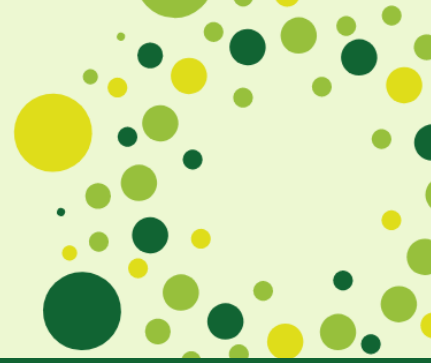


Frequently Asked Questions



Question 1: How were the Providers chosen?

As part of the user documentation, a Specification of Requirements is provided. In order to be appointed the Providers have met the quality thresholds for this Framework and have demonstrated they have the right expertise to provide the services detailed within this Specification of Requirements.

While each Provider successfully passed a minimum quality threshold, they are not all the same. It is important that you focus clearly on what your organisation requires to ensure the Further Competition helps you select the most appropriate Provider. The guidance documentation gives you more detail on how to refine your Specification of Requirements and the other supporting documentation required for your Further Competition.

Question 2: What are the benefits of using the Pensions Administration Operational Support Services Framework?

Procurement can take significant time and money both for the awarding Authority and the Service Provider. The National LGPS Frameworks are fully compliant with the Public Contracts Regulations 2015. It reduces the time and costs associated with the procurement process by offering a facility that has already been competitively tendered. It aims to deliver access at the best possible price to high-quality, efficient and effective Pensions Administration Operational Support Services Providers.

Benefits include:

Easy access to pre-selected, specialist Providers - The National LGPS Frameworks provide an easy access route to pre-selected specialist Providers who are best placed to deliver Pensions Administration Operational Support Services to the LGPS.

Efficiency - The Framework removes the need for you to conduct full tender exercises or lengthy Provider evaluations, saving the time and costs associated with procurement exercises. In addition, this allows you to be more flexible with the planning and running of any tender process via Further Competition.

Best practice procurement - Each of the Providers on the National LGPS Frameworks have been subject to a rigorous procurement process, ensuring they offer the scope and quality of services you require. The pre-agreed terms and conditions offer you contractual safeguards.

Flexibility - National LGPS Frameworks reduce the time and cost associated with a full procurement exercise, which in turn allows you to be more flexible with the planning and running

of any tender process via Further Competition. There is also an option to Direct Award.

Agreed Terms and Conditions - Terms and Conditions are already established and agreed for you and Service Providers. This removes the need to re-draft and/or renegotiate terms for each procurement you undertake. You have the right to refine, but not fundamentally alter, the Terms and Conditions to take into account any special requirements. The Terms and Conditions also provide a 'no fault break clause' giving you the right to terminate the contract at any time by giving three months notice.

Comprehensive supporting documentation - In addition to the Specification of Requirements and Call-Off Terms and Conditions, a comprehensive pack of supporting documents is provided to support your Further Competition. This includes Provider Catalogues, Guide to Further Competition, Example Invitation to Further Competition, Pricing Schedules and Award Letters.

Flexible contract length - Under the National LGPS Framework for Pensions Administration Operational Support Services contracts can be awarded for a maximum contract length of four years. No contract will be permitted to extended beyond 30 April 2030.

Collaboration and partnership - The National LGPS Frameworks have been created in line with the Government's wish for LGPS Funds to seek ways of extending joint working and collaboration. They are helping to realise potential efficiencies and are giving LGPS Funds a clearer voice within the marketplace, along with helping to share knowledge, information, experience and best practice.

Value for money - To harness the opportunity to aggregate spend, ceiling prices with the facility to conduct Further Competition, along with collaborative rebates, ensure that value for money is consistently achieved.

Question 4: Who can use the Framework?

The Framework may be used by:

- any LGPS administering authorities as defined in the Local Government Pension Scheme Regulations 2013 (SI 2013/2356) (as amended) including the firefighters' pension scheme and police pension schemes and any of their participating employing Authorities, or in relation to the LGPS in Scotland, any Administering Authority and any of their scheme employers as defined in the Local Government Pension Scheme (Scotland) Regulations 2018 (SSI 2018/141) (as amended);
- NILGOSC in Northern Ireland and Employing Authorities as defined in the Local Government Pension Scheme Regulations (Northern Ireland) 2014 SRNI/188 (as amended);

- the Board of the Pension Protection Fund (<http://www.pensionprotectionfund.org.uk>) any other Administering Authority or organisation of a public sector pension scheme or any public sector body or that requires pension related services;
- any common Asset Pool or Collective Investment Vehicle established by or on behalf of an Administering Authority or group of Administering Authorities; or any bodies, organisations or companies established by them for the purpose of operating on a collective basis.

Question 5: Can I Direct Award from the National LGPS Framework for Pensions Administration Operational Support Services?

Yes, you can direct award from all Lots of this Framework.

Question 6: Under the National LGPS Framework for Pensions Administration Operational Support Services are the Providers scored or ranked? If so, are we under any obligation to use the highest scoring Provider?

Service Providers are not ranked within the Framework. All Service Providers appointed to the Framework are deemed capable, and therefore should be treated in the same way. The Framework would not oblige you to use any specific Service Provider. If you wished to make an appointment under the Framework you would undertake a **Further Competition**.

If you have any further questions or concerns, visit our website www.nationalLGPSframeworks.org email us at nationalLGPSframeworks@norfolk.gov.uk or call 01603 306846.