# EXPRESSION OF INTEREST (EOI)

# FOR

# DEPARTMENT FOR EDUCATION:

# Employee Benefits Re-Procurement (2020)

## EXPRESSION OF INTEREST

We require information on your capability and capacity to provide the services detailed below.

The purpose of this Expression of Interest (EOI) is to share the authorities current thinking on the provision of department's Employee Benefit Packages (EBP) from April of 2024. The department will require a provider who can at a minimum provide the following Mandatory services.

**Mandatory services:**

1. Deliver our childcare voucher scheme, with salary sacrifice and salary plus vouchers. The DfE Salary Plus scheme provides vouchers to eligible staff, with values paid in line with the number and age of children. The scheme closed to new entrants in May 2018.
2. Provide an instant-speed Reward and Recognition Scheme (Recognition Vouchers)
3. Payroll Giving Scheme
4. Provide an employee discount scheme
5. Facilitate our cycle to work scheme, to encourage employees to travel to and from work by bike.
6. Deliver management information and action updates from by the department in a timely manner.

The authority would also appreciate a provider who could commit to fostering a proactive relationship with the Department’s HR representatives as well as provide a prioritised onboarding process, as we are eager to consolidate our services.

The department also wishes to know your capacity to deliver the following services:

1. A technology and smartphone discount scheme
2. A financial wellbeing scheme
3. Dental insurance
4. Health cash plans
5. Private medical insurance
6. Dining out discount cards
7. Green Car Scheme
8. Discounted Gym Membership Scheme

**Instructions:**

Through this EOI, suppliers are required to confirm whether they can meet the criteria and timescales to deliver the requirements set out at sections 2 and 3. We would like to understand market interest and gather insight into what benefits the department can offer to its employees.

Please note the Department for Education (DfE) reserves the right to only invite those that have submitted an EOI to any further tender stage(s). This will be dependent on responses to this EOI, as outlined in section 4. If you are not interested in bidding, we are interested to know why and kindly ask for your reason(s). Your feedback is valuable.

If the DfE pursue this exercise to an ITT (Invitation to Tender), we will likely compete via the [CCS Framework RM 6273 Employee Benefits and Services](https://www.crowncommercial.gov.uk/agreements/RM6273) in late November 2023. If you intend to bid, please ensure you are registered on Jaggaer: [Register to use Jaggaer](https://education.app.jaggaer.com/web/login.html).

## PROCUREMENT TIMETABLE

**EOI publication date:** 9am (GMT), Monday 13th November 2023

**EOI return date:** 5pm (GMT), Friday, 17th November 2023

**Return date for this EOI****:** Any suppliers who do not respond to this EOI within the stipulated timescales may be excluded from the bidding process for this project.

### Next steps: DfE will review responses to the EOI before making decisions on next steps. DfE aim to have the contract in place in time to go live on 01 April 2024.

## BACKGROUND TO THE REQUIREMENT

### Customer organisation overview:

The Department for Education (DfE) is responsible for children’s services and education, including early years, schools, higher and further education policy, apprenticeships and wider skills in England. DfE is a ministerial department supported by 18 agencies and public bodies and non-ministerial departments.

**Background:**

The DfE employs 8000 employees with varying needs from across the United Kingdom. We promote a positive work culture which fosters employee wellbeing and acknowledges their tremendous effort as public servants.  
  
The DfE currently has a number of suppliers and in-house resources dedicated to providing our EBP, predominately this consists of our childcare voucher schemes (with salary sacrifice and salary plus options), our Reward and Recognition Scheme and our employee discounts scheme. The DfE aims to appoint a provider who can deliver a fully managed service to consolidate these requirements under one umbrella.

**Expectations of supplier:**

Essential criteria

The authority will trust the provider to deliver their fully managed EBP with administrative oversight from the department. Therefore, along with the six services outlined in section one, the department will require a provider who can:

1. Operate an effective user helpdesk to ensure the department's staff can have issues raised and resolved in a timely manner.
2. Foster a proactive relationship with the Department’s HR representatives.
3. Provide smooth and prompt onboarding and offboarding process.

**Key details:**

**Contract start date:** 1st April 2024

**Contract duration:** A 3-year period, with the possibility to extend for an additional year, subject to internal governance.

**Is there an incumbent supplier:** The Department’s Employees benefits services have been delivered by two third party providers and some in-house resourcing for the last 3 years. The Department intends to consolidate its EBP with one contract, as of April 2024.

## INFORMATION REQUIRED

Prospective suppliers submitting an Expression of Interest are asked to answer the following questions via our Jaggaer system. Each question has a 2,000-character limit.

**Supplier interest:**

1. Does your organisation have an interest to bid for this requirement? If your organisation does not, what are the barriers to bidding?

**Market Insights:**

1. How would your organisation ensure end user satisfaction with your helpdesk?
2. Out of the 14 services outlined at the beginning of our EOI, under section one:
   1. Which additional services could you provide?
   2. How would you ensure a high-quality provision of these services?
   3. How would you foster a proactive relationship with the department?
3. Could you provide real time or frequent Management Information updates to the department, and to what level of detail can these MI reports deliver?
4. Please provide a breakdown of the costings associated with your Cycle to work scheme, across the full life-cycle of each cycle purchase?

**Instant Reward and Recognition**

1. Can you explain how your Reward and Recognition Scheme (Recognition Vouchers) works from:
   1. The end user perspective;
   2. The business (your organisation) and;
   3. The administrator perspective (DfE HR representative)?
2. Does your Reward and Recognition Scheme operate at instant-speed as of the publication of this EOI?
3. Can you confirm your employee discount scheme reductions, in percentages?

**Childcare vouchers:**

1. How would you deliver salary plus and salary sacrifice childcare vouchers?

## RIGHT TO CANCEL OR VARY THIS EOI

We reserve the right to amend, clarify or cancel any part of this EOI at any time. The posting of this EOI is not a guarantee of business, neither is participation in this exercise.

## EOI CUSTOMER CONTACT

### Name: Robert Alexander, Associate Commercial Practitioner. DfE Core Procurement Team.

Please raise any queries via the Jaggaer messaging function and send your response to Jaggaer project\_4446 on or before the deadline. Click here to [Register to use Jaggaer](https://education.app.jaggaer.com/web/login.html). Please ensure that you list the same name and email address in the Jaggaer system as you would/have on the CCS Framework. Thank you.