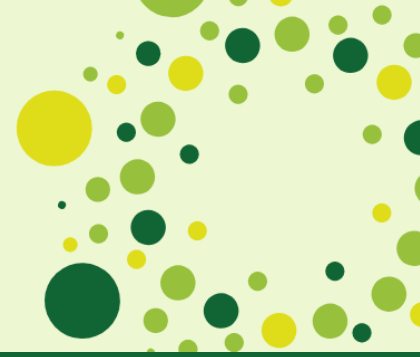


# National LGPS Framework for Pensions Administration Operational Support Services Specification of Requirements



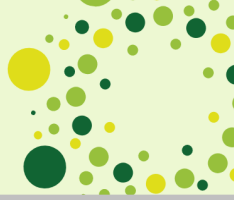
Below is the Specification which was issued to providers when setting up the National LGPS Framework for Pensions Administration Operational Support Services. You can customise the Specification of Requirements to suit your specific requirements. Your particular requirements should be captured in **Appendix 2 – Invitation to Further Competition, Section 2**.

To help you define your specification you should review **Appendix 9 – Provider Catalogues** to understand each Provider's response to the Specification of Requirements.

## Lot 1 - Pensions Administration Operational Services

Provision of operational administration services to LGPS Pensions Administrators across a range of Pension Administration work areas, including but not limited to:

- Data Interrogation and rectification, to include the following aspects:
  - Data exploration and analysis of member data sets, providing detailed outcome reports and identification of issues and gaps with required resolution activities
  - Undertake rectification and remedial data cleansing activities
  - Support Funds with data readiness for upcoming projects involving data cleansing activities e.g. McCloud, Pension Dashboards, GMP related projects (e.g. rectification and equalisation) etc.
- Pension Administration project delivery including those arising from legal judgements and legislative changes e.g. support with McCloud projects, employer transfers, Pensions, Administration System implementation support.
- Temporary/Ad-hoc general Pensions Administration support including but not limited to:
  - Pensioner payroll services
  - Benefit Calculations and Member Processing
  - Interim staffing support e.g. Pensions Manager
  - Employer led LGPS consolidation
  - member transfer exercises
  - production of member savings statements



## **Lot 2 - Provision of Specialist Pensions Communications and Engagement Services**

Provide specialist support to design, develop and deliver effective LGPS multi-channel communications and engagement strategies, including but not limited to;

- Successful targeted member education and engagement programmes
- Brand development and advice
- Measuring the effectiveness and success of engagement, service delivery, user experience and outcomes
- Content and design advice and delivery including use of appropriate language (e.g. Plain English) and compliance with accessibility requirements and standards