



Specification

Provision of a Dental Plan

Human Resources

Contract Reference:

Date:10/09/2018
Version:1

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1. Introduction

The Department for Transport (Central) (DfT(C)) invites proposals for administering a Dental Plan for its flexible benefits scheme. This contract will be subject to the DfT Standard Conditions of Contract.

Bidders intending to bid for this requirement are requested to confirm their intention to submit / or not to submit proposals via email to Award – e-mail address

2. Background to the Requirement

2.1 In 2016 the Central Department introduced Mylifestyle a flexible benefits scheme as part of a wider benefits package including voluntary benefits, which also available to all DfT(C) staff. The scheme is provided through an on-line portal. The scheme is a centrally procured framework supplier by Edenred.

2.2 The aim was to give our employees choice and flexibility in how they make up their package by being able to select a range of benefits from a pre-determined menu of options to suit their lifestyle on an annual or ongoing election cycle. Employees will be contractually bound to a plan until the next annual election period unless they undergo a significant lifestyle event, as defined by the Central Department. Flexible benefits increase the perceived value of the package and have been shown to aid recruitment and retention by highlighting the aggregate value of the package and allowing employees to take advantage of tax and NI savings for certain benefits.

2.3 The range of benefits offered complement the Department's drive to reduce employee absence and improve employee wellbeing. The core benefits provided via Edenred through Mylifestyle are:

- Childcare Vouchers
- Bikes for Work
- Give as you Earn
- Health Checks (through an Occupational Health contract);
- Annual Leave Trading (up to 5 days);
- Dental Insurance
- Discounted gyms – Gymflex
- Tastecard

3. Procurement Timetable

| Description | Date |
|-----------------------------|--------------|
| Tender issued | 11 September |
| Clarification Period Starts | 12 September |
| Clarification Period Closes | 18 September |

| | |
|---|--------------|
| Deadline for response to clarification questions | 21 September |
| Deadline for submission of a Tender | 24 September |
| Bid evaluation Period | 25 September |
| Notification of intent to Award/ Standstill Period begins | 28 September |
| Standstill Period ends | 12 October |
| Contract Award | 15 October |

4. Scope

The dental insurance scheme benefit will be available to all Department of Transport (Central) permanent employees. It will be fully employee funded. Cover should be available to employees' partners and families.

5. Implementation and Deliverables

The contract is to start on January 2019 and is expected to run until 31 December 2021. The contractor will be expected to assist the Department in the run up to the contract start date in terms of providing benefits information and marketing material for the annual flexible benefits enrolment period in November 2018.

6. Specifying Goods and / or Services

DfT(C) wishes to offer a dental plan for our employees, which must have the following ESSENTIAL features:

- I. Operates on the basis of a benefit schedule with clear range of reimbursement levels, so employees know what they can claim and any limitations before receiving treatment;
- II. Free choice of dentist – NHS and private – where reimbursement can be claimed for treatment;
- III. Reimbursement of 100% of NHS charges up to a specified overall annual maximum for routine and accident/injury treatments;
- IV. Pre-existing conditions covered (list any policy exclusions);
- V. No restrictions on eligibility or moratoriums on claiming – all reimbursements for treatment are to be covered from the first day of cover, i.e. 1st January 2019 and on subsequent enrolments;
- VI. Cover for treatment worldwide (list any exclusions);
- VII. Simple claims procedure with prompt settlement;
- VIII. Ability to handle monthly flexible benefits reports from the Department's benefits provider, including the administration of joiners and leavers.
- IX. Helpline service that is operational at least during normal business days and within working hours, i.e. Monday to Friday from 9.00 a.m. to 5.00 p.m.
- X. Provision of marketing material and content for the flexible benefits enrolment platform and communications copy.

7. Quality Assurance Requirements

7.1 The supplier should highlight any national or international ISO quality standards, accreditations, qualifications and achievements pertaining to their product and services.

7.2 The Department will require a service level agreement, including turn-round times for claims and availability of the helpdesk, to be agreed as part of any contract. The successful bidder must work with the Department to agree a final Service Level Agreement

8. Management and Contract Administration

The contractor will be paid on a monthly basis by BACs transfer on the actual take up value of the relevant individual cover plan taken by employees. The Contractor will provide a monthly report from which the individual plans can be verified by the Contract Manager.

8.1 The Department will nominate a Contract Manager to manage the ongoing service supplied.

8.2 The successful supplier must nominate a day-to-day relationship manager to attend quarterly contract review meetings with the Department's contract manager.

8.3 Payment will normally monthly by BACs. Any invoices should be submitted electronically to:

Shared Services arvato
5 Sandringham Park
Swansea
SA7 0EA

Sub-contracting to Small and Medium Enterprises (SMEs)

DfT is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their sub-contacts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see our [website](#) for further information).

To help us measure the volume of business we do with SMEs, our Form of Tender document asks about the size of your own organisation and those in your supply chain.

If you tell us you are likely to sub-contract to SMEs, and are awarded this contract, we will send you a short questionnaire asking for further information. This data will help us contribute towards Government targets on the use of SMEs. We may also publish success stories and examples of good practice on our website.

9. Data Protection

The supplier will be required to comply with all applicable requirements of the Data Protection Legislation (including the General Data Protection Regulation ((EU) 2016/679)

("GDPR"), the Law Enforcement Directive (Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy).

Delivery of this contract will require the supplier to process Personal Data (as defined in the GDPR) on the DfT's behalf. The DfT will be the Data Controller and the supplier will act as the Data Processor. The supplier will process Personal Data only on the DfT's documented instructions, as set out in Annex 2 (Schedule of Processing, Personal Data & Data Subjects) of this Specification.

10. Documentation

A confirmed list of employees who have selected dental insurance should be supplied to the contract manager once enrolment has been completed.

11. Evaluation Criteria

Tenders will be evaluated against the following criteria:

| Criteria | Weighting |
|--|-----------|
| 1. Range of plans and pricing. | 30% |
| 2. Reimbursement levels, including any value added benefits such as emergency worldwide cover, mouth cancer cover, choice of dentists etc within the respective plans. | 30% |
| 3. Potential ease of the claims process including the employee experience by paper, on-line and via the helpdesk. | 10% |
| 3. Quality of response, innovation and demonstration of service levels to which the Department's criteria are met. | 10% |
| 4. Specialist knowledge and experience in the dental industry, including the integration of dental plans with flexible benefits schemes. | 20% |

Quality Factors

Selection will be based on the evaluation criteria encompassing the most economically advantageous tender, which demonstrates a high degree of overall value for money, competence, credibility and ability to deliver.

This tender will be evaluated using the weightings set out above. To inform evaluation tenderers should complete Appendices 1 Monthly Premiums and 2 Reimbursement rates below.

Quality Factors Scoring Methodology

| | |
|---|---|
| 5 | The Tenderer demonstrates fully that they can meet the requirement as detailed in the specification |
| 4 | Meets all critical requirements but with minor issues |

| | |
|---|---|
| 3 | Meets some requirements but with a few major gaps or issues |
| 2 | Meets some requirements; major concerns |
| 1 | Meets few requirements; serious concerns |
| 0 | The method of fulfilling the stated requirement is inadequate/not addressed |

12. Points of Contact

| | | |
|--|---------|---|
| Procurement Contact | Name | Costaki Costi |
| | Tel | 07977 435445 |
| | e-mail | Costaki.costi@dft.gov.uk |
| Project Lead HR Directorate | Address | Windsor House, 50 Victoria Street, London SW1 0HL |
| | Name | Cathy Mongelard |
| | Tel | 07769235126 |
| | e-mail | Cathy.mongelard@dft.gov.uk |

All queries/ questions should be sent to the procurement contact

Annex 1 – Schedule of Processing, Personal Data & Data Subjects

1. The only processing that the Contractor is authorised to do is listed in this Schedule by the Authority and may not be determined by the Contractor.
2. The Contractor shall comply with these and any further written instructions with respect to processing by the Authority.
3. Any such further instructions shall be incorporated into this Schedule.

| Description | Details |
|--|---|
| Subject matter of the processing | <i>Processing of data relating to requests for dental insurance and the processing of claims</i> |
| Duration of the processing | <i>The duration of the processing runs from 18 December 2018 (when first reports from annual selection window are distributed) to the end of the contract 31 December 2021.</i> |
| Nature and purposes of the processing | <i>Data is processed only for the completion of documentation relating to the issue of dental insurance policies and the processing of claims for reimbursement.</i> |
| Type of Personal Data | <i>Details for employee and partner/children where included in policy. Name, address, date of birth, e-mail address, telephone number.</i> <i>Information about dental treatment where it relates to claims processing.</i> |
| Categories of Data Subject | <i>Employee and partner/children where included in policy</i> |
| Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data | <i>Live employee data should be retained for the duration of the contract. Records for employees who leave the organisation or discontinue their policy should also be deleted once notified.</i> <i>All data should be deleted at the end of the contract and the Department should be notified in writing.</i> |

Department for Transport Dental Plan – Monthly Premiums

| Plan Cover | Plan 1 | Plan 2 | Plan 3 | Plan 4 |
|--|---------------|---------------|---------------|---------------|
| Single | | | | |
| Partner | | | | |
| Family | | | | |
| Worldwide dental injury and emergency cover | | | | |
| 24-hour worldwide emergency dental helpline | | | | |

Notes:

1. Premiums are to be inclusive of Insurance Premium Tax (IPT).
2. Insert additional columns or rows if more options are available.

Department for Transport Dental Plan – Reimbursement Levels

| Benefits | Plan 1 | Plan 2 | Plan 3 | Plan 4 |
|---|---------------|---------------|---------------|---------------|
| Reimbursement for NHS Treatment | | | | |
| Routine Examinations | | | | |
| Hygiene Treatments | | | | |
| Dental x-rays | | | | |
| Restorative Treatments | | | | |
| Worldwide dental injury and emergency dental cover | | | | |
| 24-hour worldwide emergency dental helpline | | | | |

Notes:

1. Insert additional columns or rows if more benefits are available.
2. Insert maximum reimbursement levels in percentage and cost terms.