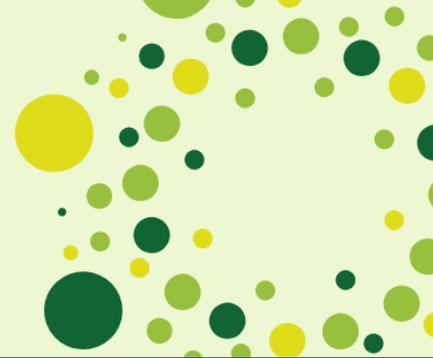


# Frequently Asked Questions



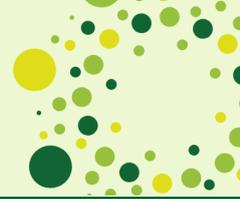
## Question 1: How were the providers chosen?

As part of the user documentation, a comprehensive **Specification of Requirements** is provided after you have signed your confidentiality statement. 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 complete your Specification of Requirements and the other supporting documentation required for your Further Competition.

Services covered by the Framework include:

- Core pension administration system
- Data and document requirements
- Workflow and workload management
- Reporting including data quality
- Administration casework
- Bulk processes
- Calculations
- Payroll and payroll interface
- Employer and member accessibility
- Technical architecture compatibility
- Implementation approach
- Support and maintenance
- Hosting services
- Additional services



## Question 2: What are the benefits of using the Pensions Administration Software Framework?

Procuring Pensions Administration Software can take significant time and money both for the awarding Authority and the service Provider.

The National LGPS Framework is 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 Software 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 Software 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 a procurement exercise. 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.
- **Specification of Requirements** - This is a comprehensive, in-depth specification that has been created by the Founding Authorities working alongside specialist pensions administration consultants, provided if you sign a confidentiality statement. You have the flexibility to amend the Specification of Requirements to enable you to get the best outcome for your organisation.
- **Agreed terms and conditions** - Call-off Terms and Conditions have been produced by a specialist law firm which have been contractually agreed with Providers.
- **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 and Award Letters.

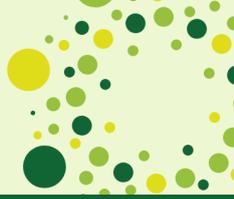
- **Flexible contract length** - Under the National LGPS Framework for Pensions Administration Software contracts can be awarded for an initial period of up to seven years with the option to extend up to a maximum contract length of 10 years from the Further Competition Award date.
- **Collaboration 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.

To use the Framework and make use of all these benefits a **one-off joining fee of £8,000 applies**. The National LGPS Frameworks are a not for profit programme established 'by the LGPS, for the LGPS' and the joiner's fee helps towards the set-up costs and ongoing support and administration of the framework.

### Question 3: 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 2014/188) (as amended);
- The Board of the Pension Protection Fund (<http://www.pensionprotectionfund.org.uk>);
- Any other administering authority or Scheme Manager of a public-sector pension scheme or any public-sector body that requires pensions related services; and any LGPS Fund(s) or groups of Funds, or any bodies, organisations or companies established by them for the purpose of operating on a collective basis.



**Question 4: Can I direct award from the National LGPS Framework for Pensions Administration Software?**

No. The Pensions Administration Software Framework requires that you run a Further Competition.

**Question 5: Can we add in any service requirements at Further Competition, even if they are not covered by the Specification of Requirements?**

Yes, as long as these are in areas within the overall scope, any additional requirements can be added to the relevant section of the **Specification of Requirements**. You may want to request that providers give specific examples in the questions you ask.

**Question 6: Under the National LGPS Framework for Pensions Administration Software, are providers scored or ranked? If so, are we under any obligation to use the highest scoring provider?**

Providers are not ranked within the framework. All 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 provider. If you wished to make an appointment under the Framework you would need to undertake a Further Competition.

**If you have any further questions or concerns, visit our website [www.nationalLGPSframeworks.org](http://www.nationalLGPSframeworks.org) email us at [nationalLGPSframeworks@norfolk.gov.uk](mailto:nationalLGPSframeworks@norfolk.gov.uk) or call 01603 495922.**