

Commercial Services

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Website: www.nhsbsa.nhs.uk

Communications via Atamis:

<https://atamis-1928.my.site.com/s/Welcome>

Date: 27th November 2024

Dear Supplier,

Request For Information (RFI)

NHSBSA REF: W164568 Pensions Benchmarking Service 2025 RFI

About the NHSBSA

The NHS Business Services Authority (NHSBSA) is an Arm's Length Body of the Department of Health and Social Care. We provide a range of critical central services to NHS organisations, NHS contractors, patients, and the public. We are responsible for providing platforms and delivering services which support the priorities of the NHS, government, and local health economies. In doing so we manage around £39 billion of NHS spend annually.

By providing these services once, nationally and at scale and by digitising and using leading-edge technology, we deliver great taxpayer value and savings for the NHS. These savings are then reinvested in frontline care. As we cement our role right at the heart of the sector, the breadth and depth of services that we have been asked to undertake has grown significantly.

We group them into three operational areas:

- platforms and services we provide to the NHS to best support its people.
- services we provide to support essential primary care functions.
- services direct to the public to enable citizens to gain access to the healthcare and help with health costs to which they are entitled.

Further information on the NHSBSA can be found at: <https://www.nhsbsa.nhs.uk/what-we-do>.

Background to the Project

The NHS Pensions Service is a department under the NHSBSA. Its role is to centrally administer the NHS Pension Scheme for England and Wales on behalf of the Department of Health and Social Care and the Welsh Government. The NHS Pension Scheme currently has over 1.6 million actively contributing members, 700,000+ deferred members, and pays pension benefits to 960,000+ recipients every month. The service collects monthly contributions and pays out pension benefits totaling £12.1 billion per year. The NHSBSA works with around 10,000 different scheme employers who are responsible for local administration of the Scheme across England and Wales.

This is to ensure value for money is being achieved by providing an understanding of the NHSBSA's operating costs and to improve its comparator score against other large public sector pension bodies

The NHS Pension Scheme has been a cornerstone of the NHS' reward package since its creation in 1948. In terms of membership, it is the largest centrally administered public service pension scheme in Europe.

For more information regarding the NHS Pensions department and the NHS Pension Scheme, please visit the following website: <https://www.nhsbsa.nhs.uk/nhs-pensions>.

The NHSBSA currently has a contract in place with CEM Benchmarking Inc. to provide a pension administration benchmarking service for a period of 12 months. This service will run from the 01 June 2024 to 31 May 2025. This service is used to benchmark the NHS pension scheme against other large public sector body pension schemes. This is to ensure value for money is being achieved by providing an understanding of the NHSBSA's operating costs and to improve its comparator score against other large public sector bodies.

The NHSBSA is looking to run an RFI to understand what services are available within the market as well as what routes to market are available for the service (e.g. frameworks). This is to prepare the NHSBSA for an upcoming procurement in early to mid-2025.

Outline Requirements and/or User Needs:

- An annual report based on a standard methodology.
- A comparison of administration, governance and major project costs.
- Analysis of the factors that influence costs relative to peers, explaining why the NHSBSA costs are higher or lower than peers (where sufficient granular data is provided).
- An overall service score and a comparison with peers.
- Analysis on why the NHSBSA's service score is higher or lower than that of peers.
- A line-item comparison of service metrics relative to peers.
- A cost effectiveness ranking that will show the NHSBSA's service score relative to cost.
- Research reports on pension administration issues issued in the year following the date of the agreement.
- Meetings to present benchmarking results to NHSBSA's Board or management team.
- The ability for the NHSBSA to collaborate with peers and share knowledge across pension schemes.
- Budget – circa £35k

The objectives of this RFI are to assist the NHSBSA in:

- gaining an insight into the services that may be available.
- gaining an understanding indicative prices in the supply market to build into budget planning.
- deciding on the preferred procurement route(s) (e.g. Framework, Open etc.).

How to Participate

- Submissions must be via Atamis (<https://atamis-1928.my.site.com/s/Welcome>). Any questions can be submitted via the 'Message Centre'.
- Provide a response to each of the questions detailed in Appendix 1 (Questions).
- This should be in the format of concise written responses and any other information that you feel may be useful to us.
- We do not intend for this RFI exercise to be too onerous to respond to. Hence, the amount of information you wish to provide is left to your discretion.
- We may seek further clarification on your RFI response which will be communicated via the Atamis 'Message Centre'.
- The output from this RFI will be used to inform our future sourcing strategy.
- **The deadline for responses is Monday 6th January 2025 at 17:00.**

You should note that this is a benchmark and market research exercise only and is not an invitation to tender or invitation to offer an agreement. The prices submitted as a result of this benchmarking exercise are for the NHSBSA's information purposes only and will not result in an award of a contract.

If you do not wish to take part in this exercise, it will not affect any current or future business with the NHSBSA.

Participation in this exercise will not qualify you to provide services to the NHSBSA and will not guarantee an invitation to submit an offer at a later date.

The NHSBSA will not accept any liability for costs incurred by you in responding to this exercise.

All responses to the exercise will be confidential and managed accordingly.

If you have any questions regarding any matter relating to this RFI exercise, you may submit them via Atamis.

The NHSBSA would greatly appreciate your participation in this RFI exercise and thank you in advance for your time and effort.

Yours sincerely,

Angela McQueen

Commercial Officer
For and on behalf of NHS Business Services Authority

Appendix 1 (Questions)

Suppliers participating in this RFI are required to complete the questions below. **Please note there is no specific recommended word count for these questions, nor is it mandatory to answer all questions.**

Questions About Your Solution

1. Please provide the name and brief overview of the service(s) you are recommending which you feel best fit the Outline Requirements as set out in this RFI. You can insert web links to product information and video demonstrations if required.

2. Please describe how your service will meet the needs of our organisation as described above.

3. Previous benchmarking experience working with the UK public sector. Please provide examples.

Commercial Questions

4. Please provide indicative pricing for your solution. This should include any additional charges for optional services that may be available.

5. Is your solution available to call-off via any public sector procurement framework agreements (i.e. Crown Commercial Services)?

Optional

Any additional information you wish to provide that is relevant to this RFI can be included below: