



National LGPS Framework a Multi-Provider Framework Agreement for the Provision of Integrated Service Provider (ISP) and Member Data Services

Specification and User Access Notes

This page provides key details on how to access all the documentation for the Integrated Service Providers (ISP) and Member Data Services Framework.

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Key Details

- The Integrated Service Providers (ISP) and Member Data Services Framework is open from May 2024 until April 2028.
- The Framework is split across seven Lots:
 - Lot 1 - Integrated Service Provider (ISP)
 - Lot 2 - Address Tracing and Correction Services
 - Lot 3 - Mortality Screening Services
 - Lot 4 - Overseas Address Tracing and Address Correction Services
 - Lot 5 - Overseas Proof of Life and Mortality Screening Services
 - Lot 6 - Bank Account Verification Services
 - Lot 7 - Data Quality Reporting for Pension Dashboard Readiness
- Further Competition and Direct Award available on all Lots.
- Call-off contract period:
 - Lot 1: contracts can be awarded under the Framework for a **maximum contract length of eight years from the Further Competition Award date. No contract awarded from the Framework will be permitted to extend beyond 8 February 2036.**
 - Lot 2-7: contracts can be awarded under the Framework for a **maximum contract length of six years from the Further Competition Award date. No contract awarded from the Framework will be permitted to extend beyond 8 February 2034.**

How to Access the User Documentation

To access the user documentation you will need to complete an **Option Form** detailing your organisation and the Lot(s) you are interested in along with a **Confidentiality Statement**.

We cannot share the commercially sensitive documents of this Framework until you have completed the Confidentiality Statement. Completing this document places you under no obligation to use the Framework but allows us to share the full set of Framework documents with you.

If you would like to view additional Lots then please get in touch with us by calling our helpline on 01603 306846 or via email at nationalGPSframeworks@norfolk.gov.uk.

Once you have completed and returned the online Confidentiality Statement and Option Form you will be given access to the full set of Framework documentation through our secure sign-in, including:

- Framework Overview and Notes
- Guide to Call-off.

- Example Invitation to Further Competition
- Example Award Letters
- Order Form
- Call-Off Terms and Conditions
- Rebate Structure and Examples
- Pricing Schedules
- Provider Catalogues

You can then view the supporting user documents to help you decide if this Framework suits your needs.

Please note: On joining the Framework you will have access to customisable version of the above documents.

How to Join

Members Access Agreement and Annex A

Once you decide to use the National LGPS Framework you will need to complete a Member Access Agreement. This is a legal document between your Authority and Norfolk County Council (the Letting Authority for this Framework).

The purpose of the document is to regulate any liabilities that may arise as a result of use of this Framework. If your organisation already has a Member Access Agreement in place from another Framework then an Annex A side letter will be needed to join.

Joining Fee

You will need to pay a joining fee to use this Framework. The National LGPS Frameworks are a not for profit programme established 'by the LGPS, for the LGPS' and the joining fee helps towards the ongoing support and administration of this Framework. The joining fee structure is below:

Lot	Joining Fee
Lot 1	£2,000
Lot 2 - Lot 7	£750

Lot 1 - Integrated Service Providers

Deliver a fully compliant, functional, operational and audited always-on ISP solution for connection to the Pension Dashboard MaPS digital architecture and eco system.

An ISP solution that enables the Contracting Authority to:

- Fulfil their pensions dashboards regulatory obligations, code and standards obligations.
- Obtain management information and fulfil audit requirements.

The core ISP solution must deliver the following as a minimum:

- Have a data upload facility, either using APIs, a secure method of CSV upload, or both.
- Have data matching functionality that can be amended by you or by the Contracting Authority.
- Provide the Contracting Authority with access to the outcome data and provide the ability to extract that data and/or carry out follow on processing (whether integrated or manual).
- Have reporting functionality, that includes visibility of the reporting information that is being provided to the Pensions Dashboard Programme and reports that assess the success of the matching criteria being used.

The solution must be scalable and holistic in its approach with the functional capacity to deal with the fluctuating volumes that pensions dashboards could generate, particularly at peak times.

Data upload options must include but not be limited to (noting you are not required to provide all options):

- An ISP solution fully integrated with the Contracting Authority's existing Pensions Administration system (PAS)
- An ISP solution with no integration with the PAS – e.g. upload by csv file or equivalent
- API integration with the Contracting Authority's PAS to extract data and transfer it to the ISP

The solution must have the ability for agreed matching criteria to be implemented and amended from time to time as required by the Contracting Authority and the ability to provide different matching criteria for different schemes which are managed by one authority.

Minimum matching criteria should align at all times with the PASA standards.

The solution must have comprehensive reporting options including, but not limited to:

- System performance
- Validated information on:
 - Exact Match
 - Partial matches
- Audit controls
- Usage levels
- Average response times
- 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 and Pension Boards (or equivalents).
- Regulatory updates, including any impact on system functionality and delivery plans for updates, as well as changes made with actual delivery dates versus plan.
- Any errors or omissions within the current functionality.
- Updates on system development projects and proposed changes to systems and processes

In addition to the requirements outlined in 2.4.3, your solution must meet all additional data protection and cyber security standards required in the Pensions Dashboard Programme standards. It must be designed and operated having regard to the National Cyber Security Centre 14 Cloud Security Principles (see link below) and you must be able to demonstrate that your solution continually meets these principles.

<https://www.ncsc.gov.uk/collection/cloud/the-cloud-security-principles>

To also provide the Contracting Authority with evidence that you have completed the Health Check as set out in the standards, both initially and annually each year thereafter, on request.

Lot 2 - Address Tracing and Address Correction Services

Provision of a service to:

- Provide UK address tracing and address correction services.
- Be able to accept and return all data electronically to and from the Contracting Authority using a secure and encrypted data transfer method.

Able to carry out:

- Bulk and individual tracing services on a one off, ad-hoc or regular basis, or a combination thereof.
- Multiple levels of tracing services.

The core service must provide for both of the following:

- Address tracing services and address correction services for all the Contracting Authority's scheme members and/or a subset of scheme members in bulk.
- Address tracing and address correction services for individual scheme members on a regular and/or ad hoc basis.

The output must include, but not be limited to, the following details:

- Confirmation that the member is still living at the last known address, with an indicative confidence of the match, or
- Confirmation that the member is still living at the last known address, but where the address is incomplete or inaccurate, details of the full, corrected address, or
- Confirmation that the member is no longer at the last known address with details of a new, correct address, with indicative confidence of the match, or
- Confirmation that the member is no longer at the last known address but that no new address can be found, so a 'no trace' result.

The output data must be in or exportable into CSV or Excel spreadsheet format, as agreed with the Contracting Authority.

In addition, a Contracting Authority may require additional optional services which include but are not limited to:

- Provision of a self-service search facility
- Ability to contact traced members on behalf of the Contracting Authority
- Spouse tracing, marital status checking and spouse identification

Lot 3 - Mortality Screening Services

The service must be able to:

- Provide mortality screening services for deaths registered in the UK.
- Be able to accept and return all data electronically to and from the Contracting Authority using a secure and encrypted data transfer method.
- Ability to trace deaths which may have occurred previously but have not been screened as part of a regular mortality screening.

The core service must provide for both of the following:

- Mortality screening for all the Contracting Authority's scheme members and/or a subset of scheme members in bulk.
- Mortality screening for individual scheme members on a regular and/or ad hoc basis.

The output must include, but not be limited to, the following details:

- Confirmation that the member is deceased,
- Confirmation that the member is believed to be deceased, with an indication of confidence of match and the data source, or
- Confirmation that you are unable to verify the member's existence.
- Provision of death certificates for deceased members'

The output data must be in or exportable into CSV or Excel spreadsheet format, as agreed with the Contracting Authority.

In addition, a Contracting Authority may require additional optional services which include but are not limited to the provision of death certificates for deceased members.

Lot 4 - Overseas Address Tracing and Address Correction Services

The service must be able to:

- Provide overseas address tracing and address correction services.
- Be able to accept and return all data electronically to and from the Contracting Authority using a secure and encrypted data transfer method.

Able to carry out:

- Tracing services on a one off, ad-hoc or regular basis, or a combination there of for both an individual member and/or multiple members.
- Multiple levels of tracing services.

The core service must provide for both of the following:

- Address tracing services and address correction services for all the Contracting Authority's scheme members and/or a subset of scheme members in bulk.
- Address tracing and address correction services for individual scheme members on a regular and/or ad hoc basis.

The output must include, but not be limited to, the following details:

- Confirmation that the member is still living at the last known address, with an indicative confidence of the match, or
- Confirmation that the member is still living at the last known address, but where the address is incomplete or inaccurate, details of the full, corrected address, or
- Confirmation that the member is no longer at the last known address with details of a new, correct address, with indicative confidence of the match, or
- Confirmation that the member is no longer at the last known address but that no new address can be found, so a 'no trace' result.

The output data must be in or exportable into CSV or Excel spreadsheet format, as agreed with the Contracting Authority

In addition, a Contracting Authority may require additional optional services which include but are not limited to:

- Provision of a self-service search facility
- Ability to contact traced members on behalf of the Contracting Authority
- Spouse tracing, marital status checking and spouse identification

Lot 5 - Overseas Proof of Life and Mortality Screening Services

The service must be able to:

- Provide for proof of life checks to be carried out, and/ or provide mortality screening services for deaths registered overseas.
- Be able to accept and return all data electronically to and from the Contracting Authority using a secure and encrypted data transfer method.

The core service must provide for either or all of the following:

- Proof of life checks for individual scheme members on a regular and/or ad hoc basis.
- Mortality screening for a Contracting Authority's scheme members and/or a subset of scheme members.
- Mortality screening for individual scheme members on a regular and/or ad hoc basis.

The output must include, but not be limited to, the following details:

- Confirmation that the member is still alive, or
- Confirmation that the member is believed to be deceased, with an indication of confidence of match and the data source, or
- Confirmation that you are unable to verify the member's existence.

The output data must be in or exportable into CSV or Excel spreadsheet format, as agreed with the Contracting Authority.

In addition, a Contracting Authority may require additional optional services which include but are not limited to:

- The provision of death certificates for deceased members.
- Assistance with carrying out additional proof of life checks for overseas members.

Offer a historical tracing option.

Lot 6 - Bank Account Verification Services

The service must be able to:

- Verify members bank account details in real-time
- Have reporting capabilities

The output must include, but not be limited to, the following details:

- Confirmation that the account holder name, SORT Code and account code matches or partially matches (including details of the partial match), or
- Confirmation that the account does not match together with any information that might indicate why this is (such as if a bank account is new or linked to a previous address).

Lot 7 - Data Quality Reporting for Pension Dashboard Readiness

The service must be able to:

- Provide data quality and/or dashboard readiness services.
- Be able to accept and return all data electronically to and from the Contracting Authority using a secure and encrypted data transfer method.

The core service must provide data quality and/or dashboard readiness services for all the Contracting Authority's scheme members and/or a subset of scheme members in bulk.

The services must include, but not be limited to, the following:

- The ability to assess the completeness and format validation of required dashboard data.
- The ability to assess and report on data quality in line with the Pension Regulator's standards on common and scheme specific data reporting.
- The provision of comprehensive reports on the quality and completeness on the Contracting Authority's data including but not limited to:
 - % of personal details relevant for matching that are present and correct
 - % membership and employment data that is present and correct
 - % of member pension values required for the pensions dashboard are present and correct
- Advice on any proposed changes that a Contracting Authority could make to improve data quality.
- The review and assessment of a Contracting Authority's data against various matching criteria in preparation of connection to the Pensions Dashboard.
- Recommendations on matching criteria and possible matching criteria.
- The provision of a plan to rectify identified gaps in data.

The output data must be in or exportable into CSV or Excel spreadsheet format, as agreed with the Contracting Authority.

What are the benefits of using the ISP and Member Data Services Framework?

- Shortened timescales
- Reduced procurement and legal costs
- Robust and transparent process with high level of due diligence and specialist support
- Agreed Terms and Conditions of contract with providers
- Enable access to specialist providers whose experience and quality has been tested
- Comprehensive user documentation and support from Frameworks team
- Provider ceiling prices established
- Possibility to benefit from cumulative rebates

Who can use the Framework?

The Framework may also 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 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.