



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 – NCCT42210

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] [REDACTED]
Order Number	To be quoted on all correspondence relating to this Order: W167611
Order Date	22/09/2025

TO

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

1. SERVICES REQUIREMENTS

[REDACTED]

(1.2) Commencement Date: *03/10/2025*

[REDACTED]

(1.4) Completion Date:
31/03/2026

2 FURTHER COMPETITION ORDER - ADDITIONAL REQUIREMENTS

[REDACTED]

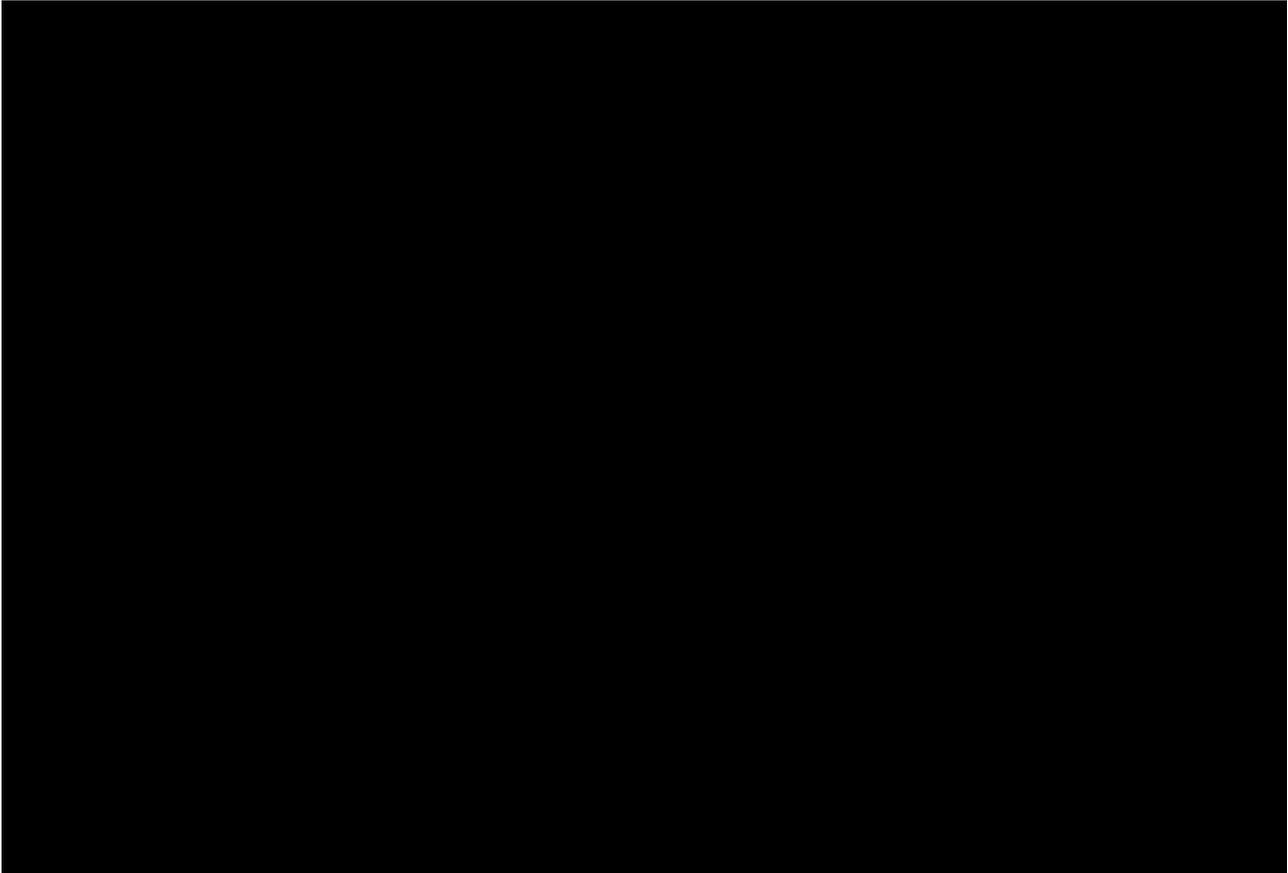
3. PERFORMANCE OF THE SERVICES [AND DELIVERABLES]
(3.1) Key Personnel of the Provider to be involved in the Services and Deliverables: <i>N/A</i>
(3.2) Performance and Quality Standards <i>See Appendix 2</i>
(3.3) Location(s) at which the Services are to be provided: <i>Fully remote basis with some initial F2F meetings in Fleetwood as required</i>
(3.4) Contract Monitoring Arrangements <i>Weekly check in calls.</i>

4. CONFIDENTIAL INFORMATION
[Redacted]
[Redacted]
[Redacted]

5. DATA PROTECTION
[Redacted]
[Redacted]
(5.2) Any agreed variation pursuant to Appendix 1 Clause 12 (Joint Controllers). <i>N/A</i>

6. LIABILITY CAPS
6.1) Any agreed variations to the liability cap provided for under clause 7.1.2 of the Call-off Terms and Conditions: <i>N/A</i>

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.



Appendix 1



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

Appendix 2



Operations Quality
Management Guidanc