

FRAMEWORK AGREEMENT SCHEDULE 2: GOODS AND SERVICES AND KEY PERFORMANCE INDICATORS

PART A: GOODS AND SERVICES

1 INTRODUCTION

- 1.1 Crown Commercial Service (the Authority) is seeking to establish a Framework Agreement for the administration and provision of Employee Benefits. The Framework Agreement shall comprise of the following 5 core services; Childcare Voucher Scheme, Cycle to Work Scheme, Reward and Recognition Voucher Scheme, Payroll Giving Scheme, and Employee Discount Scheme, as detailed in paragraph 4 - Description of Services.
- 1.2 The aim is to appoint a single Supplier (or a Group of Economic Operators with a lead contact), to provide Employee Benefits across UK public sector authorities on a 'one stop shop' fully managed service basis. This will deliver maximum overall benefits in terms of the efficiencies and economies of scale, in addition to providing a fully integrated Employee Benefit system for Central Government. The Supplier shall work in partnership with Contracting Authorities to deliver a range of Employee Benefits required across Central Government Departments and UK public sector Authorities. There will be a requirement for services overseas, and the successful Supplier will therefore ensure they are able to meet the requirement where applicable.
- 1.3 For UK Central Government Departments, Arm's Length Authority(s) (ALAs), and Non-Ministerial Departments & Executive Agencies, other than by exception, this Framework Agreement will be the preferred route to procure Employee Benefits.
- 1.4 Crown Commercial Service (CCS) as the Authority does not warrant that each Central Government Body will always use the Framework Agreement to purchase the services or enter into a Call Off Contract. To purchase the Goods and Services each Contracting Authority will refine its requirements through a Call Off Contract that will be signed by the Supplier and Contracting Authority. Individual Contracting Authority's precise requirements will vary and the Contracting Authority has made (or will make) the decision as to which services they wish to procure.
- 1.5 The Framework is structured to offer Contracting Authorities flexibility and choice. It will be a matter of judgment for the Contracting Authority to decide which particular service(s) are most appropriate to meet their specific requirements and best deliver their business needs.
- 1.6 This Framework will be managed centrally by CCS in its capacity as the Authority.
- 1.7 The duration of this Framework Agreement is 36 months, with the option for the Authority to extend for a further 12 months if they wish to do so.
- 1.8 The Authority placed a Prior Information Notice 2014/S 180-317651 which was published on the on 19/09/14 (the PIN notice) in the Official Journal of the European Union (OJEU).
- 1.9 This procurement has been advertised by publishing a Contract Notice in the OJEU, advertising the Open Procedure under the Public Contracts Regulations 2015 (the "Regulations").
- 1.10 The purpose of this Framework Agreement Schedule 2 Part A Goods and Services is to provide a description of the Goods and Services that the Supplier shall be required to deliver to Contracting Authorities under this Framework Agreement.

2 BACKGROUND

- 2.1** Civil Service Employee Policy (CSEP), the main sponsor of the project, was launched in April 2011 and is one of the Expert Services established under Civil Service HR. They provide a specialist HR policy service across Government Departments to promote simplified and modernised policies and people practices.
- 2.2** CSEP provides a Pay and Reward Service to support the improvement and quality of reward strategies and practices across departments, so as to build expert capability in the Civil Service and fit with the ongoing reform of the Civil Service of the future.
- 2.3** The Civil Service has a c. 430,000 workforce, the economic downturn has led to the workforce declining in recent years and the expectation is that there may be further reductions to the workforce.
- 2.4** The Civil Service workforce includes people from diverse backgrounds and representing almost every skill and profession. Contracting Authorities face significant challenges in relation to the development of their reward strategies and this Framework Agreement will provide access to cost effective and potentially cost-neutral benefits.

3 AIMS AND OBJECTIVES

- 3.1** The main aim of this procurement exercise is to reinforce the brand of the Civil Service as a single Employee Benefits customer and enable the organisation to maximise its combined purchasing power to leverage increased value for money and provide high quality of services as a best in class employer.
- 3.2** The key supporting objectives are:-
 - (i) Increase collaborative procurement and contribute to the achievement of efficiency savings and reduction in expenditure across Central Government and wider public sector;
 - (ii) Place departments on an equal footing with regard to use of Employee Benefits packages, to enable comparable impact upon staff recruitment, retention, performance and morale;
 - (iii) Future-proof our services: the UK workforce profile is changing and our Employee Benefits provision must continually innovate and improve to meet this challenge; and
 - (iv) Enable departments to act as consistent and intelligent customers, raising the quality of provision, relationships and Suppliers performance.

4 DESCRIPTION OF SERVICES

- 4.1** Contracting Authorities will be from the wider public sector and will have a requirement for the provision of a range of Employee Benefits that appeal to a wide diverse and demographic employee base.
- 4.2** The online platform will be available to all Contracting Authorities Users and will have a secure single sign on functionality to enable Users to sign in to their benefits using a single user name and password.
- 4.3** For Central Government Contracting Authorities a branded online platform will be created with a customised departmental front end to host the services, which will

enable CSEP to collate data on the use of the branded online platform by Central Government Contracting Authorities in accordance with paragraph 12.

- 4.4** For wider public sector Contracting Authorities a branded online platform shall be created and their data requirements agreed at the Call Off Contract stage.
- 4.5** Contracting Authorities may wish to issue their respective employees (Users) total reward statements, where the monetary value of their total package is calculated and set out, this requirement will be specified at Call Off Contract stage.
- 4.6** It is intended that the range of Employee Benefits will expand to meet the Contracting Authorities business needs as they develop their reward strategies. Initially the Framework Agreement will consist of the following 5 core services;

Description of the Core Services
<p>1. Childcare Voucher Scheme</p> <p>The Supplier shall supply vouchers for all types of childcare provision such as but not exclusive to;</p> <ul style="list-style-type: none">• Child-minders• Nurseries• Pre-schools <p>It is a mandatory requirement that all childcare providers are formally registered or approved with the statutory authorities e.g. Ofsted</p> <p>In addition to introducing the scheme, the Supplier will need to provide on-going support and maintenance of the scheme throughout the duration of the Call Off Contract.</p> <p>Whilst it is expected that the majority of Contracting Authority requirements will fall under the Childcare Vouchers Scheme, there may also be a requirement for a Salary Plus Scheme, whereby an allowance is paid on top of the Users salary in vouchers and some or all of this allowance may be tax free.</p> <p>Full specific requirements pertinent to the Childcare Voucher Scheme are outlined in Appendix 1.</p>
<p>2. Cycle to Work Scheme</p> <p>The Supplier shall supply cycles at a number of approved cycle outlets nationwide, eligible equipment includes cycles and cyclists' safety equipment.</p> <p>The Supplier shall offer a full range of cycles including electric, road, mountain, folding and hybrid cycles (children's cycles shall not be included).</p> <p>Cyclist's safety equipment is not defined in legislation and a common sense approach should be taken to the equipment provided. This could include:</p> <ul style="list-style-type: none">• Cycle helmets which conform to European standard EN 1078• Bells and bulb horns• Lights, including dynamo packs• Mirrors and mudguards to ensure riders visibility is not impaired• Cycle clips and dress guards• Panniers, luggage carriers and straps to allow luggage to be safely carried• Child safety seats• Locks and chains to ensure cycles can be safely secured• Pumps, puncture repair kits, cycle tool kits and tyre sealant to allow for minor repairs

- Reflective clothing along with white front reflectors and spoke reflectors

Full specific requirements pertinent to the Cycle to Work Scheme are outlined in Appendix 2.

3. Reward and Recognition Voucher Scheme

The Supplier shall provide on-demand access to a range of multi-choice, branded, high quality, loyalty, reward and recognition vouchers and gift cards, made available in both paper and e-vouchers and are valid for 18 months from the date of voucher issue.

The Supplier shall ensure the vouchers and gift cards are:

- Accepted as full or part payment;
- Accepted and exchangeable throughout a wide range of retail outlets, retail groups, specific retailers and high street stores;
- Redeemable against an entertainment event, outlets and leisure attractions;
- Redeemable against hotel bookings;
- Redeemable for online purchases.

Full specific requirements pertinent to the Reward and Recognition Voucher Scheme are outlined in Appendix 3.

4. Payroll Giving Scheme

The Supplier shall deliver a Payroll Giving Scheme administered and approved by HM Revenue & Customs (HMRC) Payroll Giving Agency. The service can be supplemented with a 'Voucher' scheme, which will allow Users, for whom Payroll Giving deductions have been taken from their pay source, to have such monies held on-account. At any point the User can distribute all or part of such funds to one or more nominated charities by providing instructions through completion of a voucher either manually or electronically. Such donations will be subsequently distributed to appropriate charities via BACS or cheque payment.

The Framework Agreement shall provide a vehicle for the delivery of replacement Contracting Authorities current Payroll Giving scheme, provision and the launching of new schemes.

Full specific requirements pertinent to the Payroll Giving Scheme are outlined in Appendix 4.

5. Employee Discount Scheme

The Supplier shall provide access to an Employee Discount Scheme, where Users can voluntarily take advantage of meaningful discounts on a range of goods and services. The range of products and services on offer via discounts, retail vouchers and cash-backs should appeal to the diverse employee base of the Contracting Authorities. The scheme shall offer a sustainable and wide range of established, branded products and services at attractive discounted rates from an extensive range of retailers and service providers. The Supplier must ensure that the range of products and services available will include offers such as, but not limited to:

- Discounts on retail and food;
- Entertainment and leisure;
- Health and wellbeing;
- Holiday and travel;
- Retail vouchers;
- Cashback; and

- Discount cards.

There should be a specific focus on discounts linked to health and well-being with the exception of those already provided by Contracting Authorities. The Scheme is not required to include those services specified by Contracting Authorities that are already offered within their existing contracts, for example, Employee Assistance Programme, Counselling Services or Occupational Health.

- 4.7** The service shall be scalable to cope with future changes in employee numbers and the scope shall also allow for future-proofing in allowing the flexibility to add additional Employee Benefits as Contracting Authorities may require. Contracting Authorities reserve the right to add or remove benefit and/or salary sacrifice schemes throughout the term of the Call Off Contract.
- 4.8** The Supplier shall source such additional Employee Benefits that may be required from existing public sector contracts, where value for money is assured and as requested by Contracting Authorities.
- 4.9** The scope is not required to include those services that are already offered within Contracting Authorities existing contracts, for example Civil Service Employee Assistance Programme, Counselling Services Occupational Health or Corporate Eye Care, although there may be a requirement for these to be hosted on the online platform.
- 4.10** The schemes should be available to all employees and the Supplier will be expected to adapt processes when necessary to meet the individual needs of employees who are disabled or have medical conditions which could be classed as a disability under the Equality Act 2010.

5 MANDATORY SERVICE REQUIREMENTS

This paragraph provides details of the mandatory requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the service delivery requirements of this Framework Agreement. It is important that Suppliers take time to fully understand this important part of the service delivery requirement. ALL mandatory requirements (a to m) shall be required to commence from the implementation of the Call Off Contract with the Contracting Authority.

- a) **Data Security Mandatory Requirements** – It is a mandatory requirement for the Supplier to read, understand and respond to the Authority in accordance with Framework Schedule 22: Data Security Schedule. Please refer to paragraph 6;
- b) **Security Vetting / Clearance Mandatory Requirements** – The Supplier shall fully comply with all aspects of the security vetting / clearance requirements. Please refer to paragraph 7;
- c) **Confidentiality Agreement Mandatory Requirements** – The Supplier shall fully comply with all aspects of the confidentiality requirements. Please refer to paragraph 8;
- d) **Implementation and Go Live Mandatory Requirements** – The Supplier shall fulfil all aspects of the implementation and Go Live requirements for Contracting Authorities. Please refer to paragraph 9;
- e) **The Online Platform** – The Supplier shall provide an online employee benefits platform together with maintenance of the said platform to the Contracting Authorities. Please refer to paragraph 10;
- f) **Payment and Invoicing Mandatory Requirements** – The Supplier shall provide a range of payments and invoicing processes for Contracting Authorities. Please refer to paragraph 11;
- g) **Management Information and Data Reporting Mandatory Requirements** – The Supplier shall have the capability and capacity to provide all of the Management Information and Data Reporting requirements as prescribed in Framework Schedule 9. Please also refer to section 12;
- h) **Framework Management and Account Management Mandatory Requirements** the Supplier shall provide a Framework Agreement management service and account management services which fully supports all of the requirements of the Framework Agreement and the requirements of the Contracting Authorities. Please refer to paragraph 13;
- i) **Complaint Procedure Mandatory Requirements** - The Supplier shall have in place a complaints procedure which fully satisfies the requirements as described in paragraph 14;
- j) **Business Continuity Mandatory Requirements and Disaster Recovery Mandatory Requirements** – The Supplier shall have in place on the commencement date within 30 working days of the Call Off Contract commencement date, robust Business Continuity and Disaster recovery plans (including Escrow) to ensure continuity of service. Please refer to paragraph 15;
- k) **Assurance Management Systems Mandatory Requirements** – The Supplier shall have Assurance Management Systems which comply with the standards of ISO 9001, ISO 14001 and ISO 27001 or the European Foundation for Quality Management. Please refer to paragraph 16;

- l) Transition and Exit Mandatory Requirements** - The Supplier shall comply with all aspects of the transition and exit requirements. Please refer to paragraph 17.
- m) Supply Chain Management Mandatory Requirements** - The Supplier shall comply with all aspects of the supply chain requirements. Please refer to paragraph 18.

6 DATA SECURITY - MANDATORY REQUIREMENTS

This paragraph describes the mandatory security requirements that the Supplier shall fulfil in its entirety as part of the delivery of Employee Benefits. Please refer to Framework Schedule 22: Data Security Schedule

- 6.1 The data security classification shall be OFFICIAL TIER. The Government Security Classification 2014 may be accessed here: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf
- 6.2 The service shall also put in place appropriate controls to:
 - (i) Protect HMG Employee personal data; and
 - (ii) Comply with the security requirements of the Payment Card Industry PCI-DSS which can be found via this link <https://www.pcisecuritystandards.org/>
- 6.3 The Supplier shall read, understand and respond to the Authority in accordance with Framework Schedule 22: Data Security Schedule, in respect of the Employee Benefits security requirements.
- 6.4 The Supplier, their subcontractors and any third party suppliers, assured as part of the service, shall show that they are compliant with ISO 27001 with respect to all of the services they shall offer Contracting Authorities and be willing to work towards and achieve pan government accreditation in the first 12 months of the first contract called off the Framework Agreement. They will be required to have their own security operating procedures that shall be made available to Contracting Authorities to provide assurance of data security.
- 6.5 The Supplier shall provide, when requested by the Authority, full details of the Supplier's Employee Benefits online platform software and hardware construction including, but not limited to, the current architectural design associated with this requirement. The Supplier shall support a CESG Architectural Review of the service as part of the accreditation process.

Cyber Essentials

- 6.6 It is mandatory for Suppliers by the date of the Framework Agreement or at a later date when Cyber Essentials Data are received by the Supplier to demonstrate that they meet the technical requirements prescribed by Cyber Essentials. This is in order to further reduce the levels of cyber security risks in their supply chains. The Cyber Essentials Scheme and the related Assurance Framework both indicate that there are two levels of protection in dealing with cyber security risks. These include a more basic level of assurance which is known as Cyber Essentials and a more advanced level of assurance known as "Cyber Essentials Plus". With regard to the Services, Suppliers must demonstrate that they have achieved the level of assurance known as Cyber Essentials. Suppliers shall demonstrate this in one of the ways listed below:
 - 6.6.i.1 A Supplier has a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months; or
 - 6.6.i.2 A Supplier has not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies but is working towards gaining it, and will confirm that it has been awarded a current and valid Cyber Essentials certificate by one of the government approved

accreditation bodies by the date of the Framework Agreement or a later date when Cyber Essentials Data are received by the Supplier; or

- 6.6.i.3 A Supplier has not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies, but can demonstrate (or, will be able to demonstrate by the date of the Framework Agreement or a later date when Cyber Essentials Data are received by the Supplier) that its organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link:

<https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf>

and that the Supplier can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) that its organisation demonstrates compliance with Cyber Essentials technical requirements.

- 6.6.i.4 A Supplier will be exempt from complying with the requirements at paragraphs 6.6 where a Supplier conforms to the ISO27001 standard and the Cyber Essentials requirements have been included in the scope of that standard, and verified as such and the certification body carrying out this verification is approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies referred to in paragraph 6.6.1 above.

- 6.6.i.5 The Supplier shall throughout the Framework Period and any Call Off Contract Period renew its Cyber Essentials certificate immediately after the expiration of a period of 12 consecutive months from the date that the same was first issued or last renewed; or where the Supplier does not have a Cyber Essentials certificate but has provided evidence from a technically competent and independent third party that its organisation demonstrates compliance with Cyber Essentials requirements, it shall immediately after the expiration of a period of 12 months from any date that such evidence was provided, provide the Authority or a Customer as the case may be with evidence of the same kind by way of a renewal of the demonstration that it is able to comply with Cyber Essentials requirements.

- 6.6.i.6 The Supplier shall ensure that its Sub-Contractors comply with the provisions of paragraphs 6.6 to 6.8 (inclusive) where such Sub-Contractors are responsible for receiving Cyber Essentials Data.

- 6.6.i.7 Details about the Cyber Essentials Scheme and the Assurance Framework can be accessed via the following link:

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

- 6.7** If the Supplier implements certificate based authentication mechanisms then this aspect of the service shall have Scheme or equivalent certification at the commencement date of the Implementation and Go Live stage. Scheme requirements can be located at

<http://www.tscheme.org/>

- 6.8** Where the Supplier proposes to use Subcontractors, third party supplier or supporting service which is already assured then evidence this accreditation is still valid should be provided together with any associated residual risks.

- 6.9** Data Security Offshoring Approval: The Supplier shall obtain approval from GSIRO through the Contracting Authority for the off-shored elements supplied under the Framework Agreement where:

- a. There is a Pan-government dataset risk spanning more than one department;
OR

- b. Where part or all of the Employee Benefits is delivered from a location or third party supplier which is:
 - i. NOT a country within the EEA;
 - ii. NOT a country where the European Commission has made positive findings of adequacy; or
 - iii. NOT Safe Harbour approved.
- 6.10** The Security Residual Risk statement shall state where the Employee Benefits is to be delivered from any location(s) outside the UK to enable a Service consumer to assure compliance with any Departmental Offshoring Policy.
- 6.11 Privacy-related Data Protection/Governance:** The Service will process HMG User's Personal Identifiable Information (PII) and privacy related data. The Service shall therefore need to comply with the current UK legislation – The Data Protection Act. Prior to the Service storing HMG User data the Supplier shall be required to support the Contracting Authority in obtaining the Departmental Data Controller's approval. In support of this approval the Supplier shall produce, for agreement by the Contracting Authority, a Privacy Impact Assessment (PIA).
- 6.12** The Supplier shall be cognisant of supporting HMG compliance with EU data protection legislation/regulation throughout the life of the Employee Benefits Service Framework Agreement and any Call Off Contracts.
- 6.13** Users shall be able to request the personal information the Supplier is storing about them and the Supplier will provide the User with a copy of the personal data they hold which the User is entitled to see under the Data Protection Act 1998. The Supplier shall request proof of the Users identity before providing any information and reserve the right to refuse to provide information requested if identity is not established.

7 SECURITY VETTING / CLEARANCE - MANDATORY REQUIREMENTS

This paragraph describes the mandatory security vetting / clearance requirements that the Supplier shall fulfil in its entirety as part of the delivery of Employee Benefits.

- 7.1** All employees and key representatives of the Supplier working on the Framework Agreement and/or Call Off Contracts must comply with the Contracting Authorities staff vetting procedures. The links below provide details of the actions required to comply with the procedures:
- https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/325075/Update_Service_Applicant_guide_v3.9.pdf
- 7.2** The diverse nature of public sector business will mean that security and vetting requirements will differ between Contracting Authorities. Currently, the Framework Agreement requires the Supplier to undertake mandatory pre-engagement checks of all employees, and key representatives in accordance with Her Majesty's Government's recognised standard for pre-employment screening (which is the Baseline Personnel Security Standard BPSS). In addition where an employee of the Supplier is undertaking a security critical function it may be appropriate to have an SC clearance. The requirement for this more robust screening shall be agreed with the Contracting Authorities security representative.
- 7.3** The Supplier shall present evidence to enable the Authority to assure the service compliance against the personnel and physical security requirements defined in Schedule 22 of the Framework Agreement. Where a Supplier delivers all or part of the

Service from a Contracting Authority's site they will also need to comply the specific Contracting Authorities personnel and physical security requirements

7.4 Baseline Personnel Security Standard (BPSS) pre-engagement checks.

- 7.4.i.1 Baseline Personnel Security Standard (BPSS) pre-engagement checks – The Supplier shall conduct pre-engagement checks, completing a Basic Check Verification Record (BCVR). A Basic Check is essential to formalise the checks into the background and identity of individuals. Basic Checks are a pre-requisite to any security vetting.
- 7.4.i.2 Where appropriate the Supplier shall be expected to carry out verification of nationality and immigration status in accordance with the Baseline Standard. It is specifically noted that:
 - 7.4.i.3 Under the Asylum and Immigration Act 1996 it is an offence to employ a person aged 16 years or over who is subject to immigration control unless that person has valid and subsisting leave to enter or remain in the UK which does not prohibit him from taking up employment unless certain other conditions are fulfilled;
 - 7.4.i.4 Where it is not possible to carry out meaningful checks in the UK because of a lack of UK residence, the Baseline Standard provides guidance on methods that can be used to conduct checks on identity and against criminal records overseas;
 - 7.4.i.5 The Supplier shall keep a record of the Baseline Standard or equivalent and Basic Disclosure to ensure that it has been carried out to the required standards and as part of the regular contract management procedures, the Contracting Authorities Contract Manager shall carry out checks of the appropriate records;
 - 7.4.i.6 The Contracting Authority reserves the right, throughout the duration of the contract, to review its security checking procedures and to require all Supplier employees and all Sub Contractors engaged to provide the Service to have obtained either National Security Vetting clearance or a full criminal records disclosure;
 - 7.4.i.7 Costs for the above shall be borne by the Supplier. The Authority accepts no liability for costs incurred in the process of obtaining such disclosure certification.
- 7.4.i.8 Contracting Authorities may perform audits which may include checking compliance with the security requirements above and/or the additional requirements specified by the Contracting Authority and as mandated by HM Government.

8 CONFIDENTIALITY AGREEMENT - MANDATORY REQUIREMENTS

This paragraph describes the confidentiality mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of Employee Benefits.

- 8.1** The Supplier shall ensure that each of its employees and subcontractors are briefed on organisational security procedures and the provisions of the Official Secrets Act 1911-1989 and are required to sign a Confidentiality Agreement that affirms that they understand the provisions of the Official Secrets Act and the consequences of a breach of it. This will be supplied following notification of award of the Framework Agreement and shall be signed on an individual basis prior to any work being undertaken.

Suppliers' employees and subcontractors must not disclose any privileged information they may come across in the course of their work.

- 8.2** The Supplier shall ensure that line managers maintain the standards of security expected and brief employees about the protection of assets and processes under their control. In particular, the Supplier shall or identify potential difficulties or conflicts of interests among employees and report any concerns to the appropriate Contracting Authority.

9 IMPLEMENTATION AND GO LIVE - MANDATORY REQUIREMENTS

This paragraph describes the mandatory implementation requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Employee Benefits Framework Agreement Services. Please refer to Attachment 13: Implementation Plan.

- 9.1** For the implementation of the Framework Agreement the Supplier shall appoint an implementation team with a named implementation manager who will have a minimum of two years' experience in a relevant (Employee Benefits) and online platform environment.
- 9.2** For each Call Off Contract, the Supplier shall appoint an implementation team with a named implementation manager who will have a minimum of two years' experience in a relevant (Employee Benefits) and online platform environment. Resources must be maintained during the implementation period regardless of other Supplier activities. The Supplier shall provide the name of the implementation manager to the Contracting Authority within 5 working days of the Call Off Contract being awarded. The implementation manager will remain in post until a date which will be agreed at Contract award stage.
- 9.3** The Contracting Authority shall require the Supplier to work co-operatively with the Contracting Authorities incumbent supplier to ensure a systematic, planned and robust transfer of all relevant validated historic data and active profiles from the incumbent supplier, which may be required to be updated and uploaded by the Supplier into their system free of charge during implementation, in accordance with the Data Protection Act (1998).
- 9.4** The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that Service Levels for Contracting Authorities are not compromised during times of peak demand.
- 9.5** The Supplier shall note that across Contracting Authorities both hardware and software versions vary significantly, including Internet browser and operating systems. Consultation at Implementation and Go Live stage with the Contracting Authorities, IT infrastructure and/or network departments is mandatory to ensure IT infrastructure is able to support the service provision. A testing period during the Implementation and Go Live stage for the IT infrastructure shall be agreed with the Contracting Authorities, IT Infrastructure and/or network departments as part of the implementation.
- 9.6** The Supplier should note that all web based solutions are subject to Contracting Authority restrictions and shall liaise with Contract Authorities to determine network boundaries, governed by individual Departmental security guidance. For example the MoD requires a service provision to comply with JSP 604 which encourages early engagement with the Network Technical Authority.
- 9.7** The Supplier shall ensure that web solutions are capable of working on IE 8 and/or Google Chrome utilising a minimalist approach to the use of interactive technologies.

- 9.8 When required at Implementation and Go Live stage by the Contracting Authorities designated contact in accordance with the Data Security Policy, the Supplier shall provide the support, access and functionality of the Employee Benefits online platform system to the Contracting Authorities personnel via home computers and use of mobile devices for example tablets and smartphones.
- 9.9 The Supplier shall understand the User needs and must meet the criteria of the Government Digital Service principles for user testing and maintain this quality for the full life of the service. <https://www.gov.uk/service-manual/digital-by-default>
- 9.10 The Supplier shall provide their relevant URL to their Supplier test site to allow Contracting Authorities to test and ensure the compatibility with the Contracting Authorities systems.
- 9.11 As part of the implementation, when requested by the Contracting Authority, the Supplier shall ensure a representative sample of Users with specific needs are able to test the system for ease of use and systems compatibility and feedback comments to the Supplier. The Supplier shall make any reasonable adjustments to ensure that Users with specific needs have access to the online platform and that this meets the Contracting Authorities requirements.
- 9.12 During implementation the Supplier shall provide unlimited but as necessary training to the Contracting Authority on the use of the online platform, including, but not limited to, classroom, one-to-one training sessions, videos and road shows, appropriate to the Contracting Authorities location free of charge. The Supplier shall liaise with the Contracting Authority regarding the number of sessions, dates, timings and locations as well as providing examples of training and guidance material for review and agreement by the Contracting Authority prior to the Go Live date.
- 9.13 The Supplier shall provide to each Contracting Authority a staffed helpline free of charge after each Go Live stage has been completed to assist with any system difficulties, for example where assistance is required to log onto the online platform. The helpline support must be provided by supplier personnel who are competent and experienced in the online platform system.
- 9.14 Additional support must include, but not be limited to telephone support and/or Live Chat / instant messaging solutions. The Supplier must not rely on Frequently Asked Questions (FAQs) alone to provide guidance.
- 9.15 The telephone helpline (for both Implementation and up to Go Live) shall be available from Monday to Friday 08:00 to 18:00 GMT (or BST as appropriate) including UK Bank Holidays. The helpline shall be a non premium rate (0800) number and/or an 01, 02, 03 prefix telephone number shall be offered.

10 THE ONLINE PLATFORM - MANDATORY REQUIREMENTS

This paragraph describes the mandatory requirements of the online platform including: features, salary sacrifice, access control, functional requirements and maintenance and upgrades that the Supplier shall fulfil in its entirety as part of the delivery of the Employee Benefits.

- 10.1 The Supplier shall be required to develop and implement a web based Employee Benefits online platform ('the online platform') for UK Central Government Departments and any of its Arm's Length Authorities (ALAs), and Non-Ministerial Departments and Executive Agencies who participate, branded as appropriate for each organisation, accessible by Users either via the internet from work or home.

10.2 The proposed online platform shall adhere to the principles outlined in the Government Service Design Manual <https://www.gov.uk/service-manual>

10.3 Features – The online platform shall have the following features;

- i. The online platform shall be scalable and able to support the staff in scope and any future increase;
- ii. It is anticipated there will be benefits selected during a monthly window – usually the middle two weeks of the month, after which the window closes so that the benefit reports can be produced and sent to payroll to make any changes;
- iii. A link to Discounts Schemes - The online platform must contain an interface to the discount scheme. It is understood this may be hosted outside the online benefits platform, but a single sign on is required for Contracting Authority Users so that they do not need to re-accredit themselves for a second time;
- iv. It is anticipated that to deliver some schemes it will be necessary for the online platform to interface with Contracting Authorities existing payroll systems;
- v. In respect of a number of Contracting Authorities it is anticipated that this interface will be of a simple nature, possibly based on the Supplier providing the customer with the required employee data on EXCEL spreadsheets, and Management Information (MI) reports being provided in a similar format (subject to meeting the Contracting Authorities data security requirements);
- vi. The online platform shall be capable of accepting uploads from the Contracting Authorities HR/payroll systems and of exporting data to the Contracting Authorities in an acceptable format, as applicable. The proposed system shall interface as required with other systems to access data;
- vii. In the event that a total reward statement is to be hosted on the online platform, this must be updated automatically with the value of any savings or cashback received. The total reward statement hosted on the online platform shall be updated automatically with the value of any employee tax or NI savings;
- viii. **Salary Sacrifice benefits** - The online platform must contain the ability for Users to select salary sacrifice benefits allowed to them. The Supplier should note that Contracting Authorities may have policies in place over eligibility – for example if the User has under a certain period of service, the system shall ensure ineligible employees cannot select disallowed benefits. It is understood that there may be links to external sites to view goods such as cycles, but Contracting Authorities may require that all contractual documentation and selections are made on the online platform. The online platform shall ensure that Users cannot salary sacrifice an amount of pay that takes them below the national minimum wage or otherwise breaches the law;
- ix. The online platform must have an ‘administrator’ or equivalent type for its authorised employees to approve User requests for salary sacrifice benefits. No application must be approved without this authority;
- x. The online platform shall ensure that contractual variation terms are clearly displayed to Users and that a record is produced and agreed is retained for the life of the salary sacrifice benefit and for a period thereafter to be agreed. That documentation must be readily available for the User to view and/or print at no cost;
- xi. A link to other benefits and Payroll Giving – UK Central Government Departments and its Arm’s Length Authorities (ALAs), and Non-Ministerial Departments and Executive Agencies may provide a range of other benefits, for example reward and recognition vouchers. Details of these must be hosted on the online platform for Users to view. In particular, the Contracting Authorities may negotiate their own

benefits with external suppliers (such as discounts), these should be listed additionally, either via the online platform or the discount scheme system, without charge to the Contracting Authority. Contracting Authorities may also operate a Payroll Giving Scheme and these details must be presented also; and

- xii. The Supplier will be responsible for the administration of the online platform, assisting Contracting Authorities and their Users to operate the system and administering their choices. This includes the operation of a helpline which will be available to staff during normal business hours.
- xiii. The Supplier shall conduct a User satisfaction survey for Contracting Authorities at least once a year or as otherwise specified in the Call Off Contract.
- xiv. The online platform shall clearly display use of any cookies, information and explanation of the meaning and working of cookies
- xv. Users shall be able to access the Terms and Conditions (which will be agreed with the Contracting Authority at Call Off Contract stage) before sign in is required.
- xvi. Users shall be able to access the Privacy Policy (which will be agreed with the Contracting Authority at Call Off Contract stage) before sign in is required.
- xvii. Users shall be able to access contact details before sign in is required.
- xviii. Copyright information shall be displayed before sign in is required.

10.4 Access Control – User access to the online platform shall be via an individual secure user name and password in accordance with the requirements of the Data Security policy:

- i. The password should be a minimum of 9 alpha and numeric characters. The User shall only need to sign on once to access;
- ii. The online platform shall have the facility to change passwords or request forgotten passwords free of charge;
- iii. The online platform shall provide an online audit trail;
- iv. The online platform shall allow access in accordance with the Contracting Authorities Policy's; and
- v. If the Suppliers online platform contains web access for users, appropriate controls must be in place to ensure that individual users are only able to access and review details of their own benefits arrangements. It must be possible to limit access to the online platform, services and application by function and role. For example: controls will be required if Contracting Authority Users were to be provided with access in respect of report production or for other functions for example housekeeping, maintenance of drop down tables etc.

10.5 Functional Requirements - The Supplier shall ensure that the online platform has the following minimum functional requirements:

- (i) It shall be possible to enter, amend and delete details of Users and their associated orders, voucher values etc in accordance with the Supplier and Contracting Authorities permissions as agreed at Call Off Contract stage ;
- (ii) It shall be possible to add/ delete/ amend details of vouchers/ goods/ services / equipment from the range of options;
- (iii) It shall be possible to review all the above items on screen in order to make changes;
- (iv) It shall be capable of restricting the availability of the scheme to eligible Users;

- (v) It shall be capable of restricting the choice of goods and services a User can order to those prescribed by the Contracting Authority customer(s);
- (vi) It shall be capable of restricting the choice of benefits a User can take up e.g. if salary sacrifice value takes salary below National Minimum Wage, this will be indicated;
- (vii) It shall be capable of modelling benefit choices for an individual based on predetermined criteria including HMRC limits;
- (viii) It shall be capable of restricting the vouchers that can be ordered (R&R vouchers) e.g. if voucher value is over £50, this will be indicated; and
- (ix) It shall be capable of modelling benefit choices for an individual based on predetermined criteria i.e. cost.

10.6 Maintenance and Upgrades - Scheduled supplier system maintenance and system upgrades shall be implemented as soon as is practicable. Maintenance and system upgrades:

- a. shall be provided by the Supplier free of charge;
- b. all essential scheduled system maintenance and/or system upgrades shall occur outside the hours of 07:30 to 20:00 GMT (or BST as appropriate) Monday to Friday;
- c. notification of scheduled maintenance and/or system upgrades shall be provided to all Contracting Authority lead contacts. A message shall be placed on the online platform at least 2 weeks in advance of the action taking place, followed by subsequent reminders 48 and 24 hours prior to the upgrade to the Contracting Authority Users;
- d. When required, the Supplier and Contracting Authority shall ensure any system maintenance and upgrades are tested via the Contracting Authority networks prior to the upgrade version release going live. The Supplier shall inform the Contracting Authority of key benefits of system upgrades as appropriate and in advance of the action being taken; and
- e. If any supporting action is required by the Contracting Authority to assist the Supplier with a system upgrade, the Supplier will provide full details 2 weeks prior to the action taking place.

11 PAYMENT AND INVOICING - MANDATORY REQUIREMENTS

This paragraph describes the mandatory payment and invoicing that the Supplier shall fulfil in its entirety as part of the delivery of the Employee Benefits.

- 11.1** The Contracting Authority shall specify which payment option(s) they will require at the Call Off Contract and/or the Implementation Stage. The Supplier's online platform shall have the ability to support payment options as directed by Contracting Authority customer(s) to include Government Procurement Card (GPC), Purchase to Pay system (P2P) and manual electronic invoicing arrangements.
- 11.2** When required by the Contracting Authority an e-commerce (P2P) system, the Supplier shall interface with the Contracting Authority e-Commerce (P2P) system.
- 11.3** Where the Contracting Authority do not require a full e-Commerce (P2P) system, the Supplier shall provide an alternative solution as agreed with the Contracting Authority at Implementation Stage.

- 11.4** The Supplier shall comply with Contracting Authority requirements in respect of authorisation, invoicing and payment processes and procedures specified by individual customer organisations. For example, requirements may include, but not be limited to, consolidated invoicing, invoicing by Cost Centre; electronic invoicing; invoicing to different levels of detail, etc. Under the direction of the Contracting Authority, the Supplier shall be required to assist Contracting Authorities in the promotion of invoice process efficiencies.
- 11.5** Generally invoices shall be submitted in arrears to individual ordering points or as instructed by the Contracting Authority.
- 11.6** Invoices should be clearly addressed; and refer to the service provided and charging basis. The Supplier shall provide a full itemised breakdown of charges e.g. by employee benefit, administration fees and any other additional charges indicated on the Supplier's invoice.
- 11.7** Invoices will be settled by individual Contracting Authority ordering points with the option to use an electronic invoicing process and/or payment card at no additional charge.

12 MANAGEMENT INFORMATION AND DATA REPORTING - MANDATORY REQUIREMENTS

This paragraph describes the mandatory information and data reporting mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Employee Benefits. Please refer to Framework Schedule 9: Management Information.

- 12.1** Timely and accurate Management Information and Data Reporting shall be provided to the Authority, Contracting Authorities FOC in accordance with the provisions set out in Framework Schedule 9: Management Information.
- 12.2** The Supplier shall complete and upload the Management Information System Online (MISO) template, issued by the Authority. The MISO template shall be completed and uploaded by the 5th Working Day of each month for the duration of this Framework Agreement.
- 12.3** The Authority and/or Contracting Authority may request data and reports on an ad hoc basis to assist with Parliamentary Questions (PQs) or other committee requests. The Supplier shall provide the required data or information within one working day of request by the Authority, CSEP, and/or the Contracting Authority.
- 12.4** The Supplier shall have the flexibility to produce for the, Authority, Contracting Authority and/or CSEP any requested tailored / non-standard MI reports free of charge.
- 12.5** The Supplier shall complete a template to report actual savings and calculations against a set of Authority's Savings Project Charters (including year on year savings) by the 12th of each month for the duration of this Framework Agreement. The template shall be provided by the Authority.
- 12.6** The Supplier shall provide the Authority with a summary document by 12th of each month for the duration of this Framework Agreement detailing savings by Contracting Authorities against the 2014 / 2015 baseline. This will include:
- a) Savings against initiatives highlighted by the Authority; and
 - b) A summary report identifying further savings opportunities for each Contracting Authority. The summary will include, value of savings opportunities and actions required to achieve these savings.

- 12.7** The Supplier shall provide the Authority with a minimum of one case study per quarter, for the duration of this Framework Agreement, which will evidence savings, benefits and/or added value of this Framework Agreement.
- 12.8** The Supplier shall complete Key Performance Indicators (KPI) and Service Credit Performance Reports issued by the Authority. Reports shall be returned to the Authority no later than the 12th of each month for the duration of this Framework Agreement and relevant Call Off Contract.
- 12.9** The Supplier shall comply with the Authority and/or Contracting Authorities equality data collection and monitoring requirements. The Supplier will be required to provide such data and information if applicable and as specified at the Call Off Contract stage.
- 12.10** Where applicable the Supplier shall complete Accreditation Management Plans (AMP) which will be issued to the Contracting Authorities Security Lead. An updated version shall be provided no later than the 12th of each month for the duration of the relevant Call Off Contract.
- 12.11** The Supplier shall complete the Supplier Action Plan (SAP) issued by the Authority. This shall be completed and updated no later than the 12th of each month for the duration of the relevant Call Off Contract.
- 12.12** The Supplier shall complete Monthly Review Meeting Action Points including any identified risk plans agreed at the meetings with the Contracting Authority. This shall be completed no later than the 12th of each month for the duration of the relevant Call Off Contract.
- 12.13** The Supplier shall provide the Authority with a customer financial expenditure report, highlighting monthly trends, forecasts, anomalies etc. This shall be provided by the 12th of each month for the duration of the relevant Call Off Contract.
- 12.14** The Supplier shall notify the Authority and/or Contracting Authority of any unplanned “spikes or troughs” (increases/decreases) in spend to ensure this can be investigated and reported by the Authority and/or Contracting Authority.
- 12.15** The Contracting Authority may require access to all the Contracting Authority’s employee benefits data in order to create bespoke reports.
- 12.16** The content of statistical information, timing and format of any report requested by a Contracting Authority shall be agreed between the Supplier and the Contracting Authority upon award of the Call Off Contract and/or Implementation and Go Live stage.

13 FRAMEWORK MANAGEMENT AND ACCOUNT MANAGEMENT - MANDATORY REQUIREMENTS
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This paragraph describes the mandatory Framework and Account Management requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Employee Benefits.

- 13.1** Whilst the Authority recognises and accepts that the use of approved third parties may be involved in the delivery of the Contracting Authority requirements, the Supplier shall manage, control and maintain all Contracting Authority facing activity.
- 13.2** The Supplier shall provide the Authority with a named Framework Manager, by email, within 5 working days of signing this Framework Agreement. The nominated Framework Manager shall have a minimum of two years’ relevant industry experience.

- 13.3** The Framework Manager shall ensure that all the requirements of the Framework Agreement are met or exceeded and will be familiar with all aspects of the Framework Agreement and suitably experienced in the role. The Supplier shall have arrangements in place to deal with annual leave or any other (un)planned absence.
- 13.4** Where service or performance by the Supplier falls below the required level then the Framework Manager shall ensure appropriate extra resources are committed promptly at no extra cost to any Contracting Authority.
- 13.5** Periodic review meetings will be an essential part of the Framework Agreement monitoring process. The content of these review meetings will be to report on and check the monitoring standards and performance of the Supplier, resolve any issues which have not been dealt with on a day to day basis, business opportunities and potential innovative solutions.
- 13.6** The Supplier shall appoint an Account Manager with appropriate experience and qualifications for each Contracting Authority, as appropriate, to ensure that all the requirements of the Call Off Contract are met. The Supplier will have measures in place to ensure any periods of annual leave or any (un)planned absence are covered.
- 13.7** The Supplier shall provide the Contracting Authorities with a named Customer Relationship Manager with a minimum of two years' relevant industry experience. The Supplier will have measures in place to ensure any periods of annual leave or any (un)planned absence are covered.
- 13.8** The amount of account management provided by the Supplier shall be proportionate to the size and requirements of the Contracting Authorities. This will be agreed at the Call Off Contract and/or Implementation Stage.
- 13.9** The Customer Relationship Manager shall hold monthly, quarterly or bi-annual operational service management review meetings with the Contracting Authorities as agreed at the Call Off Contract and/or Implementation Stage.

14 COMPLAINTS PROCEDURE - MANDATORY REQUIREMENTS

This paragraph describes the mandatory complaints procedure mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Employee Benefits. Please refer to Schedule 18 of the Framework Agreement.

- 14.1** The Supplier shall have in place robust and auditable procedures for logging, investigating, managing, escalating and resolving complaints or problems initiated by the Authority, Contracting Authorities, and their Users. The procedure should allow for the identification and tracking of individual complaints from initiation to resolution.
- 14.2** A clearly defined complaints procedure is required which sets out timescales of the action that will be taken and includes timescales of when matters will be escalated.
- 14.3** At a minimum, complaints must be acknowledged within 24 hours and satisfactorily resolved within 10 working days, or by agreement with the Authority and/or Contracting Authority.
- 14.4** The level and nature of complaints arising and proposed corrective action or that are under way or completed will be reviewed by the parties periodically, as appropriate according to the numbers of complaints arising, and in any event at intervals of not less than 1 month.
- 14.5** The Supplier shall provide the Authority with one consolidated report per month for the duration of this Framework Agreement capturing all Contracting Authorities complaints detailed by each Contracting Authority. These reports shall include the date the

complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint and any changes to the programme and lessons learnt.

- 14.6** The Contracting Authority will define any additional complaints process including escalation and reporting requirements with the Supplier during the Implementation and Go Live stage.

15 BUSINESS CONTINUITY AND DISASTER RECOVERY - MANDATORY REQUIREMENTS

This paragraph describes the mandatory business continuity and disaster recovery mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Employee Benefits. Please refer to Schedule 9 of the Call Off Contract.

- 15.1** The Supplier shall provide separate Business Continuity and Disaster Recovery plans, relevant to the service delivery of this Framework Agreement, to the Authority upon signing the Framework Agreement and to the Contracting Authority at Call Off Contract stage. These should be reviewed every 6 months or after any major incident.
- 15.2** The Supplier shall have a robust Business Continuity Plan in place to maintain the delivery of Services during periods of unplanned unavailability the online platform and/or offline service(s). The plan shall include the ability to implement the provisions of the Escrow agreement to access the source code in the event the Contracting Authority is unable to access the system.
- 15.3** The Supplier shall maintain its readiness with a Business Continuity plan in accordance with the principles and operation of ISO22301 and ISO22313 and any new or emergent or updated standards in accordance with Schedule 9 of the Call Off Contract Agreement.
- 15.4** The Supplier shall provide a comprehensive Disaster Recovery Plan which details the processes by which significant disruptions will be managed to support Contracting Authorities and Users in the event of disruptions of significant scale and impact.
- 15.5** If in the event of an emergency or crisis management situation, the Supplier shall notify the Authority and the Contracting Authority immediately, and within 4 hours. The details of the Supplier process for the management of the potential emergency shall be clearly defined in the Business Continuity and Disaster Recovery Plan.

16 ASSURANCE MANAGEMENT SYSTEMS - MANDATORY REQUIREMENTS

This paragraph describes the assurance management systems the Supplier shall have in place at all times for the duration of this Framework Agreement, and the term of any Contracting Authorities Call Off Contract. Please refer to clause 13 (Standards) of the Framework Agreement.

- 16.1** The Supplier shall at all times for the duration of this Framework Agreement, and the term of any Contracting Authorities Call Off Contract, comply with the relevant standards or the successors of these standards, for the scope of the Services offered, including but not limited to the following:
- (a) Service Management Standards
 - (i) A Quality Management System supported by the International Organisation for Standardisation ISO 9001 Quality Management System, or the current

European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent. BS EN ISO 9001 “Quality Management System” standard or equivalent.

- (ii) ISO 10007 Quality management systems – Guidelines for configuration management or equivalent
 - (iii) BS25999-1:2006 Code of Practice for Business Continuity Management and, ISO/IEC 27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision ITSC/DR plans or equivalent
- (b) Environmental Standards
- (i) An Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent. BS EN ISO 14001 Environmental Management System standard or equivalent.
- (c) Cyber Standards
- (i) A UKAS certified Information Security Management System supported by the International Organisation for Standardisation ISO 27001 Security Management standard, or equivalent. ISO 27001 Information Security Management standard or equivalent.
 - (ii) Cyber Essential Scheme certification. The requirements which can be located at <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>
- (d) Occupational Health and Safety Management System Standards
- (i) OHSAS 18001 Occupational Health and Safety Management System or equivalent.

17 TRANSITION AND EXIT - MANDATORY REQUIREMENTS

This paragraph describes the transition and exit mandatory requirements the Supplier shall comply with during the Framework Agreement, and the term of any Contracting Authorities Call Off Contract. Please refer to Framework Schedules 22: Data Security Schedule and Call Off Contract Schedule 10: Exit Management.

17.1 At the start of the Framework Agreement period the Authority shall require the Supplier to provide details of a proposed secure exit strategy and high level plan for all Contracting Authorities. The exit strategy high level and plan shall be agreed in writing with the Authority prior to any transitioning of the Contracting Authority under any Call Off Contracts. In implementing the exit strategy and high level plan the Supplier shall ensure that a smooth transition is effected for all Contracting Authorities from their current Call Off contract with the Supplier across to any new contract arrangements under any new Supplier, and that the Supplier shall work collaboratively with any new supplier appointed.

17.2 At the end of this Framework Agreement and subsequent Call Off Contracts, the Authority and the Contracting Authorities shall require all current and historic data and all profiles to be securely cleansed, in a manner achieving the security outcomes described in Framework Schedule 22: Data Security Schedule and transferred by the Supplier to any new Supplier and shall maintain and destroy data in accordance with Framework Schedule 22: Data Security Schedule and Call Off Contract Schedule 10: Exit Management at no extra cost to the Contracting Authority. The Supplier shall confirm in writing when all data has been destroyed.

- 17.3** Upon expiry of the Call Off Contracts, the Supplier shall deliver the same exit strategy requirement to the successful Supplier of the next Contract, sourced by the Authority and/or the Contracting Authority.
- 17.4** The new supplier shall work with the Contracting Authorities incumbent Supplier to affect a systematic, planned and robust transfer of profiles and management information to ensure continuity of service.
- 17.5** 6 months prior to the expiry of the Framework Agreement the Supplier shall deliver their robust exit strategy that has been agreed with the Contracting Authority.
- 17.6** In pursuant to section 17.5. The exit strategy shall include but not be limited to the following information:

12 months prior to go live with a new supplier the Supplier shall provide:

- (i) The Contracting Authority with named Supplier personnel appropriate experienced who will work with the Contracting Authority to develop and implement the agreed exit strategy;
- (ii) Each Contracting Authority updated Call Off Contract Check List (clearly outlining where things have changed during the lifetime of the relevant Call Off Contract i.e. preferred payment terms, Employee Benefits policies etc);
- (iii) All User profiles for the Contracting Authority, including unique reference, including email address and contact number;
- (iv) Spend volume and transaction numbers broken down for the Contracting Authority and for CSEP further broken down by Employee Benefit;
- (v) Payment methods used by Contracting Authority;
- (vi) A mutually agreed communications plan to the Contracting Authority; and
- (vii) Executing mutually agreed strategy around live service requirements, including but not limited to supporting live service requirements after contract expiry including refunds, changes and exchanges.

3 months prior to go live with a new supplier the Supplier shall provide:

- (i) A refreshed Final Data Set, to capture any service requirements that had a longer lead time OR paid invoices that have come in after the contract expiry date

Go Live with a new supplier the Supplier shall provide:

Written confirmation to the Authority that all HMG data has been securely erased in a manner achieving the security principle implementation outcomes described in Framework Schedule 22: Data Security Schedule.

18 SUPPLY CHAIN MANAGEMENT

This paragraph describes the supply chain mandatory requirements the Supplier shall comply with during the Framework Agreement, and the term of any Contracting Authorities Call Off Contract. Please refer to Framework Clause 25. Please note the Government intends to continue its relentless focus on ensuring SMEs are at the forefront of its commercial thinking. Suppliers shall be required to make this Framework Agreement and Call Off Contracts as accessible as possible to ensure the most appropriate Sub contractors are part of their supply chain whilst proactively supporting the Governments SME agenda and delivering a quality service ensuring value for money is achieved.

- 18.1** The Supplier shall ensure that they exercise due skill and care in the selection of any Sub contractors.

- 18.2** The Supplier shall proactively encourage SME's to become part of their supply chain to support the Governments SME agenda.
- 18.3** The Supplier shall ensure that all Sub contractors appointed have the technical and professional resource and experience to unreservedly deliver in full all the mandatory Service requirements set out in this Framework Agreement Schedule 2.
- 18.4** The Supplier shall formalise relationships with Sub contractors and manage any Sub contractors in accordance with Good Industry Practice.
- 18.5** The Supplier shall proactively seek to ensure quality and operational efficiencies within the supply chain.

APPENDIX 1 – CHILDCARE VOUCHER SCHEME

1 INTRODUCTION

- 1.1 This Appendix 1 specifies the scope of the Childcare Voucher Scheme and service requirements that the Supplier shall make available to Contracting Authorities.
- 1.2 Additionally there may be other services that are required and these will be further specified at the Call Off Contract stage.
- 1.3 The requirement is for the provision and implementation of a cost effective, flexible, high quality and value for money Childcare Voucher Scheme to Contracting Authorities Users.
- 1.4 The contents of this Appendix 1 shall apply to each Call Off Contract made in relation to a requirement for a Childcare Voucher Scheme.
- 1.5 At such time as a Contracting Authority places a Call Off Contract the precise details of the Services ordered will be specified.

2 BACKGROUND

- 2.1 From early 2017 it is planned that the new Tax-Free Childcare (TFC) scheme will come into effect operated by National Savings & Investments (NS&I), as the sole provider with responsibility for account provision.
- 2.2 Alongside the new scheme, Employer-Supported and Childcare Voucher schemes will continue to operate and Contracting Authorities will have a requirement to provide continuity of the voucher scheme service to Contracting Authorities Users who choose to remain in their current scheme.
- 2.3 Users registered under the current scheme prior to the introduction of the TFC scheme can continue using it until the September following the child's 15th birthday or 16th birthday (in the case of a disabled child) and for as long as their employer offers it. A parent who is already in the Employer-Supported and Childcare Voucher schemes before it has closed to new claims can continue to use it for as long as they have any eligible children. New Users will not be able to register for Employer-Supported and Childcare Voucher schemes after TFC is introduced in early 2017.
- 2.4 The TFC scheme will be self-administered and no employer payroll assistance (as provided on the existing system) will be provided.
- 2.5 Users that move to a new employer after early 2017, will be considered to have left the current scheme and will be able to move to the new scheme, subject to meeting the eligibility requirements. Some existing scheme members will choose to switch to the new scheme from 2017.
- 2.6 The Framework Agreement will provide a vehicle for the delivery of replacing Contracting Authorities current Childcare Voucher Scheme provision and the launching of new schemes that can continue to be set up until Tax-Free childcare commences.

3 SCOPE

- 3.1 The scope of service will deliver the Childcare Voucher benefits and be available to all eligible Contracting Authority Users across the Civil Service and the wider public sector, who meet relevant qualifying conditions.

- 3.2** Salary sacrifice allows Users to vary their contract of employment to give up part of their salary in return for childcare vouchers. This means that Users legally agree to receive less pay in exchange for vouchers. The childcare vouchers can then be used to purchase childcare at a number of approved childcare providers nationwide.
- 3.3** The Supplier shall supply vouchers for all types of childcare provision such as but not exclusive to child-minders, nurseries, pre-schools and provided that the childcare provider is formally registered or approved with the statutory authorities e.g. Ofsted. If a User asks for vouchers redeemable at a facility or by an individual that is not registered or approved with the statutory authorities, the Supplier shall refuse to issue the vouchers.
- 3.4** The scheme will be open to Contracting Authorities eligible Users who are based in a number of different locations. Due to the geographical spread of the Contracting Authorities offices it is a mandatory requirement that the appointed Supplier is set up to operate the Scheme on a national level as well as supporting a number of overseas locations.
- 3.5** It is expected that the programme will be cost neutral or may generate a net saving, realised via employer National Insurance contribution savings applicable to such schemes.
- 3.6** In addition to introducing the scheme the Supplier will need to provide on-going support and maintenance of the scheme throughout the duration of the contract.
- 3.7** Whilst it is expected that the majority of Contracting Authorities requirements will fall under the Childcare Vouchers scheme, there may also be a requirement for a Salary Plus Scheme, whereby an allowance is paid on top of the Users salary in vouchers and some or all of this allowance may be tax free.
- 3.8** The Supplier shall ensure that the system is operated in accordance with all relevant legislation and provide advice and all necessary documentation to ensure Inland Revenue approval of the Scheme and compliance with the Consumer Credit Act 1974 in all activities.

4 MANDATORY SERVICE REQUIREMENTS

4.1 General

- 4.1.i.1 The Supplier shall implement, manage, administer and maintain through innovative and fully automated systems, a simple to operate, comprehensive Childcare Voucher Salary from registration of Users to the issuing of vouchers, variations and refunds, regardless of take-up of the scheme.
- 4.1.i.2 The Supplier shall work closely with Contracting Authorities to ensure organisational needs are met effectively and deal with any issues that Users may have with the process and attend meetings as agreed.
- 4.1.i.3 The Supplier shall provide a service to the Users who consent to sacrifice part of their salary for childcare vouchers, in the form of e-vouchers or paper vouchers, redeemable at their chosen childcare provider who must be formally registered or approved with the statutory authorities e.g. Ofsted.
- 4.1.i.4 The Supplier shall provide User support.
- 4.1.i.5 The Supplier shall liaise with Contracting Authorities Payroll and nominated HR contacts, set up an efficient process for payment of vouchers and have in place processes/checks for the prevention as well as detection and reporting of fraudulent activity.

- 4.1.i.6 The Supplier shall ensure that adequate controls and procedures to provide replacement vouchers and or refunds for unused vouchers are in place.
- 4.1.i.7 The Supplier shall provide management, account and monitoring information reports on a regular basis as agreed to enable the Contracting Authorities to develop their policy, meet their statutory requirements and monitor the success of the scheme.
- 4.1.i.8 The Supplier shall ensure they are aware of any new and current legislation on Salary Sacrifice and advise Contracting Authorities of its impact on the scheme.

4.2 Customer Support Service

- 4.2.i.1 The Supplier shall provide the Contracting Authorities and their Users with a dedicated helpdesk responding to queries via email, post and telephone calls which should be available as a minimum between 8am and 6pm Monday to Friday excluding public holidays. A non premium rate (0800) and/or a 01, 02, 03 prefix telephone number shall be offered.
- 4.2.i.2 The Supplier shall provide a web site advising Users on the process and benefits of the scheme.
- 4.2.i.3 The Supplier shall provide User information packs to help explain the scheme process together with relevant forms and general information.

4.3 Application Process

- 4.3.i.1 The Supplier shall offer guidance and provide accurate and up to date material that allows Users to make informed choices on the suitability of sacrificing part of their salary for childcare vouchers and whether it will best meet individual User needs.
- 4.3.i.2 The Supplier shall provide Users with a simple online electronic and/or manual application process.
- 4.3.i.3 The Supplier shall ensure that User application forms are processed within 3 working days of receipt including notifying Users of the result of their application and if successful, the timescale to expect first receipt of their childcare vouchers.
- 4.3.i.4 The Supplier shall ensure relevant checks on Users application forms are completed including (i) confirming that the childcare provider is formally registered or approved with the statutory authorities' e.g Ofsted and (ii) the named child/children are eligible for the salary sacrifice scheme, liaising with the User where necessary.
- 4.3.i.5 The Supplier shall provide the Contracting Authorities on request access to the Users application form and evidence of the relevant checks made by the Supplier regarding eligibility.
- 4.3.i.6 Contracting Authorities shall as their payroll process requires; perform checks to confirm the amount to be sacrificed and complete basic earnings assessment.

4.4 Payroll Assistance

- 4.4.i.1 The Supplier shall provide training to the Contracting Authorities nominated payroll contacts together with any human resources training required.
- 4.4.i.2 The Supplier shall liaise with the Contracting Authorities nominated payroll contacts to carry out earnings assessments for Users on a yearly and monthly basis or as specified by the Contracting Authorities at Call Off Contract stage.
- 4.4.i.3 The Supplier shall notify the Contracting Authorities nominated payroll contacts via email by the agreed date each month with an alphabetical list by surname of new Users joining the scheme, including pay number, Users first and last name, address, N.I. number and the value of the salary sacrifice they are eligible for each month and the effective start date.

- 4.4.i.4 The Supplier shall notify the nominated the Contracting Authorities payroll contacts via email as soon as possible of Users leaving the scheme including their pay number, first and last name, N.I. number, the total amount of salary sacrifice they are eligible for in that financial year and the effective end date.
- 4.4.i.5 The Supplier shall provide Contracting Authorities with a schedule at the beginning of each month which will show the deductions that Users are taking from their salary on the specified month. Once the payroll report has been received reconcile prior to raising the invoice and confirm deductions schedule for said month.

4.5 Processing Requests

- 4.5.i.1 The Supplier shall provide an end to end processing system for issuing the vouchers. This shall include taking full responsibility for all stages of processing once the Supplier is in receipt of a request from nominated Contracting Authorities HR contacts for Users to join/leave/make changes to the scheme and ensure that the processes are delivered to agreed timescales. This system can either be electronic and/or paper based, as agreed by the Contracting Authorities at Call Off Contract stage.
- 4.5.i.2 The Supplier shall establish an agreement with Users which authorises payment to childcare providers as nominated by the User. They must ensure that any agreement between the Supplier and the childcare provider clearly states that liability for payment of the childcare provider is limited to the provision of childcare vouchers provided to the User and that liability for any remainder of the fee/s payable rests solely with the User.
- 4.5.i.3 The Supplier shall notify Users of the process for receiving the vouchers and how they get refunded if applicable.
- 4.5.i.4 The Supplier shall provide the childcare provider with full information in relation to registration with the Supplier and payment arrangements.
- 4.5.i.5 The Supplier shall be responsible for setting up personal accounts for Users participating in the scheme.
- 4.5.i.6 The Supplier shall be responsible for ensuring that any changes in information relating to the payment of the childcare provider by the User are updated promptly.
- 4.5.i.7 The supplier shall credit the childcare providers account on the release date of the voucher payments each month. The Supplier will be responsible for the administration and costs of providing payment and any related issues to childcare providers.

4.6 Lost / Unused Vouchers

- 4.6.i.1 The Supplier shall in place a system to replace any vouchers not received by the User, within three working days of being advised by the User that they have not received them. This Service shall not incur any costs for the Contracting Authorities.
- 4.6.i.2 The Supplier shall ensure that the Contracting Authorities will not be liable for non-payment of fees to child care providers by the Supplier or by the Users.
- 4.6.i.3 The Supplier shall Inform the Contracting Authorities via the monthly report of all instances where vouchers have been issued incorrectly for any reason; what the remedies were; how long it took to correct matters, and what the effect was on the User.
- 4.6.i.4 The Supplier shall have in place provisions for the Contracting Authorities to recoup uncashed overpayments when Users have left the Contracting Authorities employment.

- 4.6.i.5 The Supplier shall in the event of a User having a qualifying life changing experience the Supplier will make the necessary changes to enable them to withdraw from the scheme and refund monies quickly and efficiently, from unused vouchers to the Contracting Authorities.

4.7 Management Information and Reporting

- 4.7.i.1 The Supplier shall provide to Contracting Authorities, a monthly report which includes, as a minimum:
- 4.7.i.2 Monthly spend per User;
- 4.7.i.3 Total monthly spend / Total monthly Salary Plus Scheme spend / Total monthly management fee;
- 4.7.i.4 Alterations to scheme from Users leaving, joining or changing their voucher value;
- 4.7.i.5 Any information received from Users about the level of service provided; and
- 4.7.i.6 Any complaints, issues or suggestions for improvement and any corresponding actions being taken or recommendations for action.
- 4.7.i.7 The Supplier shall provide to CSEP and Contracting Authorities tailored Management Information to an agreed frequency of delivery which should include the above information and any additional information requested. This will be agreed at Contract Award Stage
- 4.7.i.8 The Supplier shall provide to Contracting Authorities itemised statements of individual Users electronic accounts and prepare a statement of payments for the User and/or the child care providers, on request.
- 4.7.i.9 The Supplier shall provide to Contracting Authorities an annual itemised reconciliation for the financial year by the date specified by the Contracting Authorities, to include in MS Office Excel a list in alphabetical order by surname the User pay number, Users first and last name, N.I. number, and the total amount of vouchers given for the year.
- 4.7.i.10 The Supplier shall provide to the Authority, CSEP and Contracting Authorities any Freedom of Information Act (FoIA) information that the Supplier holds within mutually agreed timescales.

APPENDIX 2 – CYCLE TO WORK SCHEME

1. INTRODUCTION

- 1.1. This Appendix 2 specifies the scope of the Cycle to Work Scheme and service requirements that the Supplier shall make available to Contracting Authorities
- 1.2. Additionally there may be other services that are required and these will be further specified at the Call Off Contract stage.
- 1.3. The requirement is for the provision and implementation of a cost effective, flexible, high quality and value for money Cycle to Work Scheme to Contracting Authorities Users.
- 1.4. The contents of this Appendix 2 shall apply to each Order made in relation to a requirement for a Cycle to Work Scheme.
- 1.5. At such time as Contracting Authorities places an Order the precise details of the Services ordered will be specified in the ensuing Call Off Contract.

2. BACKGROUND

- 2.1. To promote healthier journeys to work and to reduce environmental pollution, the 1999 Finance Act introduced an annual tax exemption, which allows employers to loan cycles and cyclists' safety equipment to employees as a tax-free benefit. The exemption was one of a series of measures introduced under the government's Green Transport Plan.
- 2.2. The exemption removes the tax charge that would otherwise apply to cycles and cyclists' safety equipment loaned to employees provided the following conditions are met:
 - Ownership of the equipment is not transferred to the employee during the loan period;
 - Employees use the equipment mainly for qualifying journeys; i.e. for journeys made between the employee's home and workplace, or part of those journeys (for example, to the station), or for journeys between one workplace and another;
 - The Cycle to Work Scheme is made available generally to employees of the Contracting Authority concerned and not confined to directors or offered to them on more favourable terms.
- 2.3. The Framework Agreement shall provide a vehicle for the delivery of replacement Contracting Authorities current Cycle to Work Scheme provision and the launching of new schemes.

3. SCOPE

- 3.1. The scope of service shall deliver the Cycle to Work Scheme benefits and be available to all the Users across the Civil Service and the wider public sector who meet relevant qualifying conditions.
- 3.2. Salary sacrifice means that Users can agree to a reduction in their cash salary and will be provided with cycles or vouchers for the purchase of cycles at a number of approved cycle outlets nationwide. The salary sacrifice scheme offer additional benefits to Users in the form of reduced tax and NI deductions.

- 3.3.** The scheme is open to all Contracting Authorities Users who are based in a number of different locations. Due to the geographical spread of the Contracting Authorities offices it is a mandatory requirement that the appointed Supplier is set up to operate the Scheme on a national level to accommodate demand in addition to providing access to local cycle outlets suitable for the Users location.
- 3.4.** Eligible equipment includes cycles and cyclists' safety equipment. The tax exemption defines a "cycle" as 'a bicycle, a tricycle, or a cycle having four or more wheels, not being in any case a motor vehicle' (192(1) of the Road Traffic Act 1988 (c.52)). An electrically assisted pedal cycle can be included under the scheme.
- 3.5.** The Supplier shall offer a full range of cycles including electric, road, mountain, folding and hybrid cycles (Children's cycles should not be included), together with appropriate safety equipment with consistent competitive pricing across all outlets. All equipment should be accompanied with a minimum of a 3-year warranty.
- 3.6.** Cyclists' safety equipment is not defined in the legislation and a common sense approach should be taken to the equipment provided. This should include:
- Cycle helmets which conform to European standard EN 1078
 - Bells and bulb horns
 - Lights, including dynamo packs
 - Mirrors and mudguards to ensure riders visibility is not impaired
 - Cycle clips and dress guards
 - Panniers, luggage carriers and straps to allow luggage to be safely carried
 - Child safety seats
 - Locks and chains to ensure cycle can be safely secured
 - Pumps, puncture repair kits, cycle tool kits and tyre sealant to allow for minor repairs
 - Reflective clothing along with white front reflectors and spoke reflectors
- 3.7.** The Supplier should note Contracting Authorities requirements for flexibility of the length of period of loan i.e. some requirements may be for 18 or 24 months duration etc. This will be specified by Contracting Authorities) at the Call Off Contract stage.
- 3.8.** It is expected that the programme will be cost neutral or may generate a net saving, realised via employer National Insurance contribution savings applicable to such schemes.
- 3.9.** The Supplier shall provide on-going support and maintenance of the scheme throughout the duration of the contract.
- 3.10.** The Supplier shall ensure that the system complies with the Department of Transport Guidelines, operates in accordance with all relevant legislation and provides advice and all necessary documentation to ensure Inland Revenue approval of the Scheme and compliance with the Consumer Credit Act 1974 in all activities.

4. MANDATORY SERVICE REQUIREMENTS

4.1. General

- 4.1.1. The Supplier shall implement, manage, administer and maintain through innovative and fully automated systems, a simple to operate, comprehensive Cycle to Work Scheme from registration of new joiners and the pre-ordering activity to ordering cycles and safety equipment, provision of a wide range of cycles and safety equipment via retail outlets or mail order, and ultimately collection and disposal of unwanted cycles.
- 4.1.2. The Supplier shall work closely with Contracting Authorities to ensure organisational needs are met effectively and deal with any issues that Users may have with the process.
- 4.1.3. The Supplier shall provide User support.
- 4.1.4. The Supplier shall liaise with Contracting Authorities Payroll and nominated HR contacts, set up an efficient process for User salary deductions and have in place processes/checks for the prevention as well as detection and reporting of fraudulent activity.
- 4.1.5. The Supplier shall provide management, account and monitoring information reports on a regular basis as agreed to enable the Contracting Authorities to develop their policy, meet their statutory requirements and monitor the success of the scheme.
- 4.1.6. The Supplier shall ensure they are aware of any new and current legislation on salary sacrifice and advise Contracting Authorities of its impact on the scheme.

4.2. Customer Support Service

- 4.2.1. The Supplier shall provide the Contracting Authorities and their Users with a dedicated helpdesk responding to queries via email, post and telephone calls which should be available as a minimum between 8am and 6pm Monday to Friday excluding public holidays. A non premium rate (0800) and/or a 01, 02, 03 prefix telephone number shall be offered.
- 4.2.2. The Supplier shall provide advice on the most advantageous financial options available to Users, dependant on their circumstances and information of any associated costs applicable to Users at the end of the loan period in respect of returning cycles and equipment or the transfer of ownership of the cycles and equipment to Users.
- 4.2.3. The Supplier shall provide a web site advising Users on the process and benefits of the scheme.
- 4.2.4. The Supplier shall provide User information packs to help explain the scheme process together with relevant forms and general information.
- 4.2.5. The Supplier shall provide a pre-sales service which includes allowing Users to test their cycles before loan.
- 4.2.6. The Supplier shall ensure a clear cycle reservation policy is in place across all outlets that is strictly adhered to.
- 4.2.7. The Supplier shall ensure that an after-sales service is in place which includes allowing Users to return to retailers within six weeks after each purchase window to carry out a free check on any cycle equipment leased through the scheme.

- 4.2.8. The Supplier shall ensure that a warranty and servicing is provided which is consistent across all outlets as per the retailer's warranty.

4.3. Processing Requests

- 4.3.1. The Supplier shall provide all administration during the transfer of ownership to Users including the collation and processing of applications/orders to the scheme, arrangement of delivery of equipment to Users home, potential collection of cycle equipment at the end of the Scheme. The scheme must be implemented and managed with minimum input from Contracting Authorities Users.
- 4.3.2. The Supplier shall be responsible for all aspects of the interfaces between Users, other parties and stakeholders, the Suppliers staff, subcontractors and third party suppliers of cycles and cycle equipment.
- 4.3.3. The Supplier shall ensure that cycles are provided directly to Users, net of Income Tax or National Insurance or vouchers (ensuring delivery of vouchers to Users on a regular basis and within a reasonable time scale) for the purchase of cycles, net of Income Tax, and National Insurance.
- 4.3.4. The Supplier shall ensure that Users have only have one voucher per cycle to work scheme.
- 4.3.5. The Supplier shall provide and maintain an asset register of all the cycles owned by the Contracting Authority.

4.4. Management Information and Reporting

- 4.4.1. The Supplier shall provide Contracting Authorities with Management Information for which it can measure usage against its investment.
- 4.4.2. The Supplier shall provide to Contracting Authorities, a monthly report which includes, as a minimum:
 - 4.4.2.1. Number of Users registered;
 - 4.4.2.2. Number of Users that have placed an order;
 - 4.4.2.3. Total monthly spend;
 - 4.4.2.4. Spend per User;
 - 4.4.2.5. Any information received from Users about the level of service provided;
 - 4.4.2.6. Any complaints, issues or suggestions for improvement and any corresponding actions being taken or recommendations for action.
- 4.4.3. The Supplier shall provide to CSEP and the Contracting Authorities tailored Management Information to an agreed frequency of delivery which should include the above information and any additional information where requested.
- 4.4.4. The Supplier shall provide to the Authority, CSEP and Contracting authorities any Freedom of Information Act (FoIA) information that the Supplier holds within mutually agreed timescales.

APPENDIX 3 – REWARD AND RECOGNITION VOUCHER SCHEME

1. INTRODUCTION

- 1.1. This Appendix 3 specifies the scope of the loyalty, reward and recognition voucher / gift card scheme and mandatory service requirements that the Supplier shall make available to Contracting Authorities.
- 1.2. Additionally there may be other services that are required and these will be further specified at the Call Off Contract stage.
- 1.3. The requirement is for the provision and implementation of a cost effective, flexible, high quality and value for money loyalty, reward and recognition voucher / gift card scheme to Contracting Authorities.
- 1.4. The contents of this Appendix 3 shall apply to each Order made in relation to a requirement for a loyalty, reward and recognition voucher / gift card scheme.
- 1.5. When Contracting Authorities places a Call Off Contract the precise details of the Services.

2. BACKGROUND

- 2.1. Loyalty, reward and recognition vouchers / gift cards can help fulfil Contracting Authorities objectives in a cost efficient manner, as a motivator to ensure optimum productivity and staff retention. The awards made for exceptional individual and/or team performance, loyalty and service need not be expensive since their symbolic value is greater than their monetary worth.
- 2.2. Loyalty, reward and recognition vouchers/gift cards have been a popular choice for Contracting Authorities employee incentive schemes as they are flexible and not only fit within any budget, but also allow the recipient to select their own gift.
- 2.3. The Framework Agreement will provide a vehicle for the delivery of replacement Contracting Authorities current loyalty, reward, and recognition vouchers/gift card scheme provision and the launching of new schemes as required and agreed.

3. SCOPE

- 3.1. The scope of the service shall provide on demand access to a range of multi-choice, branded, high quality, loyalty, reward and recognition vouchers and gift cards to nominated Users.
- 3.2. The Supplier shall ensure that the range of vouchers and gift cards on offer appeal to the diverse employee base of the Civil Service and Wider public sector.
- 3.3. The Supplier shall provide vouchers and gift cards that are exchangeable at a wide range of national retail and leisure outlets throughout the UK, which are available in both paper and e-vouchers and are valid for 18 months from the date of issue.
- 3.4. The scheme shall be open to eligible Contracting Authority Users who are based in a number of different locations. Due to the geographical spread of Contracting Authorities offices it is a mandatory requirement that the appointed Supplier is able to operate the Scheme on a national level as well as supporting a number of overseas locations.
- 3.5. In addition to introducing the scheme the Supplier shall provide on-going support and maintenance of the scheme throughout the duration of the contract.

- 3.6. The Supplier shall ensure that the system is operated in compliance with HM Revenue & Customs regulations.

4. MANDATORY SERVICE REQUIREMENTS

4.1. General

- 4.1.1. The Supplier shall implement, manage, administer and maintain through innovative and fully automated systems, a simple to operate, comprehensive loyalty, reward and recognition voucher and gift card scheme.
- 4.1.2. The Supplier shall work closely with Contracting Authorities to ensure organisational needs are met effectively and deal with any issues that nominated employees may have with the process.
- 4.1.3. The Supplier shall provide a service to the Contracting Authorities employees (Users) who are nominated for awards in the form of paper, e-vouchers, or gift cards redeemable at their chosen outlet.
- 4.1.4. The Supplier shall provide User support including information on retail outlets etc.
- 4.1.5. The Supplier shall operate an efficient process for payment of vouchers / gift cards and have in place processes / checks for the prevention as well as detection and reporting of fraudulent activity.
- 4.1.6. The Supplier shall have in place adequate controls and procedures to provide replacement vouchers and gift cards.
- 4.1.7. The Supplier shall provide management, account and monitoring information reports on a regular and agreed basis to enable the Contracting Authorities to develop their policy and monitor the success of the scheme via an interactive platform
- 4.1.8. The Supplier shall ensure they are aware of any new and current relevant legislation and advise Contracting Authorities of its impact on the scheme.

4.2. Voucher Redemption

- 4.2.1. The Supplier shall ensure the vouchers and gift cards are:
 - 4.2.1.1. Accepted as full or part payment.
 - 4.2.1.2. Accepted throughout a wide range of Retail Outlets, Retail Groups, Specific Retailers and High Street Stores;
 - 4.2.1.3. Redeemable against an entertainment event, outlets and leisure attractions.
 - 4.2.1.4. Redeemable against hotel bookings.
 - 4.2.1.5. Redeemable for online purchases.

4.3. Voucher Value

- 4.3.1. The Supplier shall supply individual award vouchers and gift cards between the minimum and maximum value as specified by each individual Contracting Authority at Call Off Contract stage.
- 4.3.2. The Supplier shall provide vouchers and gift cards available in different denominations as specified by the Contracting Authority (e.g. £5, £10 and

£20 or £25) with denominations chosen by the Contracting Authorities ordering officer.

- 4.3.3. The Supplier shall provide Contracting Authorities with 3 months' notice of any change to the level of retailer discount and any agreed increased will not be passed on until that date is reached.

4.4. Ordering

The Supplier shall:

- 4.4.1. Collect, collate and process orders on a daily basis.
- 4.4.2. Provide a telephone "hotline" to handle ordering and general enquiries (on voucher / gift card validity, retail outlets etc.) from 0800 – 1800hrs on Monday to Friday. A non premium rate (0800) and/or a 01, 02, 03 prefix telephone number shall be offered.
- 4.4.3. Provide and maintain a bespoke Web page which enables orders to be placed via the Internet.
- 4.4.4. Verify order details before dispatching vouchers or gift cards.

4.5. Despatch

4.5.1. The Supplier shall:

- 4.5.1.1. Ensure that all orders are correctly and securely dispatched
- 4.5.1.2. Ensure that all amounts dispatched are correct and in the specified denominations.
- 4.5.1.3. Package each voucher or gift card order individually in a Dispatched wallet as specified by the Contracting Authority.
- 4.5.1.4. Dispatch all orders by 1st class mail.
- 4.5.1.5. Deliver to the Contracting Authorities multi-destinations points within 48 hours of receiving the order.
- 4.5.1.6. Notify ordering officers if there is any delay in processing their order, preventing the turnaround time and maintain a record of all delays. Request bulk / large orders approved by the Contracting Authorities where required, prior to dispatch.

4.6. Lost or Stolen Orders

- 4.6.1. The Supplier shall provide 100% cover for lost or stolen orders up to the point of delivery and have in place a system to provide replacement vouchers / gift cards at no additional costs to the Contracting Authorities.
- 4.6.2. The Supplier shall handle enquiries from Contracting Authorities ordering officers giving information as to the status (tracking and processing) of their orders.
- 4.6.3. The Supplier shall be able to track missing orders.

4.7. Management Information and Reporting

- 4.7.1. The Supplier shall inform the Contracting Authorities via the monthly report of all instances where vouchers / gift cards have been issued incorrectly for any reason; what the remedies were; how long it took to correct matters, and what the effect was on the recipient.

- 4.7.2. The Supplier shall provide a monthly report which includes, as a minimum:
 - 4.7.2.1. Total monthly spend;
 - 4.7.2.2. Number of vouchers / gift cards issued by recipient name;
 - 4.7.2.3. Number of vouchers / gift cards issued by retail outlet;
 - 4.7.2.4. Confirmation that recipients are receiving the correct payment on the dates specified by ordering officers;
 - 4.7.2.5. Any information received from recipients about the level of service provided; and
 - 4.7.2.6. Any complaints, issues or suggestions for improvement and any corresponding actions being taken or recommendations for action.
- 4.7.3. The Supplier shall provide to CSEP and the Contracting Authorities tailored Management Information to an agreed frequency of delivery which should include the above information and any additional information where requested.
- 4.7.4. The Supplier shall provide to the Authority, CSEP and Contracting Authorities any Freedom of Information Act (FoIA) information that the Supplier holds within mutually agreed timescales.

APPENDIX 4 – PAYROLL GIVING SCHEME

1. INTRODUCTION

- 1.1. This Appendix 4 specifies the scope of the Payroll Giving Scheme and service requirements that the Supplier shall make available to Contracting Authorities.
- 1.2. Additionally there may be other services that are required and these will be further specified at the Call Off Contract stage.
- 1.3. The requirement is for the provision and implementation of a cost effective, flexible, high quality and value for money Payroll Giving Scheme to Contracting Authorities Users.
- 1.4. The contents of this Appendix 4 shall apply to each Order made in relation to a requirement for a Payroll Giving Scheme.
- 1.5. When Contracting Authorities place an Order the precise details of the Services ordered will be specified in the ensuing Call Off Contract.

2. BACKGROUND

- 2.1. Payroll Giving is an easy, tax efficient scheme which allows employees to give money to the UK registered charities of their choice by having a deduction taken straight from their gross pay – it costs employees less to give more. There is no tax for the charity to claim back, as no tax was deducted.
- 2.2. Payroll Giving Scheme is simple to operate and it can help Contracting Authorities to build good relations with employees, the system is easy to opt in and out of, giving donors full control over their giving.
- 2.3. Charities benefit because they get regular donations to help them with good causes and employees benefit because they get tax relief on the donations straight away at their top rate of tax, meaning that their donations cost them less.
- 2.4. The scheme must be administered by an approved Payroll Giving Agency. HM Revenue & Customs (HMRC) approves Payroll Giving Agencies and lists them on its website. Each Payroll Giving Agency is itself a charity.
- 2.5. The Framework Agreement will provide a vehicle for the delivery of replacement Contracting Authorities current Payroll Giving Scheme provision and the launching of new schemes.

3. SCOPE

- 3.1. The scope of service shall deliver a Payroll Giving Scheme and be available to all the employees across the Civil Service and the wider public sector.
- 3.2. Contracting Authorities may as agreed have a requirement to supplement the service with a 'Voucher' Scheme. This will allow Users, for whom Payroll Giving deductions have been taken from their pay at source, to have such monies held on-account until such time as they wish to distribute all or part of such funds to one or more nominated charities by providing such instructions by completing a Voucher, either physically or electronically, such donations being subsequently distributed to charities by BACS or cheque payment.
- 3.3. The scheme shall be open to eligible Civil Servants and wider public sector Contracting Authorities employees who are based in a number of different locations. Due to the geographical spread of the Contracting Authorities offices it is a mandatory

requirement that the appointed Supplier is set up to operate the scheme on a national level as well as supporting a number of overseas locations.

- 3.4.** The Supplier shall be required to;
 - 3.4.1. Manage the process for merging separate payroll schemes; and
 - 3.4.2. Manage the transition of part of the service from an incumbent provider of a similar Payroll Giving to Charities Service.
- 3.5.** The charging structure used by the Supplier and/or its supply chain shall remain commensurate with a “Not for Profit” organisation and should look to cover administration costs only.
- 3.6.** In addition to introducing the scheme the Supplier shall provide on-going support and maintenance of the scheme throughout the duration of the contract.
- 3.7.** The Supplier shall ensure the services are provided in accordance with the Finance Act 1986 and the Charitable Deductions (Approved Schemes) Regulations 1986 – Statutory Instrument 1986 No 2211 and any other regulations pursuant to the act.
- 3.8.** The Supplier shall ensure that any of its supply chain service providers are and remain approved by the HMRC under Regulation 5 of the Charitable Deductions (Approved Schemes) Regulations 1986 (Statutory Instrument 1986 No 2211).
- 3.9.** The Supplier shall ensure that the system is operated in accordance with all relevant legislation and provide advice and all necessary documentation to ensure HMRC approval of the Scheme.

4. MANDATORY SERVICE REQUIREMENTS

4.1. General

- 4.1.1. The Supplier shall implement, manage, administer and maintain through innovative and fully automated systems, a simple to operate, comprehensive payroll giving scheme.
- 4.1.2. The Supplier shall ensure that the Contracting Authorities involvement in operating the service will be kept to a minimum.
- 4.1.3. The Supplier shall work closely with Contracting Authorities to ensure organisational needs are met effectively and deal with any issues that employees may have with the process.
- 4.1.4. The Supplier shall have procedures in place that allows employees to put in place arrangements for making donations to any charity of their choice and that such information can remain confidential from the Contracting Authorities.
- 4.1.5. The Supplier shall provide User support and advice.
- 4.1.6. The Supplier shall have in place processes / checks for the prevention as well as detection and reporting of fraudulent activity.
- 4.1.7. The Supplier shall provide management, account and monitoring information reports on a regular basis to enable the Contracting Authorities to develop their policy, meet their statutory requirements and monitor the success of the scheme.
- 4.1.8. The Supplier shall ensure they are aware of any new and current relevant legislation and advise Contracting Authorities of its impact on the scheme.

4.2. Customer Support Service

- 4.2.1. The Supplier shall provide the Contracting Authorities and their Users with a dedicated helpdesk responding to queries via email, post and telephone calls which should be available as a minimum between 8am and 6pm Monday to Friday excluding public holidays. A non premium rate (0800) and/or a 01, 02, 03 prefix telephone number shall be offered.
- 4.2.2. The Supplier shall interact directly with Users in order that they may enrol and make donations using the service.
- 4.2.3. The Supplier shall ensure that any interaction under 4.2.2 may extend to the Supplier promoting the use of the service to Users although any such promotion must neither nominate nor steer Users toward specific charities.
- 4.2.4. The Supplier shall obtain, prior to any promotion, the approval of the Contracting Authorities for use of the proposed media and strategies to be used.
- 4.2.5. If the Contracting Authorities Users require a means of confirming that payment of their donations have been made to their nominated charities and systems shall be in place that allows Users to check without the involvement of the Contracting Authorities.

4.3. Systems

- 4.3.1. The Supplier shall maintain systems to accept the total amount of Payroll Giving deductions extracted through the Contracting Authorities payroll and transferred monthly as a single BACS payment.
- 4.3.2. The Supplier shall maintain systems to process a separate notification of Payroll Giving deductions by User made via the Contracting Authority's payroll and be able to reconcile this with the single monthly BACS payment.
- 4.3.3. The information that the Supplier shall provide to Contracting Authorities in the notification of Payroll Giving deductions by employees will include:
 - Contracting Authorities / Department / NDPB / Agency Name;
 - Payroll reference number;
 - Initial of first name;
 - Surname;
 - National Insurance Number;
 - Payroll Giving deduction
- 4.3.4. The Supplier shall ensure where further information is to be provided, including any information that may be required from Users to enrol with the service, the format of such information must be compatible with that which can readily be provided by the Contracting Authorities existing systems.
- 4.3.5. The Supplier shall have systems in place for the efficient and timely distribution, a maximum of 35 days for 100% of the Contracting Authorities User donations to the individual charities concerned.

4.4. Payment

The Contracting Authorities shall:

- 4.4.1. Arrange to transfer to the Supplier by a single BACS transaction by the 19th day of the month (or other date as specified by the Contracting Authorities

following the month in which the salary has been paid, the total amount of Payroll Giving deductions from the Contracting Authorities payroll.

- 4.4.2. Pay for any charges relating to the administration of the service and such payments will be made to the Supplier and separate from the monthly transfer of Payroll Giving deductions.

4.5. Management Information and Reporting

The Contracting Authorities shall:

- 4.5.1. Provide to the Supplier by a date specified by the Contracting Authorities following the month in which the salary has been paid, notification of Payroll Giving deductions from the Contracting Authority's payroll.
- 4.5.2. Provide the notification of Payroll Giving deductions by encrypted data upload, using the Government Gateway. The Supplier shall accept the notification in this format and potentially others as listed below:
- 'Soft Copy' electronic format provided by email
 - 'Hard Copy' document.

The Supplier shall provide:

- 4.5.3. A monthly report which includes, as a minimum:
- 4.5.3.1. Total funds received in arrears;
- 4.5.3.2. Time taken to distribute funds;
- 4.5.3.3. Details of any issues there have been regarding the distribution of funds;
- 4.5.3.4. Details of any donations that have not been distributed and the reasons;
- 4.5.3.5. Any information received from Users about the level of service provided;
- 4.5.3.6. Any complaints, issues or suggestions for improvement and any corresponding actions being taken or recommendations for action.
- 4.5.4. Suppliers shall provide to Contracting Authorities at no additional cost a quarterly report of the top 20 charities supported via Payroll Giving and totals for each.
- 4.5.5. The Supplier shall provide to CSEP and the Contracting Authorities tailored Management Information to an agreed frequency of delivery which should include the above information and any additional information where requested.
- 4.5.6. The Supplier shall provide to the Authority, CSEP and Contracting Authorities any Freedom of Information Act (FoIA) information that the Supplier holds within mutually agreed timescales.

APPENDIX 5 – EMPLOYEE DISCOUNT SCHEME

1. INTRODUCTION

- 1.1. This Appendix 5 specifies the scope of the Employee Discount Scheme and service requirements that the Supplier shall make available to Contracting Authorities.
- 1.2. Additionally there may be other services that are required and these will be further specified at the Call Off Contract stage.
- 1.3. The requirement is for the provision and implementation of a cost effective, flexible, high quality and value for money Employee Discount Scheme to Contracting Authorities.
- 1.4. The contents of this Appendix 5 shall apply to each Call Off Contract made in relation to a requirement for an Employee Discount Scheme.
- 1.5. When Contracting Authorities places an Order the precise details of the services ordered will be specified in the ensuing Call Off Contract.

2. BACKGROUND

- 2.1. Contracting Authorities are increasingly looking to improve the perceived value of their benefits package and control costs across the organisation while trying to match employees' needs.
- 2.2. In the current economic climate an Employee Discount Scheme is a cost-effective benefit and an important recruitment and retention tool, which can be tailored to individuals that enables them to get the most out of their existing income in a way that suits them.
- 2.3. Employee Discount Schemes offer invaluable money-saving opportunities and can help Contracting Authorities promote good relationships with their employees by allowing them to take advantage of meaningful discounts on a range of goods and services.
- 2.4. The Framework Agreement will provide a vehicle for the delivery of replacement Contracting Authorities current Employee Discount Scheme provision and the launching of new schemes as required.

3. SCOPE

- 3.1. The scope of the service is for the provision of an Employee Discount Scheme where Contracting Authority Users can voluntarily, from their net pay (pay after tax and NI has been deducted), take advantage of meaningful discounts on a range of Goods and Services. This part of the overall requirement can be sub-contracted but access to the Employee Discount platform must be integrated via single sign on from the main online benefits platform.
- 3.2. The scheme shall be open to eligible Contracting Authorities Users who are based in a number of different locations. Due to the geographical spread of the Contracting Authorities it is a mandatory requirement that the Supplier is able to operate the Scheme on a national and regional level as well as supporting a number of overseas locations.

- 3.3. The Supplier shall ensure that the range of products and services on offer via discounts, retail vouchers and cashbacks appeal to the diverse employee base of the Civil Service and Wider public sector.
- 3.4. The Supplier shall ensure the scheme offers a sustainable and wide range of established, branded products and services at attractive, discounted rates from an extensive range of retailers and service providers.
- 3.5. The Supplier shall ensure that the range of products and services available will include offers such as, but not limited to, discounts on shopping, food and drink, entertainment and leisure, health and wellbeing, holiday and travel, retail vouchers and cashback and discount cards.
- 3.6. The Supplier shall ensure that there is a specific focus on discounts linked to health and well-being with the exception of those already provided by Contracting Authorities. The scheme is not required to include those services specified by Contracting Authorities that are already offered within their existing contracts, for example, Employee Assistance Programme, Counselling Services or Occupational Health.
- 3.7. In addition to introducing the scheme the Supplier shall provide on-going support and maintenance of the scheme throughout the duration of the Call Off Contract.
- 3.8. The Supplier should ensure that the system is operated in compliance with HM Revenue & Customs regulations and all other relevant legislation.

4. MANDATORY SERVICE REQUIREMENTS

4.1. General

- 4.1.1. The Supplier shall implement, manage, administer and maintain through innovative and fully automated systems, a simple to operate, comprehensive Employee Discount Scheme.
- 4.1.2. The Supplier shall work closely with Contracting Authorities to ensure organisational needs are met effectively and deal with any issues that they may have with the process and attend meetings as agreed
- 4.1.3. The Supplier shall provide User support including information on retail outlets.
- 4.1.4. The Supplier shall operate an efficient process for Employee Discounts and offers and have in place processes / checks for the prevention as well as detection and reporting of fraudulent activity.
- 4.1.5. The Supplier shall ensure the operation of the scheme does not bring Contracting Authorities or Government into disrepute.
- 4.1.6. The Supplier shall work proactively with Contracting Authorities to market this service, both at the launch phase and throughout the life of the Call Off Contract.
- 4.1.7. The Supplier shall provide management, account and monitoring information reports on a regular where agreed basis to enable the Contracting Authorities to develop their reward policy and monitor the success of the scheme.
- 4.1.8. The Supplier shall ensure that they are aware of any new and current relevant legislation and advise Contracting Authorities of its impact on the scheme
- 4.1.9. The Supplier shall issue Users (at no cost to the Contracting Authority) a replacement paper voucher, re-loadable electronic top up card, electronic print

off voucher, SMS voucher or a refund if any Company they have purchased vouchers for ceases to except the voucher and/or ceases to trade.

4.2. Discounts

The Supplier shall:

- 4.2.1. Ensure the discounts offered are significantly better than those being offered directly by the service provider concerned or those available to Users via other sources e.g. internet searches, in-store offers. These offers must provide best value for money and be easily redeemable by Users. Available discounts (or high percentage of) and preferred rates should not be available to the general public.
- 4.2.2. Endeavour to match or better existing level of discounts provided by competitors.
- 4.2.3. Provide competitive discounts on everyday items and be able to offer a range of monthly special offers that are considered better value than the core products
- 4.2.4. Record and manage 'cash-back' earned on online shopping in dedicated accounts for Users.
- 4.2.5. Provide a range of paper vouchers, re-loadable electronic top up cards, and electronic print off vouchers, SMS vouchers that can be purchased at less than face value, and dispatched at no cost to the User.
- 4.2.6. The Supplier shall agree with the Contracting Authority the time in which top-ups will be applied to Users cards from the time of request by the User.
- 4.2.7. Support local businesses through offering a significant number of local and regional offers in addition to national ones and must have the ability to negotiate directly with local and regional companies. It would also be desirable that Contracting Authorities Users have the ability to put forward suggested local or regional companies and for the Supplier to deal directly with that company to implement offers.

4.3. New Offers

The Supplier shall:

- 4.3.1. Have the capability to keep abreast of new developments in the market and provide guidance, information and make available, any new offers, to the Contracting Authorities.
- 4.3.2. Continually monitor and review the uptake of offers, as a minimum, to identify best sellers, remove and replace those with low uptake and publicise additions to the scheme.
- 4.3.3. Ensure that all offers available are kept up to date throughout the life of the contract.
- 4.3.4. Be able to source new products / ranges as requested by Contracting Authorities.
- 4.3.5. Communicate with Contracting Authorities before including any new offers on the site to inform them of the proposed offering, and will allow 7 days for them to veto the offering if they desire.
- 4.3.6. Not make any offer or new product ranges available to Contracting Authorities and its Users until such time as they have been approved to be offered. Contracting Authorities retain the absolute right to refuse to list or present certain offers or companies to their employees without explanation and there

shall be no penalty imposed for doing so. It should be noted that Contracting Authorities may wish to refuse to list certain things depending on the nature of their business.

4.4. Processing Requests

The Supplier shall:

- 4.4.1. Provide and maintain a bespoke Web page which enables orders to be placed via the Internet.
- 4.4.2. Maintain a high level of accuracy in processing all User registrations.
- 4.4.3. Ensure no minimum or maximum purchase spend amount and allow Users to purchase in small denominations.
- 4.4.4. Process the bulk of all orders including issuing vouchers within at least 5 working days of receipt or the period specified by Contracting Authorities.
- 4.4.5. Process the majority of cash-back so that it reaches the recipients bank account within 12 working days of the recipient making a request or an alternative period specified by Contracting Authorities.

4.5. Customer Support Service

The Supplier shall provide:

- 4.5.1. A dedicated help desk responding to queries relating to the scheme from the Contracting Authorities Users in the form of a telephone number, emails, and post, which should be available seven days a week.
- 4.5.2. The telephone number shall be a non premium rate (0800) and/or a 01, 02, 03 prefix telephone number.
- 4.5.3. Access to the website must be 24 hours per day, 7 days a week, 52 weeks a year. Whilst in work, Users will access to the site via an internal intranet link. Outside of work, Users shall be able to gain access via the internet.
- 4.5.4. Alternative systems/ formats to meet the needs of users with a disability who are unable to access the services. These must comply with the Contracting Authorities accessibility standards.
- 4.5.5. Contracting Authorities Users with access to an up to date supplier list, enabling the Contracting Authorities to manage the offers available.
- 4.5.6. Respond fully to complaints / concerns within 5 working days of receipt.

4.6. Marketing

The Supplier shall:

- 4.6.1. Ensure regular promotion of the services through Roadshows, Site Visits, Marketing information, regular, e.g. monthly email newsletters Communications through social networking sites and mobile device applications in keeping with individual Contracting Authorities requirements.
- 4.6.2. Provide a range of marketing tools designed to appeal to all groups of Users. This will include a dedicated new starter pack for new recruits with suitable offers and an introduction to the online scheme.
- 4.6.3. Constantly develop methods of increasing participation by as many organisations as possible with the aim to target those employees who are not registered with the scheme to encourage registration.

- 4.6.4. Seek regular feedback as agreed from Users through initiatives such as surveys or other ways in which they deem obtain best results. These will be agreed with individual Contracting Authorities.

4.7. Management Information and Reporting

- 4.7.1. The Supplier shall provide Management Information on a monthly or quarterly basis, dependent on availability and practicality. Contracting Authorities will specify the frequency and dates that they require this information to be provided at the point of Call Off Contract. The information should include the following;

- Number of Unique Users
- Number of Registered Users
- Number of Dormant accounts
- Number of Transactions per User
- Number of Hits to Site by Category
- Offers Taken Up
- Most Popular Vendors Utilised
- Most Popular Vendors Hit
- Total Orders Placed
- Breakdown by Business Unit
- Breakdown by Region
- Conversion Rate
- Total Spend
- Average spend per User
- Total Savings
- Monthly Savings per Active User
- Number of Calls to Helpdesk
- Number of Emails to Helpdesk
- Most Popular helpdesk areas
- % of Successful helpdesk Outcomes
- Reports shall be available within five working days of the month or quarter end
- In order for Contracting Authorities to meet the tax liability (as part of the end of year settlement) to award prizes, the Supplier shall provide annually at the end of each tax year;
 - the name of each prize winner and,
 - details of the prize won and value.
- Essential requirements broken down by diversity coding
- The number of instances where vouchers / goods and services have been ordered or supplied incorrectly, the reason for this, what the remedy was, how long it took to correct matters and the impact on the employee(s) affected;

- The number of concerns or complaints received from Users about the scheme, and their reasons and any corresponding actions being taken or recommendations for action;
 - The number of helpline queries broken down by type (e.g. telephone, email);
 - The number of refused orders and the reasons for refusal;
 - The number of orders processed within target;
 - The number of orders processed outside of target and the reason;
 - The amount of time that IT based solutions are unavailable;
 - Details of any Suppliers that have not received the correct payment on the date agreed, the reason and any corresponding actions being taken or recommendations for action;
 - Any information received from Suppliers about the level of service provided by the Managed Service (including information about complaints and suggestions for improvement to the service) and any corresponding actions being taken or recommendations for action;
 - Details of any marketing initiatives undertaken and any responses received to previous marketing initiatives;
 - It is desirable that, where appropriate, this information is provided at regional and business level;
 - Reports shall be made available within five working days of the end of the month or date specified by Contracting Authorities and shall also include a cumulative report for each aspect;
 - The Supplier shall, within three working days of being requested to do so or date specified by the Contracting Authorities, provide a written report in response to any alleged deficiencies in the service.
- 4.7.2. It is recognised that the Supplier will not have the information at the beginning of the Framework Agreement to break down Management Information to regional and business unit level, but shall work with the Contracting Authorities to achieve the production of such reports should they be required.
- 4.7.3. The Supplier shall provide to CSEP and the Contracting Authorities tailored Management Information to an agreed frequency of delivery which should include the above information and any additional information where requested.
- 4.7.4. The Supplier shall provide to the Authority, CSEP and Contracting Authorities any Freedom of Information Act (FoIA) information that the Supplier holds within mutually agreed timescales.