

Request for Information

Relating to staff benefit platforms (with brokerage)

The Financial Ombudsman Service (The Service) is intending to go out to the market for a replacement staff benefit platform with the added service of brokerage.

As part of an early market engagement exercise, we are sending out this request for information. Its purpose is to bring the market's perspective into our strategy and help us align our requirements and model to what is generally available in today's market.;

We would also like to understand what the current appetite for contracting is and the potential costs and payment models for brokerage services.

Our values

What matters to us most at the ombudsman is fairness. Where things aren't fair, we can use our power to put them right.

Fairness isn't just about making sure our answers and decisions are technically right. It's also about wanting to make what we do feel right. And we do this by listening – thinking – and explaining.

Fairness is at the heart of our long-held values:

we do the right thing;

we treat our customers well and respect their needs;

we do what we say we'll do; and

we're inquisitive and build everyone's knowledge.

To learn more about us click here: <https://financial-ombudsman.org.uk/about/index.html>

Overview of our current position

The Service is based in London and Coventry and at the present time we have circa 2,900 employees. In addition we have circa 1,500 contingent workers and temporary staff. .

When responding to the RFI questions, suppliers can consider the information contained in this RFI to build their responses. These are high level requirements at this stage and is for information only, it is important to stress therefore that our requirements may change at any time.

Current arrangement

The Service currently contracts with a single supplier who provides a flexible benefits platform, a helpdesk as well as a brokerage service

This contract is due to expire in December 2021 and therefore we're now in the process of creating a new procurement strategy in order to go back out to the market.

The platform we currently use is flexible to our offering.

Our benefits package includes:

- An employee's total rewards statement
- Financial protection including the following options :
 - Pension plan core
 - Pension plan flex
 - Death in service pension
 - Income protection
 - Critical illness cover
 - Partner critical illness cover
 - Life assurance
 - Partner life assurance
 - Personal accident cover
- Health and Wellbeing includes the following options:
 - Private medical cover
 - Virtual GP
 - Dental cover
 - Employee assistance programme
- Lifestyle includes the following options:
 - Annual buy holiday
 - Annual sell holiday
 - Mid-year holiday buy
 - Mid-year holiday sell
 - Travel insurance
 - Technology scheme
 - Cycle to work
 - Gourmet Society
 - Tastecard
 - Pay it forward
 - Penny Giving

What would our ideal arrangement look like?

We are looking for a platform which ideally integrates with our new Workday system which is currently being implemented and should be 'live' by late September this year. It should therefore talk to our payroll, Human Capital Management and the finance modules.

We'd like to ensure that the process of benefit selection and amendments for our reward team is as streamlined as possible with minimal to no manual input required.

We'd like a flexible platform which is user-friendly and has the ability to offer all of the benefits we're currently providing. It should also have an option to add or remove benefits as and when we need.

We'd like the provider to support us with a helpdesk service in order to deal with our staff queries.

Based on our current experience we'd need a brokerage service and our preference are to ensure we are only contracting with one supplier.

The Service wants the ability to be innovative and provide a good customer experience for our staff and include options for mobile access.

RFI Process

1. This Request for Information (RFI) will take place from the date of the published Notice until **12 Noon 3rd February 2021**
2. Any **questions** regarding this RFI should be submitted by **12 Noon 26th January 2021** through the Jaggaer portal.
3. [Suppliers who wish to respond should please do so through https://procurement.financial-ombudsman.org.uk](https://procurement.financial-ombudsman.org.uk)
4. Neither the intention nor the purpose of this exercise is to confer any advantage upon its participants in any future procurement process.
5. This notice is **NOT** a call for competition.
6. All information gathered will be carefully considered and analysed by The Service's team commissioning this process. All responses will be anonymised and not shared with competitors for these services.
7. Any information gathered through this RFI will be used for the purpose of consideration of options when preparing and planning our procurement.
8. **RFI Questions:** pqq_49 - Request for Information relating to Staff Benefit platforms (with Brokerage)

1.1.1	Submission of tender: What would encourage or discourage you to bid for this opportunity when it is published? e.g. length of contract, and minimum annual contract value.
1.1.2	Pricing structures: Suggested pricing structures: can you propose a pricing structure to include but not be limited to; Helpdesk costs, brokerage fees and frequency of payments.
1.1.3	ITT information: What information would you expect to be included in the ITT to assist with your proposal?
1.1.4	Contracting: How do you propose to include the brokerage service as part of your offering if you were to bid? Would you do it in-house or would you have to sub-contract that part out ?

1.1.5	Integration: Our preference is to integrate the new benefits platform with our Workday system. One of our IT strategies is to move away from multiple different systems. If you were to bid, would this be possible and if not, what are the options we could consider?
1.1.6	Configuration and implementation time frame: what are the standard configuration times needed to mobilise a new contract? Are there any specific areas which take the most amount of time which we should factor into our procurement timeline?
1.1.7	Communications – Please provide a high level package offering relating to communications. This could include helpdesk, support, benefits fair options and branding