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.4.2.2	Comply at all times with the provisions of the schemes in England, Wales, Scotland and Northern Ireland, including legislation that applies in respect of historic benefits.	M1		M1/ M2 / O / Not Required
16.4.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

16.4.3 Councillors Pension Scheme

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.4.3.1	Provide the functionality required to administer the LGPS for Councillors in accordance with all relevant scheme regulations and other related legislation.	M1		M1/ M2 / O / Not Required
16.4.3.2	Comply at all times with the provisions of the schemes in England, Wales, Scotland and Northern Ireland, including legislation that applies in respect of historic benefits.	M1		M1/ M2 / O / Not Required
16.4.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

16.5 File and document storage and scanning services

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.5.1	The Provider must ensure that the security of the premises and procedures to be used for Member pension files and/or documentation storage complies with all necessary statutory and/or regulatory consents and permissions.	M1		M1/ M2 / O / Not Required
16.5.2	Provide the ability to create and maintain an up-to-date register of all Member pension files held at the secure storage facility taking into account any additional deposits and/or retrievals by the user.	M1		M1/ M2 / O / Not Required
16.5.3	Provide all information relating to the deposits and/or retrievals of Member pension files and the register held by the Provider.	M1		M1/ M2 / O / Not Required
16.5.4	Provide retrieval services for individual Member pension files and all relevant documentation deposited with the Provider on receipt of a written request from the Contracting Authority.	M1		M1/ M2 / O / Not Required
16.5.5	Provide for the retrieval and return of Member pension files and/or documentation by electronic scanned image, post, same day delivery, registered/recorded delivery, special delivery and/or courier.	M1		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.5.6	Provide the ability to allow the collection of individual Member pension files and/or documentation in person from the Provider's storage facility.	M1		M1/ M2 / O / Not Required
16.5.7	Provide the ability to record all retrievals of member pension files and/or documentation as temporary only, such that a user may return the files and/or documentation to the Provider's storage facility, unless the user provides written notification that such retrievals are permanent.	M1		M1/ M2 / O / Not Required
16.5.8	Be responsible, at all times, for obtaining and maintaining adequate insurance cover in respect of the storage facility and any transportation vehicles being used by the Provider and/or any appointed independent carrier.	M1		M1/ M2 / O / Not Required
16.5.9	Operate, in conjunction with and as defined by the Contracting Authority, a retrieval and destruction policy in relation to members who are deceased.	M1		M1/ M2 / O / Not Required
16.5.10	Provide the facility to carry out, for the Contracting Authority, day-to-day scanning of some or all documentation received from and in relation to existing and new Members of the relevant schemes throughout the period of the contract. Ensure any such scanned	M1		M1/ M2 / O / Not Required

	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
Reference	**Criteria**	**Requirement type**		**Service Description**	**Requirement type (Delete as appropriate)**
	images are attached to the appropriate electronic member pension file.				
16.5.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

16.6   Other system integration

16.6.1 Telephone integration

	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
Reference	**Criteria**	**Requirement type**		**Service Description**	**Requirement type (Delete as appropriate)**
16.6.1.1	Provide integration with the telephone system allowing the Contracting Authority to log, record and store calls on Members files securely.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.6.1.2	Allow data to be monitored in line with the Contracting Authority's KPIs/SLAs such as call handling times, percentage of first call resolution, and percentage of dropped calls.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
16.6.1.3	Provide the facility to maintain a record of types of/reasons for calls and for calls to be recorded and then reviewed at a later date.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
16.6.1.4	Allow for calls to be routed through to the appropriate user at the Contracting Authority.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
16.6.1.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**				

16.6.2 Text message integration

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
16.6.2.1	Provide integration with the telephone system allowing the Contracting Authority to send and receive SMS text messages securely, including bulk issue of such messages (e.g. Annual Benefit Statement notifications or member surveys).	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required
16.6.2.2	Provide a facility which allows SMS text messages to be created and received within the system.	**M2** (see **Appendix 3 – M2 and Optional**			M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
		Proposals for further information)		
16.6.2.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

16.6.3 App integration

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.6.3.1	Provide integration with a digital application platform which allows Members access to their Member record securely (e.g. accessing information such as Annual Benefit Statements), which allows requests from Members to be sent back to the Contracting Authority and which provides the facility to send messages and alerts via the application (bulk or individual).	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.6.3.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

16.6.4 Contact Management System

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.6.4.1	Provide the ability for users to have access to individual Member records through the contact management functionality and direct link into 'back office' processes.	M1		M1/ M2 / O / Not Required
16.6.4.2	Comply with 'screen pop' technology, where a member can pre-enter their details whilst in the queue and the details appear on the user's screen when the call is answered.	**O** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
16.6.4.3	Provide the ability to hold contact details for each Member of a scheme and hold contact details for any persons or Third Parties that are linked to that member.	M1		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework			Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type		Service Description	Requirement type (Delete as appropriate)
	An example of this may be any beneficiaries linked to a Member or contact details of Third Party companies linked to a Member who is transferring to or from the scheme.				
16.6.4.4	Provide the ability to create, delete, amend and search for contacts.	M1			M1/ M2 / O / Not Required
16.6.4.5	Provide the ability for call records/log to include both telephone calls and 'in person' discussions.	M1			M1/ M2 / O / Not Required
16.6.4.6	Provide the ability to set up individual records of calls received and store on the individual member record.	M1			M1/ M2 / O / Not Required
16.6.4.7	Provide the ability for calls to be logged by type/reason for call.	M1			M1/ M2 / O / Not Required
16.6.4.8	Provide the ability for call records/logs to include scripts and specified actions for users to follow to be set up at the start or end of the call for both Employer and Member.	M1			M1/ M2 / O / Not Required
16.6.4.9	Provide the ability for call scripts to include links or documents to support the user when handling calls.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)			M1/ M2 / O / Not Required

| Reference | Default Requirement as per National LGPS Framework | | Contracting Authority – Amendment to Default Requirement | |
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.6.4.10	Provide the facility to enable users to collect feedback from the Member and record on the individual Member record.	M1		M1/ M2 / O / Not Required
16.6.4.11	Provide the ability for specific processes to be based on certain details captured by the call, for example a telephone call to notify of a member death to automatically start the relevant death process.	M1		M1/ M2 / O / Not Required
16.6.4.12	Provide the ability for processes to be started depending on whether the answer to a question is a call script. For example, if the answer "Change of Address" was chosen, a change of address process would automatically start.	M1		M1/ M2 / O / Not Required
16.6.4.13	Provide the ability for users to produce letters as part of the call record (free text and/or templates).	M1		M1/ M2 / O / Not Required
16.6.4.14	Provide the ability to attach call records/logs to existing member casework.	M1		M1/ M2 / O / Not Required
16.6.4.15	Provide the functionality to report on volume and types of calls received (by user and team).	M1		M1/ M2 / O / Not Required
16.6.4.16	All changes made to contacts to be auditable.	M1		M1/ M2 / O / Not Required
16.6.4.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			

16.7   Finance system and cash management

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
16.7.1	Provide functionality to record, and report on, payment of a range of benefits, including, but not limited to, daily and other payments, periodic creditor payments and monthly (and other frequency) payroll payments and re-charging. This data should then be available to report on, as required by the Contracting Authority, for example to reconcile with an external finance/accounting system.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
16.7.2	Provide the facility for a general ledger extract file to be produced including all relevant payment data, in a format that can be interfaced to external finance and/or accounting systems.	**M2** (see **Appendix 3 – M2 and Optional Proposals** for further information)		M1/ M2 / O / Not Required
16.7.3	Provide general ledger facilities which must include, but not be limited to, the following functionality: • Record and report creditor payments for statutory and voluntary deductions (e.g. HMRC)	**M2** (see **Appendix 3 – M2 and Optional**		M1/ M2 / O / Not Required

Reference	Default Requirement as per National LGPS Framework		Contracting Authority – Amendment to Default Requirement	
	Criteria	Requirement type	Service Description	Requirement type (Delete as appropriate)
	• Maintain and apply an account and cost code structure with a main and a sub code that can be applied to all pay elements and meet the requirements of GAD transactional data reporting. • Standard and ad hoc reports of all transactions and postings for any period specified.	**Proposals** for further information)		
16.7.?	**Any other criteria specific to your organisation (This line can be repeated as many times as required).**			