**Quality/Service Questionnaire (Appendix 1)**

**Score Guide**

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| Mark | Comment |
| 0 | Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations. |
| 20 | A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements. |
| 40 | Meets the requirements – the response generally meets the requirements but lacks sufficient detail to warrant a higher mark. |
| 60 | A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding. |
| 80 | An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence. |

**Please answer all questions in Section A (1-10) and Section B (11-18)**

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| **Ref** | **Describe your approach to the following questions:** | ***Weighting %*** | ***Minimum Acceptable Score*** | ***Maximum Available Score*** |
| **Section A** | | | | |
| **1** | Please provide a structure chart of the team that would be supporting the contract and brief biographies of key staff including relevant experience.  Please outline the appropriate cover arrangements that would operate to cover for leave/sickness and how high priority issues would be addressed outside normal timescales.  Please describe your typical day to day interaction with a client. Can clients just pick up the phone and easily speak to a senior member of the team for example? | *2.0%* | *40* | *80* |
| **2** | Please provide a list of other LGPS clients to whom you have provided actuarial services to over the past 3 years. How many of these are current/active and what proportion of the LGPS market does this represent? | *2.0%* | *40* | *80* |
| **3** | Please provide details of your current relationship with GAD and/or SAB.  Please provide an example of your engagement with either body on behalf of a client or otherwise with regards to lobbying for change or any other interaction on policy formation.  Please provide an example of your approach to engagement with GAD on behalf of LGPS clients as part of the recent s.13 Public Services Pensions Act review. | *2.0%* | *40* | *80* |
| **4** | Explain your understanding of the LPFA/LPP relationship, how your interaction with each party would occur and how you will tailor your service to accommodate and manage this relationship. | *2.0%* | *40* | *80* |
| **5** | What is your approach to providing guidance and training to boards and committees?  What training, guidance and information would you routinely provide to LPFA, LPP and Fund employers? |  |  |  |
| **6** | How would you propose to work with the LPFA/LPP to ensure high standards of data quality - that accurately reflect the liabilities for the fund and individual employers and that comply with TPR requirements.  How would you help ensure that the data submitted by the Fund for the triennial valuation and any other actuarial exercises is accurate and up to date and that any queries are resolved in a timely fashion? | *2.0%* | *40* | *80* |
| **7** | What issues do you routinely take into consideration in assisting Funds to produce their Funding Strategy Statement and Investment Strategy Statement.    Are there any fund specific issues and challenges you believe LPFA should be aware of and take into account when producing these statements in 2019? | *2.0%* | *40* | *80* |
| **8** | What key risks and issues relevant to LPFA may affect the 2019 triennial valuation and how will you seek to address them. | *2.0%* | *40* | *80* |
| **9** | How will you continue to innovate to help ensure the LGPS is affordable and sustainable for taxpayers in years to come. | *2.0%* | *40* | *80* |
| **10** | With regards to on-boarding/transition of client work.   1. Please give an indication of the expected time and main steps required to on-board or handover a client. Please provide a case study using a recent handover exercise. 2. How is service delivery of standard and non-standard work-in-progress over the transition period managed? 3. How do you ensure all historic actuarial information is transitioned between providers? 4. How do you ensure delivery of the 2019 valuation will not be impacted by a change in provider? | *2.0%* | *40* | *80* |
| **Total weighting of Section A** | | 20% |  |  |

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| **Ref** | **Describe your approach to the following questions:** | ***Weighting [X]%*** | ***Minimum Acceptable Score*** | ***Maximum Available Score*** |
| **SECTION B** | | | | |
| **11** | What policies and procedures do you have to ensure data is effectively protected and the risk of cyber security breaches and other data breaches are mitigated. | *10%* | *40* | *80* |
| **12** | How would you ensure that you were fully aware of and understood any specific challenges faced by the LPFA around future funding requirements, employer risk and cashflows?  How would you support and advise the LPFA on such issues and identify/take account of any other relevant issues and requirements? | *10%* | *40* | *80* |
| **13** | Please specify what tools and systems you offer to enable the LPFA/LPP to undertake internal reporting, evaluation and monitoring of liabilities and funding levels at whole fund and individual employer level. In particular:     1. Tracking the present value of whole fund and individual employer liabilities on alternative bases. 2. The ability to view past and future service liability cashflows split by indexation linkage and in excel format. 3. Flex key economic and demographic assumptions. 4. Use current member data for the above. 5. Produce contribution rates for new admission bodies. 6. Produce cessation calculations for exiting employers. 7. Calculate updated employer funding positions on a regular basis. | *10%* | *40* | *80* |
| **14** | Please outline your overall actuarial approach and why you consider such an approach would be suitable for the LPFA and employers within the Fund. Your response should cover the following points (but not limited to):   1. Approach, requirements and estimated timetable for carrying out the triennial actuarial valuation process; 2. Process for agreeing relevant assumptions to be used in the triennial actuarial valuation, in particular your approach to setting the discount rate and how much interaction you anticipate having with LPP/LPFA in the process; 3. What has been your approach when incorporating client hedging into the setting of the discount rate; 4. How your approach would take account of the main funding and cashflow issues potentially impacting the Fund over the next 10 years; 5. Information requirements and approach to producing IAS19 statements with specific consideration to earlier closure deadlines; 6. Approach to bulk transfers; 7. Please also refer to the 2016 triennial valuation report and highlight how your approach might differ. | *10%* | *40* | *80* |
| **15** | Detail the tools that will be available at the triennial valuation for valuation assumptions, employer funding categories and deficit recovery periods to be amended so that the impact on results (whole fund and individual employer) can be assessed. | *10%* | *40* | *80* |
| **16** | What systems do you have in place to manage workflow and report progress for the client on individual casework.  How would you ensure LPFA/LPP were kept informed of emerging issues and any potential delays in delivery?  Please provide expected turnaround times for those activities detailed within the pricing section. | *10%* | *40* | *80* |
| **17** | The LPFA Funding Strategy Statement highlights the LPFA approach to Employer Funding Categories and Termination Requirements. Please confirm the approaches you would consider in assessing covenant risk and how you would assist in ensuring any potential cessation liabilities are met in full to protect other employers in the fund, including how you would advise on appropriate flexibility for recovery of such amounts. | *10%* | *40* | *80* |
| **18** | Describe how you view your technology developing over the next 5 years. | *10%* | *40* | *80* |
|  | **TOTAL WEIGHTING FOR SECTION B** | **80%** |  |  |