

**SC220253 – GMP Rectification**

National LGPS Framework for Pensions Administration Operational Support Services
Reference number – NCCT42210

FROM

Authority	Kent County Council (KCC)
Service Address	County Hall, Maidstone, Kent, ME14 1XQ
Invoice Address	County Hall, Maidstone, Kent, ME14 1XQ
Contact Ref:	Ref: SC220253 Phone: 03000 414 141 e-mail: clare.chambers@kent.gov.uk
Order Number	To be quoted on all correspondence relating to this Order: SC220253
Order Date	25 th January 2023

TO

Provider:	Independent Transition Management Ltd (ITM)
For the attention of:	Sarah Millson
E-mail	sarahmillson@itm.co.uk
Telephone number	02039 851 482
Address	22 Tudor Street, Blackfriars, London, EC4Y 0AY

1. SERVICES REQUIREMENTS

(1.1) Services Required:

The supplier will be required to agree an approach to adjust member benefits where the value of the Guaranteed Minimum Pension (GMP) in payment has been reconciled against data held by the National Insurance Contributions Office (NICO) and the value in payment needs to be amended and the benefits rectified.

The supplier will be expected to provide draft results to the Fund so that decisions can be made on any under and over payments of benefits in payment.

Once those decisions have been made, the supplier will need to adjust the benefits and potentially reclaim any overpayments or make payment of any arrears (including interest) of underpayments.

The supplier may be required to notify pensioners of the change to the level of their benefits, and the value of any under/over payment including what actions will be taken and any appeals process against the Fund. This will be agreed with the Fund during the course of the project.

The supplier will need to liaise closely with the Fund to ensure that where there have been member movements i.e., new pensioners or deceased pensioners, these are either included or excluded from the exercise.

The supplier may be expected to present results to the Pension Fund Committee, including proposals and recommendations. The supplier will advise the Fund based on experience across the industry.

If the exercise spans the application of the 2023 Pensions Increase to benefits in payment, the supplier will need to take this into account and have the means of adjusting the values appropriately.

The supplier will need to manage the project from start to finish including the management of any decisions required.

The Fund may be required to support the supplier with the review of member records, alternatively if this resource is not available within the Fund the supplier may be expected to carry out this review and provide recommendations based on their findings. This will be agreed with the Fund during the course of the project.

The supplier will need to meet regularly with the Fund to provide progress updates and address any issues/concerns, and potentially share those updates via presentations to the Local Pension Board and Pension Fund Committee.

The supplier shall provide the Pension Fund with a project plan that sets out clear timescales and milestones.

The supplier will provide the Fund with the final files of pension changes and under/overpayments so that the administration and payroll records can be updated.

Out of Scope

The calculation of rectified benefits using methods other than ITM's standard methods as set out in the Approach Document.

Work required to re-calculate current contingent spouse's pension elements for members who have been rectified in this project.

Actual loading of the output data to the Administration system.

A data audit.

A data cleanse.

A benefit audit.

(1.2) Commencement Date:

1st February 2023

(1.3) Price Payable by Customer

The price for completing the GMP Rectification is £86,400. A payment schedule will be agreed with the Fund.

Optional Fees

- Production and issue of member communications, if required - £6,700 (estimated)
- Completion of member image reviews - £50 per case

Any additional or optional fees will be agreed with the Fund prior to the work being carried out.

(1.4) Completion Date:

Initially 1st September 2023. KCC has the option to extend the contract by a further 3 months.

2 FURTHER COMPETITION ORDER - ADDITIONAL REQUIREMENTS

(2.1) Any variations to Call-Off Terms and Conditions, including additions:

N/A

3. PERFORMANCE OF THE SERVICES

(3.1) Key Personnel of the Provider to be involved in the Services:

- Sarah Millson (Client Director)
- Chris Rolliston (Technical Specialist)
- Victoria Franklin (Consultant)
- Suzanne Black (Admin Delivery Manager)

(3.2) Performance and Quality Standards

- GMP Rectification Approach Document
- GMP Rectification Specification
- Test cases for review by the Fund's team
- Initial rectification results to support decision making by the Fund
- Full rectification results, data load files and member level audit trail
- ITM to provide written progress updates every 2 weeks
- Deliverables as described in the document 'ITM Response SCC220253 GMP Rectification'

<p>(3.3) Location(s) at which the Services are to be provided:</p> <p>The Services will be carried out at ITM's offices and at Kent County Council - County Hall, Maidstone, Kent, ME14 1XQ</p>
<p>(3.4) Contract Monitoring Arrangements</p> <p>ITM will provide fortnightly written reports detailing project progress. A formal project kick off meeting will take place. Further meetings will be set up every 4 weeks – the frequency of meetings may increase during key activities e.g. during live processing.</p>

4. CONFIDENTIAL INFORMATION
<p>(4.1) The following information shall be deemed Commercially Sensitive Information or Confidential Information:-</p> <ul style="list-style-type: none"> • Biographies of key staff (pages 26 and 27 of the tender response) • Pricing schedule - Section 6 (page 28 of the tender response) <p>(4.2) Duration that the information shall be deemed Commercially Sensitive Information or Confidential Information</p> <p>3 years.</p>
5. DATA PROTECTION
<p>(5.1) The Customer agrees to the Provider appointing the following sub-processors:</p> <p>N/A</p> <p>(5.2) Any agreed variation pursuant to Appendix 1 Clause 12 (Joint Controllers).</p> <p>N/A</p>
6. LIABILITY CAPS
<p>6.1) Any agreed variations to the liability cap provided for under clause 7.1.2 of the Call-off Terms and Conditions:</p> <p>N/A</p>

BY SIGNING AND RETURNING THIS ORDER FORM THE PROVIDER AGREES to enter a legally binding contract with the Customer to provide to the Customer the Services specified in this Order Form (together with, where completed and applicable, the mini-competition order (additional requirements) set out in section 2 of this Order Form) incorporating the rights and obligations in the Call-Off Terms and Conditions set out in the Framework Agreement entered into by the Provider and the Authority.

For and on behalf of **the Provider**:-

Name and Title	Sarah Millson, Client Director
Signature	<u><i>Sarah Millson</i></u> Sarah Millson (Feb 13, 2023 16:46 GMT)
Date	Feb 13, 2023

For and on behalf of **the Customer**:-

Name and Title	Clare Chambers, Pensions Manager
Signature	<u><i>C Chambers</i></u> C Chambers (Feb 13, 2023 16:45 GMT)
Date	Feb 13, 2023











SC220253 - Order Form ITM Final

Final Audit Report

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