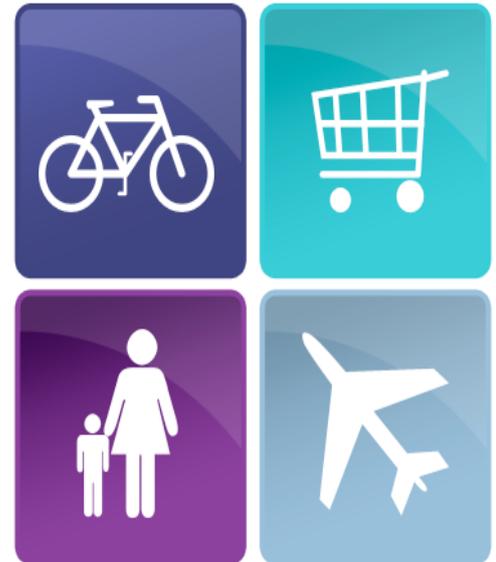




EMPLOYEE SERVICES

RM3704

Customer Guidance



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Framework

Reference number: RM3704

Period of framework: 12/11/2015 to 11/11/2018 + 1 yr extension option

Introduction

The purpose of this document is to:

- Outline the background to the framework agreement and the key benefits of utilising it.
- Provide guidance on how customers will transfer to OR access the framework agreement RM3704.
- Identify who is eligible to access it.

This guidance is not intended to provide specialised procurement, legal or other professional advice. In cases where there is risk, uncertainty or complexity you are advised to seek the advice from appropriate specialist personnel within your own organisation.

Framework Agreement Background

Customer and Supplier Market Engagement

The Employee Services framework agreement has been developed in consultation with a range of stakeholders. A customer steering group was established in February 2014, which comprises of cross departmental HR representatives, Civil Service Employee Policy (CSEP) and Crown Commercial Service (CCS).

The steering group identified that the employee service landscape was overly complex and unplanned, similar or the same services could be procured from the same supplier via a wide variety of routes but on different terms and prices. Over a number of years, departments have introduced a whole host of the same (or similar) benefits via various contracting routes to market, creating a large amount of duplication and lack of co-ordination across the organisation.

In September 2014, CCS issued a Prior Indicative Notice (PIN) through the European Journal inviting suppliers to register an interest in the Employee Services tender. Following on from this, a 2 day Supplier/Industry “Boot Camp” event was held to formally engage with the industry and undertake additional market analysis to confirm, refine and shape the design of the framework agreement based on industry feedback.

We have engaged with CESG to ensure compliance with HMG requirements and a robust data security.

Outputs from this engagement has allowed the CCS category team to develop a detailed specification of requirements and innovative commercial model, so as to deliver value for money, consistency and high quality services across the organisation. This has resulted in the creation of centralised route for service provision, as part of the Centralised Category Procurement (CCP) programme.

For the first time a single collaborative, pan government framework agreement is available for the provision of employee benefits across the Civil Service and Wider Public Sector. This will radically transform service delivery through the creation of a Civil Service branded platform complete with a customised departmental front end to host the benefits. The Employee Services framework agreement was awarded to Edenred on 12 November 2015.

Procurement Process

The procurement process has followed an EU compliant open procedure. The establishment of this agreement allows government organisations to procure employee services through the arrangement without having to undergo a competitive tender process before appointing the supplier.

Benefits

- Fully integrated, secure, branded, online platform available to all employees
- Flexibility to add additional employee services as required
- Excellent rates for multiple employee services, representing market-leading prices, in the majority of instances
- Free of charge, cost neutral and low prices for services due to the aggregation of public sector demand - all customers benefit from the same volume discounts as a result of cumulative spend through the agreement
- Additional commercial benefits will accrue progressively from time efficiency gains in reduced procurement effort, centralised supplier performance management, the release of HR resources, and improved and standardised MI to inform policy decisions

- A rigorous, and robust performance management is in place for the duration of the agreement, which includes strategic supplier management, customer satisfaction, collection and analysis of monthly management information and audits

Scope of the Framework Agreement

The Employee Services framework agreement is a single supplier agreement with Edenred that has a duration of 3 + 1 years.

Online Platform

The framework provides access to a web based Employee Benefits online platform branded as appropriate for each organisation, accessible by users either via the internet from work or home.

The online platform contains an interface to the discount scheme and other services.

The online platform can be made available to all Contracting Authorities' users and has secure single sign on functionality to enable users to sign in to their benefits using a single user name and password.

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.

For wider public sector Contracting Authorities a branded online platform shall be created and their data requirements agreed at the Call off Contract stage.

It is intended that the range of Employee Benefits will expand to meet the Contracting Authorities business needs as they develop their reward strategies. The Framework Agreement consists of the following core services:

Childcare Voucher Scheme (Ineligible to new entrants after 5 October 2018)

Edenred can 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.

This includes vouchers for all types of childcare provision such as but not exclusive to;

- Child-minders
- Nurseries
- Pre-schools

All childcare providers must be formally registered or approved with the statutory authorities e.g. Ofsted.

In addition to introducing the scheme, Edenred will provide on-going support and maintenance of the scheme throughout the duration of the Call off Contract.

Whilst the majority of Contracting Authority requirements may fall under the Childcare Vouchers Scheme, the scope of this arrangement covers the Salary Plus Scheme, whereby an allowance is paid on top of the user's salary in vouchers and some or all of this allowance may be tax free.

Cycle to Work Scheme

A comprehensive Cycle to Work Scheme from registration of new joiners and the pre-ordering activity to ordering cycles and safety equipment.

Through their subcontractor, Wheelies Direct Cycle Solutions LTD, Edenred supplies cycles at a number of approved cycle outlets nationwide. Eligible equipment includes cycles and cyclists' safety equipment.

The scope includes a full range of cycles including electric, road, mountain, folding and hybrid cycles (children's cycles shall not be included).

Cyclist's safety equipment is not defined in legislation and a common sense approach should be taken to the equipment provided. This may 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 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 details of Cycle Solutions' hire agreement terms can be found in the call off template on CCS's eSourcing suite.

Reward and Recognition Voucher Scheme

The scope of the service provides on demand access to a range of multi-choice, branded, high quality, loyalty, reward and recognition vouchers and gift cards to nominated users.

The range of vouchers and gift cards on offer will appeal to the diverse employee base of the Civil Service and Wider public sector. The vouchers and gift cards are exchangeable at a wide range of national retail and leisure outlets throughout the UK, are available in both paper and e-vouchers and are valid for 18 months from the date of issue.

The vouchers and gift cards are:

- Accepted as full or part payment;
- Accepted 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; and
- Redeemable for online purchases.

There are two choice and delivery options -

Compliments Select - From the online Customer portal, administrators or designated budget holders who have been granted administrative rights will be able to access the Compliments Select system to purchase e-Codes to send to employees as further defined during the project initiation period.

Recipients will receive an email, the wording of which can be personalised, containing a link through to a Redemption platform. Recipients can then choose to redeem the value of their

codes, against one or more Single Store Cards or E-Codes. There are currently over 80 Retailers featured on the redemption site, as well as the Compliments Vouchers, Edenred's own Multi Store Voucher, accepted at over 130 Retailers nationwide.

This option also provides clients with detailed management information, around codes issued and redeemed. Enhanced reporting facilities are also available for an additional cost, and can be discussed during the initiation meeting.

Online Ordering - From the online Customer portal, administrators or designated budget holders who have been granted administrative rights will be able to access the online ordering system to purchase rewards to give to employees in the form of physical gift vouchers or gift cards.

Payroll Giving Scheme

The Payroll Giving Scheme is administered by Edenred's subcontractor Charities Trust, an HM Revenue & Customs (HMRC) approved 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.

Employee Discount Scheme

The framework provides 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 and retail vouchers are designed to appeal to the diverse employee base of the Contracting Authorities. 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. There is a specific focus on discounts linked to health and well-being.

The range of products and services available 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.

Additional Requirements

The scope also allows for future-proofing in allowing the flexibility to add additional Employee Benefits as Contracting Authorities may require. Edenred can 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. Edenred can offer additional services at Call Off Stage for: -

- Green Cars
- Gym Membership
- Gym Flex
- Staff IT Hardware/Phones

Contracting Authorities should undertake their own due diligence on these additional requirements. Details of these services can be accessed via the CCS eSourcing suite.

Employee Services Specification

Contract Award Notice – with reference to CPV codes

Exclusions to the scope of the Agreement

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.

Who can access the Framework Agreement

The framework is available to both central government and the wider public sector. Customers can access employee services on a “one stop shop” fully managed service basis.

How to access the Framework Call off Contract

For information on accessing the framework, contact CCS or Edenred via the following email addresses -

ccsframework-uk@edenred.com

info@crowcommercial.gov.uk

1. An Edenred sales manager will initially contact you, the Authority, to explain the options and discuss the Authority’s requirements – either by telephone or by arranging an initiation meeting.
2. The Edenred sales manager will then provide you with a Project Mandate in order to set out those requirements, if you wish to proceed.

3. Once the Project Mandate has been completed and returned to Edenred, a draft Call off Contract will be issued to the Authority by Edenred.

Upon execution of the Call off Contract, the Implementation Meeting will be arranged with an Edenred project manager

Implementation Meeting

The meeting is arranged between Edenred and the Customer. This usually takes approximately two hours and is designed to give the customer an overview of the framework as well as give an opportunity to raise any questions they may have.

Accessing the pricing

The pricing is accessed through the CCS eSourcing suite. Full instructions can be found [here](#).

The Call off Contract template

Edenred and Crown Commercial Service have worked together to produce a partially pre-populated Call off Contract template so that it is less onerous for the customer to complete. This will be provided to you by Edenred, by email and with accompanying instructions, following the initiation meeting with an Edenred sales manager, and completion of a Project Mandate.

Pan Government Security Accreditation

In September 2016, the Edenred Employee Benefits Services was accredited by the Pan Government Accreditor and the Employee Services Security Working Group. Further accreditation were awarded for two years in September 2017 after a review by the

National Cyber Security Centre and Employee Services Security Working Group.

Accreditation of this service demonstrates Edenred's effective security management and enables customers to consume the service with confidence that their data is protected. Full accreditation is granted to process OFFICIAL information and the service has been accredited to hold government employee data needed to facilitate and manage Employee Benefits Services and affords assured protection to the bulk storage of this SENSITIVE data.

All data is stored within the United Kingdom, there is no data that is stored offshore.

Contact Information

If you need advice on the Employee Services Framework please contact –

Email: info@crowcommercial.gov.uk

OR

Email: ccsframework-uk@edenred.com

If you need general advice about using CCS please contact our helpdesk:

Email: info@crowcommercial.gov.uk

Call: 0345 410 2222