



ORDER FORM A

(To be used for all Providers, **except** Aon Solutions UK Limited)

**National LGPS Framework for Pensions Administration Operational Support
Services**

Reference number – W182854

FROM

Authority	NHS Business Services Authority
Service Address	Hesketh House, Broadway, Fleetwood FY7 8LG
Invoice Address	Stella House, Goldcrest Way, Newcastle upon Tyne, Tyne and Wear, NE15 8NY
Contact Ref:	[REDACTED]
Order Number	To be quoted on all correspondence relating to this Order: W182854
Order Date	22 April 2025

TO

Provider:	EQ Paymaster (Paymaster (1836) Limited)
For the attention of: E-mail Telephone number	[REDACTED]
Address	27 Kings Road, Reading Berkshire RG1 3AR

1. SERVICES REQUIREMENTS

[REDACTED]

[REDACTED]

- 1. [REDACTED]

- 2. [REDACTED]

- 3. [REDACTED]

- 4. [REDACTED]

- 5. [REDACTED]

- 6. [REDACTED]

- 7. [REDACTED]

- 8. [REDACTED]

- 9. [REDACTED]

- 10. [REDACTED]

[REDACTED]

(1.2) Commencement Date: *22 April 2025*

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
(1.4) Completion Date: <i>22 April 2026 (or 12 months after the latest start date)</i>

2 FURTHER COMPETITION ORDER - ADDITIONAL REQUIREMENTS
[REDACTED]
3. PERFORMANCE OF THE SERVICES [AND DELIVERABLES]
(3.1) Key Personnel of the Provider to be involved in the Services and Deliverables: <i>N/A</i>
(3.2) Performance and Quality Standards <i>To be added as an appendix once the QA framework has been agreed</i>
(3.3) Location(s) at which the Services are to be provided: <i>Fully remote basis with some initial F2F meetings in Fleetwood as required</i>
(3.4) Contract Monitoring Arrangements <i>Weekly check in calls.</i>

4. CONFIDENTIAL INFORMATION

<p>(4.1) The following information shall be deemed Commercially Sensitive Information or Confidential Information:-</p> <p>Data relating to personal information in relation to members of the NHS Pension Scheme</p> <p>All details in section (1.1), (1.3), (2.1), (5.1) are classed as commercial sensitive to the supplier and will need to be redacted before being published.</p>
5. DATA PROTECTION
<div style="background-color: black; height: 20px; width: 100%;"></div> <div style="background-color: black; height: 20px; width: 100%;"></div> <p>(5.2) Any agreed variation pursuant to Appendix 1 Clause 12 (Joint Controllers). 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: 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 on 22nd April 2022.

For and on behalf of the Provider:-

Name and Title	
Signature	
Date	

For and on behalf of the Customer:-

Name and Title	
Signature	
Date	

Appendix 1



Travel Subsistence and Expenses Guidance - Dec-22 v2.1.pdf