

## **Employee Benefits and Services**

This Schedule sets out what we and our Buyers want.

This Framework Agreement will be managed by the Authority and Call Off contracts will be managed by Buyers.

The duration of the RM6273 Framework Agreement is three (3) years with an option to extend for a further one (1) year.

The Supplier shall be responsible for the provision of the Deliverables. Buyers will have the option to conduct a Further Competition with the successful Suppliers where the maximum prices agreed at Framework level can be improved upon by the Supplier or Direct Award where the maximum Framework prices will apply.

For all Lots and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.

The Supplier must only provide the Deliverables for the Lot that they have been appointed to.

The Framework comprises of 6 Lots.

## Lots names and descriptions

Lot	Lot name and description
Lot 1	<p>Employee Benefit and Services Fully Managed Service.</p> <p>Lot 1 is for the provision of a fully managed service, for Employee Benefits and services for all of the Buyer's personnel within UK Central Government and ALB's, Wider Public Sector and Charity Organisations including those working remotely, travelling or postings.</p> <p>The Service under this Lot will include:</p> <ul style="list-style-type: none"> <li>• Provision of an Online Employee Benefits Platform</li> <li>• employee discounts for stores and products, for example discount codes or buying supermarket vouchers at a discounted rate.</li> <li>• reward and recognition such as awards for long service or recognition awards for great work.</li> <li>• cycle to work scheme</li> <li>• green car scheme.</li> <li>• gym membership.</li> <li>• financial wellbeing scheme.</li> <li>• childcare vouchers scheme</li> <li>• technology, smartphone scheme.</li> <li>• payroll giving scheme.</li> </ul>
Lot 2	<p><b>Reward and Recognition Scheme</b></p> <p>Lot 2 is for the provision of a Reward and Recognition Scheme for all of the Buyer's personnel within UK Central Government and ALB's, Wider Public Sector and Charity Organisations including those working remotely, travelling or postings. This includes non financial and social recognition.</p>

<b>Lot 3</b>	<b>Financial Wellbeing Scheme</b>  Lot 3 is for the provision of a Financial Wellbeing Scheme for all of the Buyer's personnel within UK Central Government and ALB's, Wider Public Sector and Charity Organisations including those working remotely, travelling or postings.
<b>Lot 4</b>	<b>Cycle to Work Scheme</b>  Lot 4 is for the provision of a Cycle to Work Scheme for all of the Buyer's personnel within UK Central Government and ALB's, Wider Public Sector and Charity Organisations including those working remotely, travelling or postings.
<b>Lot 5</b>	<b>Childcare / Payroll Giving Scheme</b>  Lot 5 is for the provision of a Childcare / Payroll Giving Scheme for all of the Buyer's personnel within UK Central Government and ALB's, Wider Public Sector and Charity Organisations including those working remotely, travelling or postings.
<b>Lot 6</b>	<b>Technology and Smartphone Scheme</b>  Lot 6 is for the provision of a Technology and Smartphone Scheme for all of the Buyer's personnel within UK Central Government and ALB's, Wider Public Sector and Charity Organisations including those working remotely, travelling or postings.

The Supplier must be able to provide the Deliverables and any Standards set out in the Paragraphs below. The Deliverables and any Standards may be refined (to the extent permitted and set out in the Order Form) by a Buyer during a Further Competition Procedure to reflect its Deliverables Requirements for entering a particular Call-Off Contract.

Lot	Deliverables
Lot 1 - Employee Benefit and Services Fully Managed Service	<p>The Supplier shall provide all aspects of the requirements for Lot 1 as set out in this Framework Schedule 1 specifically:</p> <p>Para 3 - Online platform</p> <p>Para 4 - Employee Discount Scheme</p> <p>Para 5 - Reward and Recognition Scheme</p> <p>Para 6 - Cycle to work Scheme Scheme</p> <p>Para 7 - Green car Scheme</p> <p>Para 8 - Wellbeing Products</p> <p>Para 9 - Employee Financial Wellbeing</p> <p>Para 10 - Childcare Voucher Scheme</p> <p>Para 11 - Technology and Smartphone Scheme</p> <p>Para 12 - Payroll Giving Scheme</p> <p>Para 13 - Dental Insurance</p>
Lot 2 -. Reward and Recognition scheme	<p>The Supplier shall provide all aspects of the requirements for Lot 2 as set out in this Framework Schedule 1 specifically</p> <p>Para 5 - Reward and Recognition Scheme</p>
Lot 3 - Financial Wellbeing Scheme	<p>The Supplier shall provide all aspects of the requirements for Lot 3 as set out in this Framework Schedule 1 specifically</p> <p>Para 9 - Employee Financial Wellbeing Scheme</p>

Lot 4 - Cycle to Work Scheme	<p>The Supplier shall provide all aspects of the requirements for Lot 4 in each applicable region as set out in this Framework Schedule 1 specifically</p> <p>Para 6 - Cycle to work Scheme Scheme</p>
Lot 5 – Childcare / Payroll Giving Scheme	<p>The Supplier shall provide all aspects of the requirements for Lot 5 as set out in this Framework Schedule 1 specifically</p> <p>Para 10 - Childcare Voucher Scheme</p> <p>Para 12 - Payroll Giving Scheme</p>
Lot 6 Technology / Smartphone Scheme	<p>The Supplier shall provide all aspects of the requirements for Lot 5 as set out in this Framework Schedule 1 specifically</p> <p>Para 11 - Technology and Smartphone Scheme</p>

## 1. Introduction

- 1.1. Crown Commercial Service (the Authority) is seeking to establish a Framework Agreement for the provision of Employee Benefits and Services. The Framework Agreement shall include the following core benefits provided via an Online Employee Benefits Platform:

- 1.1.1. employee discounts for stores and products, for example discount codes or buying supermarket vouchers at a discounted rate.
- 1.1.2. reward and recognition such as awards for long service or recognition awards for great work.
- 1.1.3. cycle to work scheme
- 1.1.4. green car scheme.
- 1.1.5. gym membership.
- 1.1.6. financial wellbeing scheme.
- 1.1.7. childcare vouchers scheme.
- 1.1.8. technology and smartphone scheme.
- 1.1.9. payroll giving scheme.
- 1.1.10. dental insurance

## 2. Description of services

- 2.1. **Online Employee Benefits Platform** – The Supplier shall provide an Online Employee Benefits Platform together with maintenance of the said platform to the Buyers to deliver the following benefits:
- 2.1.1 **Employee Discounts Scheme** - The Supplier shall provide employee discounts on a range of goods and services. These shall appeal to the diverse employee base of the Buyers and shall include branded high street names as well as local offers. Please refer to paragraph 4
  - 2.1.2 **Reward and Recognition Scheme** – The Supplier shall provide a Reward and Recognition Scheme covering a range of loyalty, Reward and Recognition awards. The awards shall be made through vouchers and gift cards as well as social recognition covering a range of goods and services and shall include branded high street names as well as local offers as requested by the Buyer. Please refer to paragraph 5;

- 2.1.3 Cycle to Work Scheme** – The Supplier shall provide an HMRC approved Cycle toWork Scheme that includes the provision of cycles and cycle safety equipment supplied through approved cycle outlets nationwide. The scheme shall adhere to the Department of Transport Cycle to Work policy. Please refer to paragraph 6 ;
- 2.1.4 Green Car Scheme** - The Supplier shall provide a Green Car Scheme that provides access to the Public Sector Discounts available from car manufacturers, and include car insurance, servicing, maintenance, repair and breakdown cover. Please refer to paragraph 7;.
- 2.1.5 Discounted Gym Membership Scheme** – The Supplier shall provide a discounted gym memberships to cover gyms and leisure centres as well as exercise and fitness classes delivered through high street names, independent and local providers. Please refer to paragraph 8;
- 2.1.6 Financial Wellbeing Scheme** - The Supplier shall provide an on-line financial education service and a range of products and services aimed at improving employees' financial well-being. Please refer to paragraph 9;
- 2.1.7 Childcare Voucher Scheme** – The Supplier shall provide childcare vouchers covering all types of childcare provision. Please refer to paragraph 10;
- 2.1.8 Technology and Smartphone Discount Scheme** – The Supplier shall provide technology and smartphone discounts to employees including discounts on the latest technology from leading manufacturers. Please refer to paragraph 11;
- 2.1.9 Payroll Giving Scheme** - The Supplier shall provide a HMRC approved Payroll Giving Scheme to allow employees to give money to UK registered charities of their choice from their gross pay. Please refer to paragraph 12;
- 2.1.10 Dental Insurance Scheme** - The supplier shall provide an on-line Dental Insurance service that supports employees with reimbursement towards the cost of minor and major dental care such as check-ups, hygienist visits, fillings, crowns and even dental implants. Please refer to para 13.

### **3. The Online Employee Benefits Platform**

The Supplier shall provide a centrally branded Online Employee Benefits Platform capable of reflecting each Buyers individual identities to access the benefits.

The Online Employee Benefits Platform shall be configured for each Buyer to permit access only to the benefits that are included in the Buyers Call-Off Contract.

### **3.1 Features and Functionality**

- 3.1.1** The Online Employee Benefits Platform shall be available 24/7, 365/366 days a year and have the following features:
  - 3.1.1.1** Be capable of hosting all Buyers seeking to use the service, and their employees
  - 3.1.1.2** Be capable of providing Users direct access to a third party benefit providers website
  - 3.1.1.3** Shall allow different approaches to registering Users relative to the level of personal data that the Buyer provides. These approaches may include:
    - 3.1.1.3.1** registering with only four data fields such as, forename, surname, staff number and work email address;
    - 3.1.1.3.2** registering with individual's staff number only;
    - 3.1.1.3.3** employees' self-registration where Buyers do not provide any employee data to the Supplier.
    - 3.1.1.3.4** global opt in where Buyers automatically share staff details.
    - 3.1.1.3.5** Must be a secure system and include a process to ensure that employees registering as Users on the system are verified employees of the Buyer.
  - 3.1.1.4** Shall provide the option for Users to access the benefits portal and to receive communications and marketing using a personal email account. Use of a personal email account shall be permissible only after the User has been verified as an employee of the Buyer.
  - 3.1.1.5** Shall provide the option for Users to opt out of any or all communications from the Supplier.
  - 3.1.1.6** Shall provide an interface with the Buyers systems as required, in particular Contract Authorities HR/payroll systems. This shall be specified at Call-Off stage.

- 3.1.1.7** Be configured to protect against fraud and that there is an option for Buyers to make system adaptations to meet organisational needs.
- 3.1.1.8** Shall be capable of accepting uploads from the Buyers' systems and of exporting data back to the Buyers in an agreed format.
- 3.1.1.9** Be capable of hosting total reward statements which must be updated automatically with the value of any savings or cashback received and the value of any employees' tax or national insurance (NI) savings.
- 3.1.1.10** Be capable of providing benefits during a monthly/annual 'Election Window' or as an anytime benefit. The dates of any election window shall be agreed by the Buyer.
- 3.1.1.11** Shall clearly display use of any cookies and an explanation of the meaning and working of cookies.
- 3.1.1.12** Shall clearly state help desk contact details prior to User sign-in.
- 3.1.1.13** Shall be possible to enter, amend and delete details of Users and their associated orders, voucher values, etc in accordance with the Supplier and Buyers permissions as agreed at Call-Off Contract stage.
- 3.1.1.14** Shall be possible to add/ delete and amend details of vouchers, goods and services and equipment from the range of options.
- 3.1.1.15** Shall be capable of providing email confirmation to the User of the benefits selected and any transactions.
- 3.1.1.16** Shall be capable of displaying options so that they are easily visible and displayed in a way that makes options clear and easy to compare.
- 3.1.1.17** Shall be capable of providing an online audit trail to track the activity of Users
- 3.1.1.18** Shall be capable of setting a limit on the value of the vouchers which can be ordered in accordance with the Buyer's policy.
- 3.1.1.19** Shall be capable of restricting the choice of benefits a User can take up in accordance with the Buyers policies and the benefits selected in their Call-Off Contracts

- 3.1.1.20** Shall allow for a variety of discount codes and e-gift cards which can be purchased via mobile applications or mobile internet and that can be redeemed instantly
- 3.1.1.21** Shall be capable of buyer personalisation of portal and, where possible, align with the buyers corporate branding
- 3.1.2** The Supplier shall ensure that the Online Employee Benefits Platform has the capability to allow Buyers to allocate administrator roles which may include, but not limited to:
  - 3.1.2.1** registering / deregistering Users
  - 3.1.2.2** approving User requests
  - 3.1.2.3** amending User personal details
  - 3.1.2.4** viewing MI Data / dashboards
- 3.1.3** The Supplier shall work with each Buyer to ensure that reports are provided to the Supplier to confirm which employees in each Buyer should have access to order from and authorise each benefit. The frequency of the reports shall be agreed with the Buyer at Call-Off stage.
- 3.1.4** The Supplier shall work with each Buyer to define the required fields each administrator or User will need to complete when ordering.
- 3.1.5** The Supplier shall note that Buyers may have policies in place regarding eligibility. Where this is the case the system shall ensure that ineligible employees cannot select any disallowed benefits.
- 3.1.6** The Supplier shall ensure compatibility testing is undertaken with Buyers to ensure the system is compatible with different web browsers / mobile updates organisations use, and that system software updates are maintained
- 3.1.7** The Supplier shall ensure that all relevant terms and conditions are clearly displayed on the Online Employee Benefits Platform and that where any agreement is produced, a record is held for the life of the agreement and for a period thereafter to be agreed with the Buyer.
- 3.1.8** The Supplier shall ensure that documentation is readily available for the employee to view and/or print at nil cost and a copy must be available to the Buyer.

## **3.2 Access Control**

- 3.2.1** The Supplier shall provide an Online Employee Benefits Platform with a secure single sign on functionality to enable access to all of the benefits. The service shall be closely integrated with customer intranet systems to ensure a simple, seamless journey for Users.
- 3.2.2** The Supplier shall ensure that the Online Employee Benefits Platform shall be accessible by Users via the internet from work or home locations and via apps on both apple and android mobile devices.
- 3.2.3** The Online Employee Benefits Platform shall be accessible through all internet devices – for example, laptops, mobile phones and tablets, and shall be adjusted according to the device for easy navigation.
- 3.2.4** Access to the Online Employee Benefits Platform shall be through all internet browsers. The Supplier shall monitor access to ensure that the online employee Benefits Platform is accessible using any new technology that becomes available.
- 3.2.5** The Supplier shall ensure that the Online Employee Benefits Platform allows employees to select only the salary sacrifice benefits allowed to them to restrict the individual Users earnings below the National Living Wage.
- 3.2.6** The Online Employee Benefits Platform shall adhere to the principles outlined in the Government Service Design Manual, NCSC Cloud Security Principles. The Supplier shall allow access to the on-line benefits platform in accordance with the Buyers' security policies.
- 3.2.7** If the Supplier's Online Employee Benefits Platform contains web access for employees, appropriate controls must be in place to ensure that individual employees are only able to access and review details of their own benefits arrangements. It must be possible to limit access to the Online Employee Benefits Platform, services and application by function and role. For example: controls shall be required if Buyer employees were to be provided with access in respect of report production or for other functions for example housekeeping, maintenance of drop down tables etc.

## **3.3 Maintenance and Upgrades**

- 3.3.1** The Supplier shall ensure full User testing is undertaken with Buyers to ensure that the platform is fully operational and meets individual Buyer requirements.
- 3.3.2** The Supplier shall ensure that scheduled Supplier system maintenance and system upgrades are implemented as soon as is practicable. Maintenance and system upgrades:
  - 3.3.2.1** shall be provided by the Supplier at no additional cost;
  - 3.3.2.2** shall occur outside the hours of 07:30 to 20:00 GMT (or BST as appropriate) Monday to Friday; and
  - 3.3.2.3** shall be tested via the Buyer networks prior to the upgrade version release going live. The Supplier shall inform the Buyer of the key benefits of system upgrades as appropriate and in advance of the action being taken
- 3.3.3** The Supplier shall ensure that notification of scheduled maintenance and/or system upgrades is provided to all Buyer lead contacts which will be provided at Call-Off Stage. A message shall be placed on the online employee Benefits Platform at least 2 weeks in advance of the action taking place, followed by subsequent reminders 48 and 24 hours prior to the upgrade to the Users.
- 3.3.4** The Supplier shall, if any supporting action is required by the Buyer to assist the Supplier with a system upgrade, provide full details of the required assistance at least 2 weeks in advance.

## **4 Employee Discount Scheme**

### **4.1 Scheme Information**

- 4.1.1** An Employee Discount Scheme allows Buyers to offer invaluable money-saving opportunities to their employees by allowing them to take advantage of meaningful discounts on an extensive range of goods and services.

### **4.2 Mandatory Requirements**

- 4.2.1** The Supplier shall provide through a fully automated system, a simple to operate, comprehensive Employee Discount Scheme where Buyer employees can take advantage of discounts on a range of goods and services.
- 4.2.2** The Supplier shall ensure that the range of products and services on offer via discounts, retail vouchers, online savings and cashbacks appeal to the diverse employee base of the

public sector. The supplier will record and manage any cashback that an employee has earned online in dedicated accounts for employees that enables employees to use the funds against purchases on the site or to transfer the funds into their own personal bank account at any time.

- 4.2.3** The Supplier shall ensure that the scheme offers a sustainable and wide range of established, branded products and services as well as local discounts at attractive, discounted rates from an extensive range of retailers and service providers.
- 4.2.4** The Supplier shall ensure that the range of products and services available shall include offers such as, but not limited to, discounts on supermarket, shopping, food and drink, entertainment, cinema and leisure, physical wellbeing Services, holiday and travel, retail vouchers, cashback and discount cards.
- 4.2.5** The Supplier shall ensure that the cashback savings can be used against purchases on the Supplier's employee Discounts site.
- 4.2.6** The Supplier shall issue employees (at no cost to the Buyer) with a replacement paper voucher, re-loadable electronic top up card, electronic print off voucher, SMS voucher or a refund if any Company they have purchased vouchers for ceases to accept the voucher and/or ceases to trade.

### **4.3 Discounts**

- 4.3.1** The Supplier shall:
  - 4.3.1.1** ensure the discounts offered are competitive compared with similar Employee Benefits Schemes in the market and provide comparison data to the Authority and Buyers as requested or as part of the review meetings.
  - 4.3.1.2** be able to offer a range of special offers, including seasonal offers that are better value than the usual discount offer.
  - 4.3.1.3** provide a range of paper vouchers, re-loadable electronic top up cards, electronic print off vouchers, and SMS vouchers that can be purchased at less than face value, and dispatched at no cost to the employee, ensuring that as many discounts as possible are offered as an e-solution.

- 4.3.1.4** ensure that the time taken to top up vouchers and gift cards shall be no longer than the retailers' top up period.
- 4.3.1.5** ensure that e-vouchers/instant vouchers are produced immediately.
- 4.3.1.6** allow employees to suggest local or regional companies to be incorporated in the scheme that should be considered.
- 4.3.1.7** support local businesses through offering a significant number of local and regional offers in addition to national offers, and have the ability to negotiate directly with local and regional companies. The Supplier should be able to incorporate existing local discounts or local discounts negotiated by the Buyer onto their site at no additional cost.
- 4.3.1.8** ensure that the discount rates offered are consistent across all Buyers and all employees of the Framework Agreement.
- 4.3.1.9** Shall be capable of restricting the choice of benefits a User can take up in accordance with the Buyers policies and the benefits selected in their Call-Off Contracts

#### **4.4 New Offers**

- 4.4.1** The Supplier shall:
  - 4.4.1.1** ensure that all offers available are kept up to date throughout the life of the contract.
  - 4.4.1.2** be able to source new products and services as requested by Buyers.
  - 4.4.1.3** research the market to source new and more competitive discounts and special offers.
  - 4.4.1.4** continually monitor and review the uptake of offers to identify best sellers, remove and replace those with low uptake and publicise new additions to the scheme.
  - 4.4.1.5** communicate with the Authority and Buyers before removing any existing offers or including any new offers on the site to inform them of the proposed offers allowing 7 days for them to veto the offering if they desire. Buyers retain the absolute right to refuse to list or present certain offers or companies to their employees. Buyers may wish to refuse to list certain goods or services depending on the nature of their business.

- 4.4.1.6** not make any offer or new product ranges available to Buyers and its employees until they have been approved to be offered.
- 4.4.1.7** ensure that any changes are communicated to Buyers and additional communications shall be sent to employees.

#### **4.5 Processing Requests**

- 4.5.1** The Supplier shall:
  - 4.5.1.1** provide and maintain an employee Discounts web page hosting online ordering.
  - 4.5.1.2** process all requests for cash back transfers so that it reaches the employee's bank account within 10 working days of the employee making a request or an alternative period specified by Buyers.
  - 4.5.1.3** allow employees to pay for discounts by either debit and/or credit cards, ApplePay and PayPal.. Any transaction fees associated with credit card payments shall be clearly shown to the employee against each purchase prior to completion of the transaction.

### **5 Reward and Recognition Scheme**

#### **5.1 Scheme Information:**

- 5.1.1** The Reward and Recognition Scheme provides Buyers and their employees with access to a range of multi-choice, branded, high quality, loyalty, reward and recognition vouchers and gift cards to nominated employees.
- 5.1.2** Loyalty, reward and recognition vouchers and gift cards can help fulfil Buyers' objectives in a cost-efficient manner, as a motivator to ensure optimum productivity and staff retention. The awards made for exceptional individual and/or team performance, loyalty and service need not be expensive since their symbolic value is greater than their monetary worth.
- 5.1.3** Loyalty, reward and recognition vouchers and gift cards have been a popular choice for Buyers' employee incentive schemes as they are flexible and not only fit within budget but also allow the recipient to select their own gift.

#### **5.2 Mandatory Requirements**

- 5.2.1** The Supplier shall provide on demand access to nominated Users to vouchers and gift cards that are redeemable at a wide

range of outlets throughout the UK and online. This may include local outlets as specified by the Buyer at Call-Off stage.

- 5.2.2** The supplier shall ensure that a high-quality range of multi-choice rewards are available.
- 5.2.3** The Supplier shall ensure that rewards are valid for a period specified by the Buyer, from the date of the reward notification to the employee, to the date that the order for a voucher or gift card is placed.
- 5.2.4** The Supplier shall make clear to the employee the period of validity of the award and any subsequent voucher or gift card against which it is redeemed.
- 5.2.5** The Supplier shall ensure that the range of vouchers and gift cards on offer appeal to the diverse employee base of the Buyers.
- 5.2.6** The Supplier shall provide vouchers and gift cards to employees that are available in all formats provided by the retailer (e.g. physical and e-vouchers).
- 5.2.7** The Supplier shall provide the option for each Buyer to enable administrators to place bulk orders for reward and recognition vouchers and gift cards to be sent to the Buyers nominated addresses.
- 5.2.8** The Supplier shall ensure the system meets the different authorisation and invoicing requirements of Buyers and shall work closely with each Contracted Authority's payroll teams and finance teams to deliver this. This includes setting up an authoriser based on specific data fields to be agreed with Buyers.
- 5.2.9** The Supplier shall operate an efficient process for the payment of vouchers and gift cards.
- 5.2.10** The Supplier shall ensure that administrators cannot order a Reward and Recognition award or gift card for themselves and can only award a Reward and Recognition voucher or gift card to an employee's work email address. The administrator's personal information e.g. employee number, work email address and name should not match the corresponding information on the employee. In exceptional cases where a work email can not be used, the supplier and buyer must have approval to allow for a personal email to receive the award.

- 5.2.11** The Supplier shall provide account information to support invoicing and to enable the Buyer to develop their policy and monitor the success of their Reward and Recognition Scheme. This should be a line by line dataset showing each award. The content, format and frequency shall be specified by the Buyer at Call-Off stage.
- 5.2.12** The Supplier shall notify the Buyer immediately and in advance if the organisational account is to be put on hold and provide the reasons for this. The Supplier shall provide sufficient notice to the Buyer to enable the Buyer to resolve the issue, and minimise disruption for orders being processed.
- 5.2.13** The Supplier shall provide the option for each administrator to personalise a 'Thank You' email to the employee of an award.
- 5.2.14** The Supplier shall work with Buyers to ensure they will be able to identify reward and recognition orders that attract different tax and NI treatment.
- 5.2.15** The Supplier shall notify the Authority and Buyer immediately if a retailer has ceased participation in offering vouchers and gift cards.

### **5.3 Ordering/Process**

- 5.3.1** The Supplier shall:
  - 5.3.1.1** collect, collate and process individual or bulk orders on a daily basis, for all vouchers and gift cards.
  - 5.3.1.2** provide and maintain employee guidance for administrators and employees of rewards, which detail the ordering and redeeming process of the recognition voucher scheme and includes relevant purchase order information relevant to the Buyer.
  - 5.3.1.3** verify order details by email with the administrator of the Buyer before dispatching vouchers or gift cards.
- 5.3.2** The Supplier shall ensure that all relevant data fields as specified by the Buyer are completed in the required format on the Online Employee Benefits Platform prior to processing any order for vouchers or gift cards. The data fields, including any mandatory and non-mandatory fields, the format and number of required characters shall be specified by the Buyer at Call-Off stage. The input fields are likely to include, but not limited to:
  - 5.3.2.1** name of administrator/ordering officer

- 5.3.2.2** administrator's/ordering officer's work email address
- 5.3.2.3** administrator's/ordering officer's employee number
- 5.3.2.4** countersigning officer's name
- 5.3.2.5** countersigning officer's email address
- 5.3.2.6** countersigning officer's work email address
- 5.3.2.7** employee/recipient name
- 5.3.2.8** employee/recipient work email address
- 5.3.2.9** employee/recipient number
- 5.3.2.10** delivery Address
- 5.3.2.11** cost centre Code
- 5.3.2.12** purchase order number
- 5.3.2.13** retailer name
- 5.3.2.14** number of voucher(s) or gift cards(s)
- 5.3.2.15** value of voucher(s) or gift card(s)
- 5.3.3** The Supplier shall ensure that the Online Employee Benefits Platform shall:
  - 5.3.3.1** not permit the same details to be input in any field in respect of the administrator/ordering officer, countersigning officer and employee/recipient where this is specified by the Buyer;
  - 5.3.3.2** highlight data input that is not in the correct format; and
  - 5.3.3.3** be configured to accept only the orders that are within any minimum or maximum order values or other parameters as specified by the Buyer.

#### **5.4 Despatch**

- 5.4.1** The Supplier shall:
  - 5.4.1.1** ensure that all orders are correctly and securely dispatched. The Supplier shall also provide an option for either the administrator or employee's manager, to receive confirmation by email of the dispatched order.

- 5.4.1.2** package each voucher or gift card order individually if specified by the Buyer.
- 5.4.1.3** dispatch all physical orders by first class post.
- 5.4.1.4** dispatch within one working day of receiving the order.
- 5.4.1.5** notify administrators if there is any delay in processing their order and maintain a record of all delays.

## **5.5 Voucher Redemption**

- 5.5.1** The Supplier shall ensure that the vouchers and gift cards are:
  - 5.5.1.1** accepted as full or part payment;
  - 5.5.1.2** accepted throughout a wide range of Retail Outlets, Retail Groups, Specific Retailers and High Street Stores;
  - 5.5.1.3** redeemable against entertainment events, outlets and leisure attractions;
  - 5.5.1.4** redeemable against hotel bookings;
  - 5.5.1.5** redeemable for online purchases; and
  - 5.5.1.6** refundable to the Contracted Authority, in the event, the retailer goes into receivership or ceases trading.
- 5.5.2** The Supplier shall send monthly reminders to employees to convert their award to a voucher or gift card before expiry if this option is chosen at Call-Off.

## **5.6 Voucher Value**

- 5.6.1** The Supplier shall ensure that each Buyer is able to put a maximum and minimum cap on the amount that can be awarded to an employee according to their reward policies.
- 5.6.2** The Supplier shall supply individual award vouchers and gift cards between the minimum and maximum value if specified by each individual Buyer at Call-Off Contract stage.
- 5.6.3** The Supplier shall provide all vouchers and gift cards in different denominations as offered by the retailer with denominations chosen by the Buyers' administrator.
- 5.6.4** The Supplier shall provide the option for the employee of the Buyer to redeem the full value of the award from either one retailer or from a multiple of retailers.

- 5.6.5** The Supplier shall notify the Authority and Buyers of any change to the level of retailer discount as this becomes known and the date of any change in the offer to employees.
- 5.6.6** The Supplier shall allow the Buyer, if required, to have a maximum and minimum cap on the different categories of awards. The Supplier shall notify the Buyer if this cap is not met before proceeding with the benefit.

## **5.7 Lost or stolen orders and cancelling orders**

- 5.7.1** The Supplier shall provide cover for lost or stolen orders up to the point of delivery to the delivery address, including if delivered to an incorrect postal or email address and shall have in place a system to provide replacement vouchers or gift cards at nil cost to the Buyer or employee.
- 5.7.2** The Supplier shall have in place procedures to provide replacement vouchers and gift cards at no extra cost where these have not been received by the employee as long as the voucher or gift card has not been redeemed.
- 5.7.3** The Supplier shall provide the option for the Buyer to cancel orders for recognition vouchers and gift cards prior to issue at nil cost to the Buyer.
- 5.7.4** The Supplier shall be able to track and report on the status of orders.
- 5.7.5** The Supplier shall handle enquiries from Buyers administrators giving information as to the status (tracking and processing) of their orders.
- 5.7.6** The Supplier shall handle all lost, stolen or cancelled orders within 14 working days of queries being raised.
- 5.7.7** The buyer must report any lost or stolen orders within 72 hours, and order cancellations within 24 hours.

## **5.8 Non-financial recognition**

- 5.8.1** Some Buyers may want the option of introducing non-financial awards, for example thank you cards as well as other social recognition awards. These shall be agreed individually with the individual Buyers and outside of the core requirement of the Framework.

## **Non-financial / Social recognition**

- 5.8.2** Social recognition is a form of employee recognition that shows appreciation to an individual with no monetary value attached. Social recognition, or peer-to-peer recognition, is the act of employees empowering and acknowledging one another for great work. It is a meaningful source of motivation and, when it's a company habit, it becomes the backbone to an inclusive and collaborative working environment. The result is a sense of belonging, purpose, and achievement throughout the workforce.
- 5.8.3** The Supplier shall provide a social recognition program with individual Buyers and a bespoke branding that will allow anyone in their organisation to share experiences, award achievements, and extend congratulations to a colleague.
- 5.8.4** Social recognition provides Buyers and their employees with access to a range bespoke ecard, including Value based card.

#### **Mandatory Requirements**

- 5.8.5** The Supplier shall provide on demand access to bespoke for all Buyers and their employees to a range of bespoke ecards,
- 5.8.6** The Supplier shall provide a social recognition program with Buyers bespoke branding that will allow anyone in their organisation to share experiences, award achievements, and extend congratulations to a colleague either in their own or another part of their organisation..
- 5.8.7** The supplier shall ensure that a high-quality range of multi-choice ecards are available.
- 5.8.8** The Supplier shall ensure that the range of e-cards on offer appeal to the diverse employee base of the Buyer.
- 5.8.9** The Supplier shall provide account information to support full reporting of e-cards including the ability to show results as a whole to the Buyer that can be drilled down to an individual to allow evaluation and to monitor the success of the recognition scheme. This should be a line-by-line dataset showing each award. The content, format and frequency shall be specified by each Buyer at Call-Off stage.
- 5.8.10** The Supplier shall notify the Buyer immediately and in advance if the organisational account is to be put on hold and provide the reasons for this. The Supplier shall provide sufficient notice to the Buyer to enable the Buyer to resolve the issue and minimise disruption.

## **6 Cycle to Work Scheme**

## **6.1 Scheme Information**

- 6.1.1** These are employee benefit schemes that enable employees to hire cycles for active travel and/or cyclist's safety equipment from the employer, or from a third party, in return for a deduction from their earnings known as salary sacrifice.
- 6.1.2** The exemption removes the tax charge that would otherwise apply to cycles and cyclists' safety equipment loaned to employees provided the following conditions are met:
  - 6.1.2.1** ownership of the equipment is not transferred to the employee during the loan period;
  - 6.1.2.2** employees use the equipment mainly for qualifying journeys; i.e. for journeys made between the employee's home and workplace, or part of those journeys (for example, to the station), or for journeys between one workplace and another;
  - 6.1.2.3** the Cycle to Work Scheme is made available equally to all employees of the Buyer.
- 6.1.3** The Cycle to Work scheme allows employees to use Salary Sacrifice to vary their contract of employment to give up part of their salary in return for cycles and cyclist safety equipment. This means that employees legally agree to receive less pay in exchange for the equipment.
- 6.1.4** This scheme will provide the option for employees to use this Benefit through Salary Sacrifice.
- 6.1.5** The tax exemption defines a "cycle" as 'a bicycle, a tricycle, or a cycle having four or more wheels, not being in any case a motor vehicle' (192(1) of the Road Traffic Act 1988 (c.52)). An electrically assisted pedal cycle can be included under the scheme.

## **6.2 Salary Sacrifice**

- 6.2.1** Salary sacrifice is where your employee agrees to give up part of their pre-tax salary in exchange for a benefit from their employer, in this case, the hire of a cycle for active travel and/or safety equipment.
- 6.2.2** There will also be a separate hire agreement, which may or may not be regulated by the FCA. This will typically be between the employee and the employer, who has either purchased the

equipment or leased it from a third party (such as a retailer or a specialist leasing firm). The employee pays for the hire via the salary sacrifice arrangement with the employer.

- 6.2.3** In some cases, the hire agreement may be between the employee and a third party, such as a scheme provider, who hires the goods to the employee and is remunerated by the employer from the salary sacrifice proceeds.

### **6.3 Mandatory Requirements**

- 6.3.1** The Supplier shall implement, manage, administer and maintain through innovative and fully automated systems, a simple to operate, comprehensive Cycle to Work Scheme from registration of new joiners and the pre-ordering activity, to ordering cycles and safety equipment, provision of a wide range of cycles and safety equipment via retail outlets or online order, and ultimately collection and disposal of unwanted cycles.
- 6.3.2** The Supplier shall offer a full range of cycles including electric, road, mountain, folding and hybrid cycles (Children's cycles should not be included), together with appropriate safety equipment with consistent competitive pricing across all outlets. All equipment should be accompanied with a minimum of a 3-year warranty.
- 6.3.3** The Supplier shall ensure that the length of period of the equipment loan is flexible (12, 18 or 24 months etc) as specified by Buyers. In addition, the Buyer will set the scheme limit maximum for the scheme.
- 6.3.4** The Supplier shall offer the facility to add independent local cycle outlets as required and if requested by employees.
- 6.3.5** The Supplier shall ensure that where cyclists' safety equipment is not defined in the legislation then a common sense approach should be taken to the equipment provided. This shall include:
- 6.3.5.1** cycle helmets which conform to European standard EN 1078
  - 6.3.5.2** bells and bulb horns
  - 6.3.5.3** lights, including dynamo packs
  - 6.3.5.4** mirrors and mudguards to ensure riders visibility is not impaired
  - 6.3.5.5** cycle clips and dress guards

- 6.3.5.6** panniers, luggage carriers and straps to allow luggage to be safely carried
- 6.3.5.7** child safety seats
- 6.3.5.8** locks and chains to ensure cycle can be safely secured
- 6.3.5.9** pumps, puncture repair kits, cycle tool kits and tyre sealant to allow for minor repairs
- 6.3.5.10** reflective clothing along with white front reflectors and spoke reflectors
- 6.3.6** The Supplier shall ensure that it offers cycles and cycle safety equipment to enable Buyers to meet their obligations under the Equalities Act 2010.
- 6.3.7** The Supplier shall ensure that the scheme complies with the Department of Transport Guidelines and operates in accordance with all relevant legislation.

#### **6.4 Employee Support**

- 6.4.1** The Supplier shall provide employee information packs to help explain the scheme process together with relevant forms and general information.
- 6.4.2** The Supplier shall provide a pre-sales service which includes allowing employees to view the cycles and to test-ride them in advance which should be promoted to customers.
- 6.4.3** The Supplier shall ensure that there is a cycle reservation policy in place across all outlets that ensures that cycles are reserved for Buyer employees that have confirmed their intention to hire.
- 6.4.4** The Supplier shall provide advice on the options available to employees and information on any associated costs at the end of the loan period in respect of returning cycles and equipment or the transfer of ownership of the cycles and equipment to employees.
- 6.4.5** The Supplier shall ensure that an after-sales service is provided offering a free check on any cycle equipment within six weeks of purchase which will be clearly communicated upon purchase.

- 6.4.6** The Supplier shall ensure that warranty and servicing is consistent across a particular retailer's outlets in accordance with their warranty and servicing policies.
- 6.4.7** Any website used by the Supplier which offers employees an opportunity to place orders for products directly should ensure that employees are not able to add their own funds, or "top up" the value of their order over the amounts specified by the Buyer.

## **6.5 Processing Requests**

- 6.5.1** The Supplier shall provide all administration including the collation and processing of applications/orders to the scheme, arrangement of delivery of equipment to employee homes and potential collection of cycle equipment at the end of the scheme.
- 6.5.2** The Supplier shall ensure that the scheme is implemented and managed with minimum input from Buyers before the Salary Sacrifice is notified to payroll and the equipment is supplied.
- 6.5.3** The Supplier shall ensure that cycles and vouchers for cycles are provided directly to employees within a reasonable time scale as agreed at Call-Off Stage.
- 6.5.4** The Supplier shall ensure that employees have only one voucher per Cycle to Work scheme period.
- 6.5.5** The Supplier shall provide and maintain an asset register of all the cycles owned by the Buyer.
- 6.5.6** The Supplier shall ensure that the option for an employee to request a cycle is removed on the benefits platform for a period set by the Buyer once the employee has signed the agreement.
- 6.5.7** The Supplier shall refund the buyer within 48 hours where the merchant has confirmed receipt of a return or a cancelled order. This shall also apply to goods which are faulty and confirmed by the merchant to be unable to be replaced.
- 6.5.8** The scheme should be run in line with Department for Transport Cycle to Work Scheme Guidance for Employers, [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/845725/cycle-to-work-guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/845725/cycle-to-work-guidance.pdf)

## **7 Green Car Scheme**

## **7.1 Scheme Information**

- 7.1.1** This scheme has a clear social policy benefit, supporting the reduction of carbon emissions and the government's manifesto commitment to make every car a zero emission vehicle by 2050.
- 7.1.2** The scheme will provide a car benefit scheme that promotes (green) low emission vehicles to employees, with rates that are better than the rates that can be achieved by individuals in the retail market.
- 7.1.3** The scheme will provide the option for employees to use this scheme through Salary Sacrifice.

## **7.2 Mandatory Requirements**

- 7.2.1** The Supplier shall provide a simple to operate automated scheme for employees to view, access and select a suitable vehicle
- 7.2.2** The Supplier shall make available to Buyers and employees access to the car benefit scheme provided through the CCS Vehicle Lease and Fleet Management Framework.
- 7.2.3** The Supplier may provide alternative schemes where these provide better value for the employee.
- 7.2.4** The Supplier shall ensure that the vehicles provided include low emission, ultra-low emission and electric vehicles and shall accommodate future low and zero emission fuel trains.
- 7.2.5** The Supplier shall ensure that employees are provided with the public sector discounts available from manufacturers.
- 7.2.6** The Supplier shall ensure that the scheme includes insurance, service, maintenance and repair, and breakdown cover.
- 7.2.7** The Supplier shall ensure that there is provision for early termination or interruption of employment, for example sickness and maternity leave. This shall be at nil cost to the Buyer.

## **7.3 Customer Support and Communications**

- 7.3.1** The Supplier shall provide employees with access to a customer services team to manage queries and to support them in their initial assessment of the scheme.

- 7.3.2** The Supplier shall provide employees with access to comprehensive scheme information and a quoting system that shall be tailored to each employee's personal circumstances.
- 7.3.3** The Supplier shall be responsible for all employee engagement and shall answer any employee queries and questions regarding the scheme in an efficient and timely manner as specified at Call-Off Stage.
- 7.3.4** The Supplier shall provide support to employees who leave the Buyer to return or buy their car within the relevant timeframe as per the terms of the lease agreement.
- 7.3.5** The Supplier shall make it clear to employees that Buyers will have no responsibility or liability for any guidance provided by the Supplier or any products provided.
- 7.3.6** The Supplier shall provide employee details and monthly salary-reduction amounts for those that have had a car delivered in the previous month in-time for the Buyers to include in their internal payroll processes. The timing of such reports shall be specified at Call-Off stage.
- 7.3.7** The Supplier shall provide to the Buyer all information required for completion of the P46 (Car) – PAYE car provided to the employee for private use. The Buyer shall be responsible for:
  - 7.3.7.1** approving vehicle orders
  - 7.3.7.2** setting up payroll deductions from employees' pay
  - 7.3.7.3** annual P11d submissions

#### **7.4 Vehicle Sourcing**

- 7.4.1** The Supplier acknowledges and agrees that they will act as a Requesting Body for eligible Buyers in order to source vehicles from the RM6268 Vehicle Lease, Fleet management & Salary Sacrifice Framework or any subsequent commercial arrangement provided by Crown Commercial Service.
- 7.4.2** When acting as a Requesting Body on behalf of a Buyer, the Supplier shall ensure that any discount realised by sourcing vehicles through the RM6060 vehicle Purchase framework is built into the lease cost and the benefit passed in full to the Buyer. The Supplier acknowledges and agrees to provide evidence to the Buyer and/or CCS if requested

## **8 Wellbeing products**

### **Discounted Gym Membership Scheme**

#### **8.1.1 Scheme Information**

**8.1.1.1** The scheme is for the provision of discounted gym memberships which will offer Buyer employees, including those with a disability, access to a range of gyms and physical and/or online exercise providers offering discounted rates on standard corporate membership and may form part of Buyers wider wellbeing agenda to promote a healthy workforce and reduce sick absence.

**8.1.1.2** The discounted gym membership will provide the option for employees to use this scheme as a Benefit through a Salary Sacrifice option, a Net Pay Deduction option or as an employee discount option.

#### **8.1.2 Mandatory Requirements**

**8.1.2.1** The Supplier shall provide through a fully automated system, a simple to operate scheme for members to view, access and select gym membership options.

**8.1.2.2** The Supplier shall ensure that options can be easily viewed in a way that makes options clear and easy to compare. This may include geographic locations and monthly or annual fees and savings.

**8.1.2.3** The Supplier shall include a range of gyms, health clubs, fitness centres, boot camps, and fitness and exercise classes in the scheme from national chains and local providers, including high street names and independent outlets.

**8.1.2.4** The Supplier shall offer a choice of providers nationally to enable Buyers with geographically spread employees to gain access.

**8.1.2.5** The Supplier shall offer a good range of discounts although membership savings may vary across different providers.

**8.1.2.6** The Supplier shall note that Buyers may require an option for an employee to select the type of membership and pay the gym directly.

- 8.1.2.7** The Supplier shall provide regular/monthly reports to the Buyer on benefits selection so that eligibility can be confirmed and authorised.
- 8.1.2.8** The Supplier shall ensure monthly processing of selections or frequency as agreed with the Buyer, to ensure prompt membership registration.
- 8.1.2.9** The Supplier shall, where applicable, ensure that the Buyer pays for membership as an annual fee for 12 months in advance. This will enable employees to pay for their membership as a deduction from salary.
- 8.1.2.10** The Supplier shall issue reminders to the employee when annual membership becomes due for renewal no later than 2 months before the due date.

## **9 Employee Financial Wellbeing Scheme**

### **9.1 Scheme Information**

- 9.1.1** The Employee Financial Wellbeing Scheme will deliver financial education to Buyers employees, supported by a range of products and services to help employees take control of their finances to help assist with employee wellbeing.

### **9.2 Mandatory Requirements**

- 9.2.1** The Supplier shall provide through a fully automated system, a simple to operate scheme for members to view, access and select financial wellbeing education and products.
- 9.2.2** The Supplier shall introduce a scheme to support employee financial wellbeing by helping to build financial knowledge, confidence and resilience through the following initiatives:
  - 9.2.2.1** financial education and planning resources
  - 9.2.2.2** debt management products and services
- 9.2.3** The Supplier shall provide financial education and sign-posting only. Financial advice is out of scope of this Agreement.
- 9.2.4** The Supplier shall have experience of working collaboratively with other Suppliers of financial services, in particular credit unions.
- 9.2.5** The Supplier shall ensure that the provider of financial wellbeing products and services shall be registered and

regulated by the Financial Conduct Authority, and the Information Commissioner's Office under the Data Protection Act.

- 9.2.6** The Supplier shall ensure that Buyers do not underwrite or take any liability for any borrowing, savings or investment products provided and it will need to be clear to employees that the Buyers shall not take any liability or responsibility for any guidance or products provided.

### **9.3 Products and Services**

- 9.3.1** The Supplier shall provide employees with access to a variety of financial education information, resources and online tools, for example budget planners, which can be personalised to an individual's specific goals. The Supplier shall also give Buyers the opportunity to run onsite financial education. As a minimum the content shall cover topics such as:

**9.3.1.1** money basics

**9.3.1.2** credit and borrowing

**9.3.1.3** saving and investing

- 9.3.2** The Supplier shall provide employees with access to a debt consolidation facility that:

**9.3.2.1** enables reduced monthly debt repayments

**9.3.2.2** allows employees to consolidate debts

**9.3.2.3** offers rates that are better than available from UK high street banks

**9.3.2.4** has FCA approval to pay lenders directly

**9.3.2.5** allows debt consolidation payments to be made directly from salary

**9.3.2.6** provides transparency and flexibility

**9.3.2.7** provides an employee-friendly experience

- 9.3.3** The Supplier shall provide employees with access to savings and investment products that:

**9.3.3.1** allow employees to make savings and to invest directly from salary

- 9.3.3.2** offers a range of short and long-term saving and investment products
- 9.3.3.3** allows employees who are new to investing and those who are more experienced investors to invest in the stock market
- 9.3.3.4** provides transparency and flexibility
- 9.3.3.5** enables employees to make informed decisions
- 9.3.3.6** provides an employee-friendly experience

## **9.4 Customer Support and Communications**

- 9.4.1** The Supplier shall provide employees with access to a customer services team.
- 9.4.2** The Supplier shall work with the Buyers to provide an efficient service to answer any employee queries and questions regarding the service directly with the individuals concerned. The Supplier shall have all the relevant information regarding the best option for loans or savings service so they can support the individual's queries appropriately.
- 9.4.3** The Supplier shall provide ongoing support, and shall sign-post employees to relevant third parties. This support shall also be available for employees who are financially vulnerable as well as those who they are unable to lend to.
- 9.4.4** The Supplier shall provide continued support to employees who are currently using the scheme and who take a long leave of absence.
- 9.4.5** The Supplier shall handle any defaults in an ethically responsible way.
- 9.4.6** The Supplier shall provide the Buyers with a communication plan and relevant communication material.

## **10 Childcare Voucher Scheme**

### **10.1 Scheme Information:**

- 10.1.1** The Childcare Voucher Scheme allows employees to use Salary Sacrifice to vary their contract of employment to give up part of their salary in return for childcare vouchers. This means that employees legally agree to receive less pay in exchange for vouchers. The childcare vouchers can then be used to

purchase childcare at a number of approved childcare providers nationwide.

- 10.1.2** The Supplier shall provide childcare vouchers to employees transferring from other Suppliers' schemes under previous contracts and to any eligible employees.
- 10.1.3** The scheme shall remain open to Buyers existing employees who are based in a number of different locations.
- 10.1.4** The Supplier shall note that from 4 October 2018 the Childcare Voucher Scheme closed to new entrants (except TUPE/COSoP cases) and was replaced with the Tax-Free Childcare (TFC) Scheme.
- 10.1.5** The TFC Scheme will be self-administered and no employer payroll assistance (as provided on the existing system) will be provided.
- 10.1.6** Employees who move to a new employer after 4 October 2018 will be considered to have left the current scheme and will be unable to move to an Employer-Supported Childcare (ESC) voucher scheme.
- 10.1.7** Users registered under the current scheme prior to the introduction of the tax free childcare scheme can continue using it until the September following the child's 15th birthday or 16th birthday (in the case of a disabled child) and for as long as their employer offers it. A parent who is already in the Employer-Supported and Childcare Voucher schemes before it has closed to new claims can continue to use it for as long as they have any eligible children. New Users are no longer able to register for Employer-Supported Childcare Voucher schemes.
- 10.1.8** Suppliers shall provide continuity of the voucher scheme service to employees that move into their organisation via TUPE / COSoP. Buyers shall provide details of new employees with protection and Suppliers shall be required to set up and process all employees requests to ensure continuity of vouchers.
- 10.1.9** The Supplier shall ensure that the above is clearly stated on all documentation explaining the legislative changes that happened on 4 October 2018.

## **10.2 Mandatory Requirements:**

- 10.2.1** The Supplier shall deliver childcare voucher benefits to all eligible Buyer employees who meet relevant qualifying conditions.
- 10.2.2** The Supplier shall provide through a fully automated system, a simple to operate, comprehensive childcare voucher scheme for employees. This shall include the issuing of vouchers, variations and refunds.
- 10.2.3** The Supplier shall provide childcare vouchers covering all types of childcare provisions including but not limited to:
  - 10.2.3.1** child minders
  - 10.2.3.2** nurseries
  - 10.2.3.3** pre-schools
  - 10.2.3.4** after school clubs - provided that the childcare provider is formally registered or approved with the statutory Buyers e.g. Ofsted.
- 10.2.4** The Supplier shall ensure that employees who are not registered or approved with the statutory Buyers, are refused any vouchers orders.
- 10.2.5** The Supplier shall ensure that the scheme is operated in accordance with all relevant legislation and HMRC Guidance.
- 10.2.6** The Supplier shall be responsible for setting up personal accounts for employees participating in the scheme.
- 10.2.7** Whilst it is expected that the majority of Buyers' requirements shall fall under the childcare vouchers scheme, the Supplier shall also provide a salary plus scheme where requested at Call-Off stage (whereby an allowance is paid on top of the employees' salary in vouchers). Due to legislation changes no Buyer without salary plus scheme can elect to start a new one.
- 10.2.8** The Supplier shall provide vouchers to employees in the form of e-vouchers or paper vouchers, redeemable at their chosen childcare provider. The Buyer shall confirm to the Supplier whether they will require e-vouchers or paper vouchers.
- 10.2.9** The Supplier shall manage the administration of leavers from the scheme who are moving to tax free childcare.

- 10.2.10** The Suppliers shall provide the Childcare Voucher Scheme to Buyers users, who are eligible and choose to remain in the scheme.

### **10.3 Payroll Assistance**

- 10.3.1** The Supplier shall provide training to the Buyers' nominated payroll contacts and/or HR team on the childcare voucher scheme payroll process, this may be face to face or electronically as agreed with the Buyer.
- 10.3.2** The Supplier may be required to carry out earnings assessments for employees along a yearly and/or monthly basis, for example to ensure that any minimum wage criteria is met. This shall be specified by the Buyers at Call-Off stage.
- 10.3.3** The Supplier shall notify the Buyers' nominated payroll contacts via email by the agreed date each month with an alphabetical list by surname of new employees joining the scheme who have joined through a COSoP/TUPE, including pay number, employees first and last name, address, National Insurance number and the value of the Salary Sacrifice they are eligible for each month and the effective start date.
- 10.3.4** The Supplier shall notify the nominated Buyers' payroll contacts via email as soon as possible of employees leaving the scheme including their pay number, first and last name, National Insurance number, the total amount of Salary Sacrifice they are eligible for in that financial year, effective end date and the reason for leaving. If an employee leaves the scheme to join the government tax free childcare scheme then the Supplier shall ensure that the employee is no longer able to select childcare vouchers.
- 10.3.5** The Supplier shall provide Buyers with a schedule at the beginning of each month that shall show the deductions that employees are taking from their salary on the specified month. Once the payroll report has been received the Supplier shall reconcile prior to raising the invoice and confirm the deductions schedule for the month.

### **10.4 Processing Requests**

- 10.4.1** The Supplier shall provide an end-to-end processing system for issuing the vouchers and shall take full responsibility for all stages of processing once the Supplier is in receipt of a request. This system can either be electronic and/or paper based, as agreed by the Buyer at Call-Off Contract stage.

- 10.4.2** The Supplier shall establish an agreement with employees to enable the Supplier to authorise payment to nominated childcare providers.
- 10.4.3** The Supplier shall provide the childcare provider with full information in relation to registration with the Supplier and payment arrangements.
- 10.4.4** The Supplier shall ensure that any agreement between the Supplier and the childcare provider clearly states that liability for payment to the childcare provider is limited to the provision of childcare vouchers provided to the employee and that liability for any remainder of the fee/s payable rests solely with the employee.
- 10.4.5** The Supplier shall notify employees of the process for receiving the vouchers and how they will be refunded if applicable. In addition:
  - 10.4.5.1** The supplier must ensure that the refund process is easy for customers to navigate and clear instructions are included for users and/or administrators.
- 10.4.6** The Supplier shall be responsible for ensuring that any changes in information relating to the payment of the childcare provider are updated promptly.
- 10.4.7** The Supplier shall credit the childcare provider's account on the release date of the voucher payments each month. The Supplier shall be responsible for the administration and costs of providing payment and any related issues to childcare providers.

## **10.5 Lost / Unused vouchers**

- 10.5.1** The Supplier shall ensure that controls and procedures to provide replacement vouchers and/or refunds for unused vouchers are in place.
- 10.5.2** The Supplier shall have in place a system to replace any vouchers not received by the employee within three working days of being advised by the employee that they have not received them. This service shall not incur any costs for the Buyer or the employee.
- 10.5.3** The Supplier shall ensure that the Buyers will not be liable for non-payment of fees to childcare providers by the Supplier or by the employees.

- 10.5.4** The Supplier shall inform the Buyers via a quarterly report of all instances where vouchers have been issued incorrectly for any reason, what the remedies were, how long it took to correct matters, and the impact.
- 10.5.5** The Supplier shall have in place provisions for the Buyers to regain uncashed overpayments when employees have left the Buyers employment.
- 10.5.6** The Supplier shall in the event of a request received from an employee to withdraw from the scheme, make the necessary changes to enable exit from the scheme and refund monies quickly and efficiently, from the unused vouchers to the Buyers.

## **11 Technology and Smartphone Scheme**

### **11.1 Scheme Information**

- 11.1.1** The Technology and Smartphone scheme provides Buyers with consumer Technology and Smartphone discounts on the most up to date consumer Technology from leading manufacturers through retail outlets
- 11.1.2** The scheme will provide the option for employees to use this scheme through a Salary Sacrifice option, a Net Pay Deduction option or as an employee discount option.

### **11.2Mandatory Requirements**

- 11.2.1** The Supplier shall provide through a fully automated system, a simple to operate scheme for members to access, view and select Technology and Smartphone Discounts.
- 11.2.2** The Supplier shall offer optional early leaver cover to cover against the occurrence of an employee leaving the organisation and exiting the scheme with payment outstanding where this is requested by the Buyer. This shall be specified at Call-Off stage.
- 11.2.3** The Supplier shall provide a facility for employees to discuss their technology and smartphone and White Goods needs and the options available, including specification details and suitability of the equipment to meet their needs.
- 11.2.4** The Supplier shall provide insurance cover for loss or damage for mobile phones and portable technology purchased through a Salary Sacrifice or Net Pay Deduction scheme.

## **12 Payroll Giving Scheme**

## **12.1 Scheme Information**

- 12.1.1** Payroll Giving is an easy, tax efficient scheme which allows employees to vary their contract of employment to give up part of their salary to make regular or one-off donations to the UK registered charities of their choice by having a deduction taken from their gross pay – it costs employees less to give more. There is no tax for the charity to claim back, as no tax was deducted.
- 12.1.2** The scheme must be administered by an approved payroll giving agency. HMRC approves payroll giving agencies and lists them on its website.

## **12.2 Mandatory Requirements**

- 12.2.1** The Supplier shall implement, manage, administer and maintain through innovative and fully automated systems, a simple to operate, comprehensive payroll giving scheme.
- 12.2.2** The Supplier shall ensure that the scheme includes a simple, concise process for making either regular or one-off donations.
- 12.2.3** The Supplier shall supplement the service with a 'voucher scheme'. This will allow employees to hold their payroll giving deductions on-account until they wish to distribute all or part of the funds to one or more nominated charities via vouchers. Such donations shall be subsequently distributed to charities by BACS or cheque payment.
- 12.2.4** The scheme shall be open to eligible Buyer employees who are based in a number of different locations.
- 12.2.5** The Supplier shall be required to manage the transition of the service from an incumbent provider if there is a change in the payroll giving provider
- 12.2.6** The Supplier shall ensure that the charging structure used by the Supplier and/or its supply chain shall remain commensurate with a "Not for Profit" organisation and should look to cover administration costs only.
- 12.2.7** The Supplier shall provide options for either the Buyer or employee to pay any applicable administration/service charge. Buyers shall confirm their approach at implementation Stage.
- 12.2.8** The Supplier shall ensure the services are provided in accordance with the Finance Act 1986 and the Charitable Deductions (Approved schemes) Regulations 1986 – Statutory

Instrument 1986 No 2211 and any other regulations pursuant to the act.

- 12.2.9** The Supplier shall ensure that any of its supply chain service providers are and remain approved by the HMRC under Regulation 5 of the Charitable Deductions (Approved schemes) Regulations 1986 (Statutory Instrument 1986 No 2211).
- 12.2.10** The Supplier shall ensure that the system is operated in accordance with all relevant legislation and HMRC Guidance.
- 12.2.11** The Supplier shall ensure that the Buyers involvement in operating the service will be kept to a minimum.
- 12.2.12** The Supplier shall interact directly with employees in order that they may enrol and make donations using the service.
- 12.2.13** The Supplier shall ensure that donations and any such information remains confidential from the Buyers.
- 12.2.14** The Supplier shall ensure that any interaction with employees may extend to an organisation promoting the use of the service to employees although any such promotion must neither nominate nor steer employees toward specific charities.
- 12.2.15** The Supplier shall obtain, prior to any promotion, the approval of the Buyer for use of the proposed media and strategies to be used.
- 12.2.16** The Supplier shall, if required, have a process in place for employees to have a means of confirming that payment of their donations have been made to their nomination without the involvement of the Buyers.

### **12.3 Process**

- 12.3.1** The Supplier shall maintain systems to accept the total amount of payroll giving deductions extracted through the Buyers' payroll and transferred monthly as a single BACS payment.
- 12.3.2** The Supplier shall maintain systems to process a separate notification of payroll giving deductions by employee made via the Buyers' payroll and be able to reconcile this with the single monthly BACS payment.
- 12.3.3** The Supplier shall provide to Buyers in the notification of payroll Giving deductions by employees shall include:
  - 12.3.3.1** Buyer Name;

**12.3.3.2** employee ID/payroll reference number;

**12.3.3.3** initial of first name;

**12.3.3.4** surname;

**12.3.3.5** National Insurance number

**12.3.3.6** Amount of payroll giving deduction

## **12.4 Payment**

**12.4.1** The Buyers shall:

**12.4.1.1** arrange to transfer to the Supplier by a single BACS transaction by a date to be specified by the Buyers following the month in which the salary has been paid the total amount of payroll Giving deductions from the Buyers payroll.

**12.4.1.2** pay for any charges relating to the administration of the service and such payments shall be made to the Supplier and separate from the monthly transfer of payroll Giving deductions.

**12.4.1.3** provide to the Supplier by a date specified by the Buyers following the month in which the salary has been paid, notification of payroll Giving deductions from the Buyer's payroll.

**12.4.1.4** provide the notification of payroll Giving deductions by encrypted data in a format to be specified by the Buyer. This may be via the Government Gateway, soft copy electronic format or in hard copy.

## **12.5 Time limits for distributing payroll giving donations**

**12.5.1** The Supplier must ensure that their nominated payroll Giving Agency is adhering to the HMRC time limits for distributing payroll giving donations.

**12.5.2** The payroll giving partner is responsible for ensuring that the donations received are only distributed to organisations that are charities

## **13 Dental Insurance**

### **1. Scheme Information**

- 13.1.1** Dental insurance helps cover the costs of preventative and restorative treatment. It also provides comprehensive oral cancer cover.
- 13.1.2** The supplier should provide a scheme that allows employees with reimbursement towards the cost of minor and major dental care such as check-ups, hygienist visits, fillings, crowns and even dental implants (not available on all policies). It should also allow the employee to add family members to the policy.

### **13.2 Mandatory Requirements**

- 13.2.1** The Supplier shall provide through a fully automated system, a simple to operate scheme for members to access, view and select Dental Insurance.
- 13.2.2** The Supplier shall provide a facility for employees to discuss their Dental Insurance needs and the options available, including specification details and suitability of the equipment to meet their needs.
- 13.2.3** The supplier shall provide different levels of cover for employees to choose that includes basic cover through to additional cover for things like Worldwide cover - freedom to visit any dentist, child orthodontic cover for insured children, sports injury cover, accident & injury cover, 100% of NHS dental charges reimbursed, anaesthetics paid per visit up to the policy limits, cover for mouthguards and sports guards and mouth cancer cover.

## **14 Mandatory Requirements**

### **14.1 General**

- 14.1.1** The Supplier shall provide schemes that shall be available to employees across the Civil Service and the wider public sector who meet relevant qualifying conditions.
- 14.1.2** The schemes shall be open to employees who are based in a number of different locations. Due to the geographical spread of the Buyers it is a mandatory requirement that the Supplier is able to operate the scheme on a national and regional basis as well as supporting a number of overseas locations.
- 14.1.3** The Supplier shall have experience of working collaboratively with other Employee Benefit Suppliers.

- 14.1.4** The Supplier shall be responsible for all aspects of the interfaces between employees, other parties and stakeholders, the Supplier's staff, subcontractors and third party Suppliers. This will include interface with individual Buyers Payroll Teams as well as Shared Services Suppliers who are responsible for a number of Central Government payroll interfaces.
- 14.1.5** The Supplier shall ensure the Employee Benefits service shall be scalable to adapt to changes in demand and number of customers, providing flexibility to add additional employee benefits that the Authority and/or Buyers may require.
- 14.1.6** Buyers reserve the right to add or remove any employee benefit scheme throughout the term of the Call-Off Contract.
- 14.1.7** The Supplier shall when sourcing new employee benefits that may be required from the Authority and/or Buyers, endeavour to use existing CCS Frameworks if available.
- 14.1.8** When introducing a new benefit the Supplier shall engage with the Authority to agree the service specification and price in accordance with the variation of Agreement process and shall provide process maps and an implementation plan prior to entering into any Agreement to deliver the benefit.
- 14.1.9** The Supplier shall engage with the Authority to co-develop any new processes for changes to an existing benefit.
- 14.1.10** The Supplier shall ensure that services currently offered within Buyers existing contracts, for example Civil Service Employee Assistance Programmes, Occupational Health and Corporate Eye Care remain out of scope of the Buyers Call-Offs, although there may be a requirement for a description and/or link to these services to be hosted on the Buyers Online Employee Benefits platform.
- 14.1.11** Where Buyers already have in place additional benefits contracts over and above the 9 core benefits of this framework, the Buyer may request a link be placed on the online platform to promote these staff benefits. This shall be at no additional cost.
- 14.1.12** The Supplier shall have in place processes and checks for the prevention as well as detection and reporting of fraudulent activity. The Supplier shall liaise with Buyers payroll and nominated HR contacts to ensure that processes and checks are in place.

- 14.1.13** The Supplier shall ensure the operation of the scheme does not bring Buyers or Government into disrepute.
- 14.1.14** The Supplier shall ensure they are aware of any new and current relevant legislation and advise Buyers of its impact on the scheme and work collaboratively with the Buyer to minimise any disruption and manage changes made to the scheme if necessary.
- 14.1.15** The Supplier shall provide to the Authority, Civil Service HR Team and Buyers any Freedom of Information Act (FoIA) information that the Supplier holds within mutually agreed timescales in line with legislation and the time limits placed on Buyers to respond to Freedom of Information Act and Parliamentary Questions requests.
- 14.1.16** The benefits shall be available to all employees of a Buyer under a Call-Off Contract and the Supplier shall be expected to adapt processes when necessary to meet the individual needs of employees who are disabled or have medical conditions which could be classed as a disability under the Equality Act 2010.
- 14.1.17** The service shall be fully and demonstrably compliant with the Public Sector Bodies Accessibility Regulations to ensure that all staff have equal access to staff benefits. Further information is available at <https://gds.blog.gov.uk/2018/09/24/how-were-helping-public-sector-websites-meet-accessibility-requirements/>
- 14.1.18** The Supplier shall work closely with Buyers to ensure organisational needs are met effectively and deal with any issues that employees may have with the process.
- 14.1.19** The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that service Levels for Buyers are not compromised during times of peak demand.

## **14.2 Implementation And Go Live - Mandatory Requirements**

- 14.2.1** The Supplier shall, on award of the Framework Agreement, appoint a suitably skilled and experienced implementation team with a named implementation manager. The Supplier shall provide the name of the implementation manager to the Authority within 5 working days of the Award of the Framework Agreement. The implementation manager shall work with the Authority's Commercial Agreement Manager to agree and deliver an implementation plan.

- 14.2.2** The Supplier shall, for each Call-Off Contract, appoint a suitably skilled and experienced implementation team with a named implementation manager. The Supplier shall provide the name of the implementation manager to the Buyer within 5 working days of the award of the Call-Off Contract. The implementation manager shall work with the Buyer on a daily basis to agree and deliver an implementation plan.
- 14.2.2.1** The implementation plan shall include, but not be limited to:
- 14.2.2.2** configuration of the Online Employee Benefits Platform (including branding, employee registration and log-on);
- 14.2.2.3** testing the digital service with employees and iterating the service in line with employee needs;
- 14.2.2.4** data security requirements; implementation plans for each of the benefits
- 14.2.2.5** customer on-boarding and transition (including engagement with the Buyers' internal payroll, communications and security teams); and
- 14.2.2.6** launch and promotion of the service to CCS' existing and potential new customers.
- 14.2.3** The Supplier shall ensure that on implementation of the Framework they consult with the Authority's representative customer group and they may be required to attend meetings of the group to develop a coordinated implementation plan and promotional activities.
- 14.2.4** The Supplier shall, where any new benefit is introduced under the terms of the Framework Agreement develop an appropriate implementation Plan.
- 14.2.5** The Supplier shall work with the Buyers' incumbent (outgoing) Supplier(s) to affect a systematic, planned and robust transfer of the services to ensure continuity. This shall include all relevant validated historic data and active profiles at no additional cost.
- 14.2.6** The Supplier shall note that across Buyers both hardware and software versions vary significantly, including internet browser and operating systems. Consultation at implementation and go live stage with the Buyers, IT infrastructure and/or network departments is mandatory to ensure IT infrastructure is able to support the service provision. A testing period during the implementation and go live stage for the IT infrastructure shall

be agreed with the Buyers, IT Infrastructure and/or network departments as part of the implementation.

- 14.2.7** The Supplier should note that all web based solutions are subject to Buyer restrictions and shall liaise with Buyers to determine network boundaries, governed by individual departmental security guidance.
- 14.2.8** When required at implementation and go live stage by the Buyers' designated contact in accordance with the Data Security Policy, the Supplier shall provide the support, access and functionality of the Employee Benefits Online Platform to the Buyers' personnel via home computers and use of mobile devices, for example tablets and smartphones.
- 14.2.9** The Supplier shall understand the employee needs and must meet the criteria of the Government Digital Service principles for employee testing and maintain this quality for the full life of the service. <https://www.gov.uk/service-manual/digital-by-default>
- 14.2.10** The Supplier shall provide their relevant URL to their Supplier test site to allow Buyers to test and ensure the compatibility with the Buyers' systems.
- 14.2.11** The service must be fully compliant with the Public Sector Bodies Accessibility Regulations. As part of the implementation, when requested by the Buyer, the Supplier shall ensure a representative sample of employees with specific needs are able to test the system for ease of use and systems compatibility and feedback comments to the Supplier. The Supplier shall make any reasonable adjustments to ensure that employees with specific needs have access to the Online Employee Benefits Platform and that this meets the Buyers requirements.
- 14.2.12** During implementation the Supplier shall provide unlimited but as necessary training to the Buyer on the use of the Online Employee Benefits Platform (both web and app), including, but not limited to, classroom, one-to-one training sessions, webinars, videos and road shows, appropriate to the Buyers location free of charge and in a timely manner as agreed at Call-Off Stage. The Supplier shall liaise with the Buyer regarding the number of sessions, dates, timings and locations as well as providing examples of training and guidance material for review and agreement by the Buyer in a timely manner well in advance of the go live date.

- 14.2.13** The Supplier shall provide to each Buyer a staffed helpline free of charge after each go live stage has been completed to assist with any system difficulties, for example where assistance is required to log onto the Online Employee Benefits Platform. The helpline support must be provided by Supplier personnel who are competent and experienced in the Online Employee Benefits Platform system. The Supplier will need to set up a training programme to ensure their helpline support team is well versed with each Buyer's offering. All queries relating to the Online Employee Benefits Platform including logging in will be dealt with by the Supplier helpdesk not the Buyer.
- 14.2.14** Additional support must include, but not be limited to telephone support and/or live chat / instant messaging solutions. The Supplier must not rely on Frequently Asked Questions (FAQs) alone to provide guidance.
- 14.2.15** The telephone helpline (for both implementation and up to go live) shall be available from Monday to Friday 08:00 to 18:00 excluding UK Bank Holidays. The helpline shall be a non-premium rate (0800) number and/or a 01, 02, 03 prefix telephone number shall be offered.
- 14.2.16** Comprehensive guidance, for each of the services, must be provided by the Supplier to the Buyer to explain how employees access and maintain the services and benefits.

### **14.3 Promotion Of The Service**

- 14.3.1** The Supplier shall work proactively with the Authority and individual Buyers and with Subcontractors operating as third party benefits providers to promote the services at implementation stage and throughout the life of the Framework Agreement and any Call-Off Contract.
- 14.3.2** The Supplier shall be required to market and promote the scheme and provide promotional material at no additional cost to the Authority.
- 14.3.3** The Supplier shall ensure regular promotion of all of the services via paper and electronic means. This shall include, but not limited to newsletters, posters, leaflets, emails and webinars. Suppliers shall ensure that communication is suitable and accessible to all employees including remote workers and that it meets the Public Sector Bodies Accessibility Standards.
- 14.3.4** The Supplier shall use management information and customer feedback to identify how the services are being utilised to assist

in developing a promotion strategy for each Buyer. The Supplier shall review the promotion strategy with Buyers at their review meetings using management information to identify areas to target.

- 14.3.5** The Supplier and any third party benefit providers shall conduct site visits to Buyers office locations in order to promote the services in accordance with industry practice. The Supplier or third party benefits providers may also be required to attend specific or bespoke promotional events and roadshows at the Buyers request. Where appropriate the Supplier shall be expected to organise and/or support the delivery of joint customer promotional events to maximise participant numbers in locations where individual Buyer staff numbers are low.
- 14.3.6** The Supplier shall, when required, attend customer network meetings to provide service up-dates, share good practice and develop new processes in order to drive consistency and promote collaboration.
- 14.3.7** The Supplier shall provide a range of marketing tools designed to appeal to all groups of employees. This shall include information for new employees, guidance on how to use the Online Employee Benefits Platform, the benefits that are available, features and benefits, eligibility criteria, how to access and apply for the benefits and the potential savings.
- 14.3.8** The Supplier shall promote the services through targeted marketing campaigns.
- 14.3.9** The Supplier shall seek regular feedback from employees through the use of surveys or focus groups. These approaches shall be agreed with individual Buyers.

#### **14.4 Buyer, Employee and HR Support**

- 14.4.1** The Supplier shall provide on-going support and maintenance of the scheme throughout the duration of the Call-Off Contract
- 14.4.2** The Supplier shall provide readily accessible employee information on the Online Employee Benefits Platform in respect of how to navigate the platform and app, the choice of employee Benefits that are available to them, any applicable policies relevant to their employer, the features and benefits of each of the available benefits, eligibility criteria, how to access and apply for the benefits and the potential savings and other benefits to employees.

- 14.4.3** The Supplier shall operate a helpline which shall be available to employees Monday to Friday 08:00 to 18:00 GMT excluding UK Bank Holidays. The helpline shall be a non-premium rate (0800) number and/or a 01, 02, 03 prefix telephone number. The helpline number shall be made visible to staff on the portal. Telephone messages shall be responded to within 24 hours.
- 14.4.4** The Supplier shall provide the facility for employees to raise queries electronically. This may be via email and/or online chat. Emails shall be responded to within 24 hours.
- 14.4.5** The Supplier shall set up a separate client services email address and telephone helpline for Buyers' HR and payroll teams. The helpline shall be non-premium rate (0800) numbers and/or a 01, 02, 03 prefix telephone number.
- 14.4.6** All helpline support must be provided by Supplier personnel who are competent and knowledgeable in all aspects of the services provided, including any applicable rules and regulations. The Supplier shall ensure there is a mechanism in place to ensure Supplier personnel are kept up-to-date with any changes and new developments applicable to the service and to each Buyer.

## **15 Employee Credit Agreement**

**15.1** Employees will need to enter into credit or loan agreements for regulated financial products. It will then be for the Buyers to notify their employees of this requirement prior to the employees using the Employee Benefits platform.

**15.2** Suppliers must ensure they include information about the necessity to enter into credit or loan agreements in a prominent position on their platform with access to a draft of the agreement, to ensure that employees are aware of this before proceeding to request the service through the platform.

## **16 Social Value**

- 16.1** The Supplier shall facilitate and promote social value, working within PPN 06/20 and all relevant legislation, including Public Services (Social Value) Act 2012 and any subsequent updates.
- 16.2** The Supplier shall promote social value in the delivery of the services. As a minimum this shall reflect the key priorities outlined below. Social value refers to the wider financial and non-financial impacts of projects and programmes including the

wellbeing of individuals and communities, social capital and the environment.

**16.3** Our priority in this procurement is:

Fighting climate change: The Supplier shall ensure that the performance of the contract, or the way in which the contract is performed, results in environmental protection and improvement, including working towards net zero greenhouse gas emissions.

**16.4** Suppliers are expected to act with these priorities in mind, and the Authority may discuss these priorities as part of Framework Management meetings.

**16.5** The buyer can identify specific social value priorities at call-off.

## **17 Complaints Process**

**17.1** The Supplier shall ensure that any issues raised directly by Buyers Personnel are dealt with as a matter of priority.

**17.2** The Supplier shall assist in seeking speedy resolution to resolve the situation, irrespective of where the fault lies. Types of complaints that shall be supported in this way include, but are not limited to:

- Buyers Personnel complaints relating to the availability of receiving the Services;
- Buyers Personnel complaints in relation to the quality of Services received;
- Buyers complaints relating to failure of Service Levels; and
- Buyers complaints in relation to invoicing and billing.

**17.1.3** The Supplier shall acknowledge complaints made by Buyers Personnel i.e. verbal, formal or informal and written within one (1) Working Day of the details of the complaint being received by the Supplier. Thereafter updates on how the Supplier is proactively working to seek a resolution to the complaint shall be made by the Supplier to the Buyer at intervals of five (5) working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.

**17.1.4** The Supplier shall have in place a robust escalation process to support complaints handling and to ensure effective management and resolution of all complaints received from Buyers.

**17.1.5** The Supplier shall provide Buyers with one consolidated report (per month) for the duration of any Call Off contract, capturing all complaints detailed by Buyers Personnel and the Buyers. These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint

and actions agreed and taken to resolve the complaint and any changes to the Services and lessons learnt.

- 17.1.6** The Supplier shall provide the Buyers with a copy of the documents complaints process.

## **18 Payment and Invoicing**

- 18.1.1** The Supplier shall provide a range of payments and invoicing processes for Buyers. The Buyer shall specify the payment method and processes at Call-Off Contract and/or the implementation stage. The Supplier shall have the ability to support e-Purchasing Cards, Purchase to Pay systems (P2P) and other electronic or manual invoicing arrangements.
- 18.1.2** The Supplier shall comply with Buyer requirements in respect of authorisation, invoicing and payment processes and procedures. This may include, but not limited to, consolidated invoicing, invoicing by cost centre and/or account codes; electronic invoicing; and invoicing to different levels of detail. The Supplier shall be required to assist Buyers in developing invoice process efficiencies.
- 18.1.3** The Supplier shall provide training to the Buyers nominated payroll contacts and/or HR team on payroll processes, this may be face to face or electronically as agreed with the Buyer.
- 18.1.4** The Supplier shall ensure that invoices are submitted in arrears to individual ordering points or as instructed by the Buyer and shall be clearly addressed and refer to the service provided and the charging basis.
- 18.1.5** The Supplier shall provide a fully itemised breakdown of charges for each of the benefits that attract a service charge. Invoices may include but not limited to:
- 18.1.5.1** administrator name
  - 18.1.5.2** administrator email address
  - 18.1.5.3** employee number
  - 18.1.5.4** employee name
  - 18.1.5.5** employee email address
  - 18.1.5.6** voucher/gift card value

- 18.1.5.7** retailer name
- 18.1.5.8** award reference number
- 18.1.5.9** type of reward (i.e. performance or long-service reward)
- 18.1.5.10** business cost centre code
- 18.1.5.11** budget holder
- 18.1.5.12** countersigning manager name.
- 18.1.6** The contents and format of the information to be provided with the invoices shall be agreed with the Buyer at Call-Off stage.

## **18.2 Salary Sacrifice**

- 18.2.1** The Supplier shall work closely and liaise with Buyers, their respective payroll teams and HR teams in setting up processes for payment of vouchers and that impact on salary, i.e. Salary Sacrifice and Net Pay Deduction schemes. The Supplier shall note that Buyers may have different payroll and finance processes.
- 18.2.2** The Supplier shall have in place processes and checks compliance with National Minimum Wage/National Living Wage and Lower Earnings Levels.
- 18.2.3** The Supplier shall ensure they are aware of any new and current legislation on Salary Sacrifice and advise Buyers of its impact on the scheme.
- 18.2.4** The Supplier shall notify the Buyers nominated payroll contacts via email by the agreed date each month with an alphabetical list by surname of new employees joining the scheme who have joined through a COSoP/TUPE, including pay number, employees first and last name, address, National Insurance number and the value of the salary sacrifice they are eligible for each month and the effective start date.
- 18.2.5** The Supplier shall provide Buyers with a schedule at the beginning of each month that shall show the deductions that employees are taking from their salary on the specified month. Once the payroll report has been received the Supplier shall reconcile prior to raising the invoice and confirm the deductions schedule for the month.
- 18.2.6** The Supplier shall advise employees on the process and benefits of the scheme. Where agreed with the Buyer this may

include advice on the costs of the salary sacrifice, the total cost over the scheme duration and the savings.

### **18.3 Security Assurance**

- 18.3.1** The Supplier shall work with the Authority to perform security assurance and shall provide a Security Assurance Statement to the Authority for approval by the Authority's Senior Information Risk Owner.
- 18.3.2** The Supplier shall review the Security Assurance Statement on an annual basis and shall advise the Authority and Buyers if the security risk profile has changed. The Authority will share the Security Assurance Statement with Buyers.
- 18.3.3** Suppliers shall note that Buyers may require a separate Security Risk Management Review prior to entering into a Call-Off Contract. This shall be specified by Buyers at Call-Off stage.

### **18.4 Security Objectives and Outcomes**

- 18.4.1** The Supplier shall deliver the service in accordance with the HMG Security Policy Framework.  
<https://www.gov.uk/government/publications/security-policy-framework>.
- 18.4.2** The Supplier shall implement Security Architecture that considers all of the technology, people and processes relating to the service. The security architecture shall be designed to achieve the following security goals:
  - 18.4.2.1** make an initial compromise of the system difficult;
  - 18.4.2.2** limit the impact of any compromise;
  - 18.4.2.3** make disruption of the system difficult; and
  - 18.4.2.4** make detection of a compromise easy.
- 18.4.3** The Supplier shall:
  - 18.4.3.1** ensure that the security standards defined within the Authority's Digital and Technology Strategy are incorporated into the service delivery.  
<https://intranet.crowncommercial.gov.uk/task/digital-and-technology-strategy-2018-21/>

- 18.4.3.2** evidence compliance with the HMG Minimum Cyber Security Standard. <https://www.gov.uk/government/publications/the-minimum-cyber-security-standard>
- 18.4.3.3** demonstrate coherence with the National Cyber Security Centre (NCSC) Cloud Security Principles. <https://www.ncsc.gov.uk/collection/cloud-security?curPage=/collection/cloud-security/implementing-the-cloud-security-principles>
- 18.4.3.4** evidence that the Software Delivery Life cycle is undertaken securely through the application of the NCSC Secure Development and Deployment Guidance. <https://www.ncsc.gov.uk/collection/developers-collection?curPage=/collection/developers-collection/principles>
- 18.4.3.5** undertake an IT Security Penetration Test and annually thereafter. The IT Security Penetration scope shall be agreed by the Authority and shall address the five security controls underpinning the Cyber Essentials scheme. <https://www.ncsc.gov.uk/guidance/penetration-testing>
- 18.4.4** The Supplier shall provide certificated evidence of compliance with ISO/IEC 27001:2013 by a UKAS approved certification body or that they are included within the scope of an existing certification of compliance with ISO/IEC 27001:2013.
- 18.4.5** The Supplier and any Subcontractors that have access to Buyer data or who process Buyer data shall be certified as compliant with the Cyber Essentials scheme. The Supplier shall provide the Authority with a copy of the certificate of compliance before the Supplier or the relevant Sub-contractor shall be permitted to store, process or access OFFICIAL data provided by the Buyer. Any exceptions to the flow-down of the certification requirements to third party suppliers and Subcontractors shall be agreed with the Authority.
- 18.4.6** The Supplier shall provide certificated evidence of compliance and that of any Subcontractor that is processing payment card data with PCI/DSS v3.2.1 by a PCI/DSS Qualified Security Assessor (QSA) who is qualified by the PCI Security Standards Council.

## **18.5 Incident Management**

- 18.5.1** The Supplier shall produce a Security Incident Management Plan within fifteen (15) weeks of award of the Framework Agreement.

- 18.5.2** The Security Incident Management Plan shall provide a categorisation scheme against which all security incidents shall be classified.
- 18.5.3** The Plan shall detail how the Supplier will manage security incidents and shall detail the methods of communication to the Authority and Buyers (including any out-of-band methods) and how the Supplier will address information disclosure.
- 18.5.4** The Supplier shall review the Information Security Management Plan, its processes and procedures, periodically and as a minimum on an annual basis.
- 18.5.5** The Plan shall detail how a Security Incident Response Team (SIRT) will be established and its responsibilities for receiving, assessing and responding to security incidents.

## **18.6 Personnel Security**

- 18.6.1** The Supplier Personnel shall be subject to pre-employment checks in accordance with HMG Baseline Personnel Security Standard.  
<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>
- 18.6.2** Where Buyers require a higher level of staff vetting this shall be specified at Call-Off stage.

## **18.7 Off-shoring**

- 18.7.1** The Supplier shall provide the Authority with a statement of the physical location where data will be stored, processed and managed. The Supplier shall only be permitted to off-shore elements where that aspect of the service is delivered from one of the following locations:
  - 18.7.1.1** a country within the EEA;
  - 18.7.1.2** a country where the United Kingdom has made a positive finding with regard to the adequacy of their regulatory Data Protection controls; or
  - 18.7.1.3** or otherwise where appropriate safeguards are in place, such as a valid International Data Transfer Agreement, as per the requirements at Article 46 of UK GDPR.

## **18.8 Data Protection**

- 18.8.1** The Supplier shall provide to the Authority within four (4) weeks of award of the Framework Agreement a Data Privacy Impact Assessment that shall be agreed by the Authority. The Supplier shall be responsible for assessing the impact of any changes to the service that impacts on the privacy-related risk exposure. The Supplier shall notify the Authority of any such change within two (2) weeks of the Supplier identifying such impact.
- 18.8.2** The supplier shall ensure the adoption of appropriate technical and organisational measures to protect client data in their possession, including the adequate training of all staff responsible for handling personal information as part of their role.
- 18.8.3** The supplier shall be able to fulfil all statutory responsibilities as laid out under the 'Processor' section (Article 28) of the UK GDPR and as represented in any resulting contractual documentation
- 18.8.4** The supplier shall furthermore ensure that they are able to demonstrate compliance with all other elements of the UK data protection regime, including but not limited to, the Data Protection Act 2018 and UK GDPR. They shall support assurance processes of the authority to exhibit their compliance.

## **18.9 Assurance Management Systems**

- 18.9.1** Assurance Management Systems Mandatory Requirements – The Supplier shall have Assurance Management Systems which comply with the standards of ISO 9001, ISO 14001 and ISO 27001.
- 18.9.2** The Supplier shall at all times for the duration of this Framework Agreement, and the term of any Buyers Call-Off Contract, comply with the relevant standards or the successors of these standards, for the scope of the services offered, including but not limited to the following service management standards:
  - 18.9.2.1** a Quality Management System supported by the International Organisation for Standardisation ISO 9001 Quality Management System, or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent. BS EN ISO 9001 “Quality Management System” standard or equivalent.

- 18.9.2.2** ISO 10007 Quality management systems – Guidelines for configuration management or equivalent
- 18.9.2.3** BS25999-1:2006 Code of Practice for Business Continuity Management and, ISO/IEC 27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision ITSC/DR plans or equivalent (b) Environmental Standards
- 18.9.2.4** an Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent. BS EN ISO 14001 Environmental Management System standard or equivalent.

## **18.10 Business Continuity And Disaster Recovery**

- 18.10.1** The Supplier shall have in place within 30 working days of the Call-Off Contract commencement date, robust Business Continuity and Disaster recovery plans (including Escrow) to ensure continuity of service.
- 18.10.2** The Supplier shall provide separate Business Continuity and Disaster Recovery plans, relevant to the service delivery of this Framework Agreement, to the Authority upon signing the Framework Agreement and to the Buyer at Call-Off Contract stage. These should be reviewed every 6 months or after any major incident.
- 18.10.3** The Supplier shall have a robust Business Continuity Plan in place to maintain the delivery of services during periods of unplanned unavailability of the Online Employee Benefits Platform and/or offline service(s). The plan shall include the ability to implement the provisions of the Escrow agreement to access the source code in the event the Buyer is unable to access the system.
- 18.10.4** The Supplier shall maintain its readiness with a Business Continuity plan in accordance with the principles and operation of ISO22301 and ISO22313 and any new or emergent or updated standards in accordance with Schedule 9 of the Call-Off Contract. Agreement.
- 18.10.5** The Supplier shall provide a comprehensive Disaster Recovery Plan which details the processes by which significant disruptions will be managed to support Buyers and employees in the event of any disruptions of significant scale and impact.
- 18.10.6** The Supplier shall, in the event of an emergency or crisis management situation, notify the Authority and the Buyer

immediately, and within 4 hours. The details of the Supplier process for the management of the potential emergency shall be clearly defined in the Business Continuity and Disaster Recovery Plan.

#### **18.11 Framework Management Mandatory Requirements And Account Management**

- 18.11.1** The Supplier shall provide a Framework Agreement management service and account management services which fully supports all of the requirements of the Framework Agreement and the requirements of the Buyers
- 18.11.2** The Supplier shall manage, control and maintain all Framework and Buyer account management activity.

#### **18.12 Framework Management**

- 18.12.1** The Supplier shall provide the Authority with a named Framework Manager, by email, within 5 working days of Framework Award. The nominated Framework Manager shall have a minimum of two years' relevant industry experience.
- 18.12.2** The Framework Manager shall ensure that all the requirements of the Framework Agreement are met or exceeded and will be familiar with all aspects of the Framework Agreement and suitably experienced in the role. The Supplier shall have arrangements in place to deal with annual leave or any unplanned absence.
- 18.12.3** Where the service or performance by the Supplier falls below the required level then the Framework Manager shall ensure that any necessary additional resource is committed promptly at no extra cost to the Buyer.
- 18.12.4** Periodic review meetings (at least quarterly) will be an essential part of the Framework Agreement management process. The content of these review meetings will be to report on and check the standards and performance of the Supplier, to resolve any issues and identify business opportunities and potential innovative solutions.
- 18.12.5** The Supplier shall provide the Authority with a communication plan and relevant communication materials, at no cost to the Buyer.

#### **18.13 Call-Off Contract Management**

- 18.13.1** The Supplier shall appoint an Account Manager for each Buyer to ensure that the requirements of the Call-Off Contract are met. The Account Manager shall have a minimum of two years' relevant industry experience. The Account Manager and their team will need to develop an understanding of the Buyers business, culture and ways of working.
- 18.13.2** The Supplier shall have measures in place to ensure any periods of annual leave or any unplanned absence are covered.
- 18.13.3** The amount of account management provided by the Supplier shall be proportionate to the size and requirements of the Buyers. This shall be agreed at the Call-Off Contract and/or implementation Stage.
- 18.13.4** The Account Manager shall hold quarterly operational service management review meetings with the Buyers as agreed at the Call-Off Contract and/or implementation Stage. The content of these meetings shall include:
  - 18.13.4.1** performance Monitoring reporting in accordance with Call-Off Schedule 14 (including reasons for any non-performance and any remedial action);
  - 18.13.4.2** benefits portal maintenance, up-grades, up-dates and downtime;
  - 18.13.4.3** summary of Helpdesk enquiries;
  - 18.13.4.4** details of all complaints including nature of complaint, action taken and timescale;
  - 18.13.4.5** promotion activities undertaken and planned;
  - 18.13.4.6** review of individual schemes/benefits; and
  - 18.13.4.7** summary of all missing, lost, delayed, incorrect or unfulfilled orders for each scheme/benefit, action taken and timescales.
  - 18.13.4.8** Buyers may specify additional areas for review.
- 18.13.5** The Supplier shall provide the Buyers with a communication plan and relevant communication materials, at no cost to the Buyer.

## **18.14 Management Information and Data reporting**

- 18.14.1** The Supplier shall provide management information to the Authority and to Buyers.

**18.15 Framework Management Information**

- 18.15.1** The Supplier shall complete and upload the Management Information template, issued by the Authority. The MI template shall be completed and uploaded each month by the date specified by the Authority for the duration of this Framework Agreement and any Call-Off Contracts.
- 18.15.2** The Authority may request data and reports on an ad hoc basis to assist with Parliamentary Questions (PQs) or other committee requests. The Supplier shall provide the required data or information as requested by the Authority.
- 18.15.3** The Supplier shall advise the Authority within 5 working days of a Call-Off Contract being awarded pursuant to the Framework.
- 18.15.4** The Supplier shall report savings made under the Framework Agreement to the Authority against comparative offerings in the employee Benefits market and shall identify savings opportunities detailing the action required to achieve savings and the potential value of the saving.
- 18.15.5** The Supplier shall provide the Authority with a minimum of one case study per quarter, for the duration of this Framework Agreement, which will evidence savings, benefits and/or added value of this Framework Agreement.
- 18.15.6** The Supplier shall complete Key Performance Indicators (KPI) issued by the Authority. Reports shall be provided each month by the date specified by the Authority for the duration of this Framework Agreement and any Call-Off Contracts.
- 18.15.7** The Supplier shall provide to the Authority, on a monthly basis, one consolidated report, by Buyer, which contains the information provided at Call-Off contract level (detailed at Call-Off Schedule 15 Call-Off Contract Management Information).
- 18.15.8** The Supplier shall provide to the Authority (CCS) one consolidated report capturing all complaints listed by Buyer, detailing complaint and resolution (including compliance with timescales). To be provided on a quarterly basis.

**18.16 Call-Off Contract Management Information**

- 18.16.1** The Supplier shall provide management information to Buyers on a monthly basis or as specified by the Buyers in the Call-Off

Contract. Management information shall cover the managed service and each of the benefits provided. This shall include but not limited to:

**18.16.1.1 Service Management**

**18.16.1.1.1** number of registered employees

**18.16.1.1.2** number of new registrations

**18.16.1.1.3** number of log-ins to benefits portal

**18.16.1.1.4** number of hits to each scheme/benefit

**18.16.1.1.5** number of enquiries to Helpdesk

**18.16.1.2 Childcare Voucher Scheme**

**18.16.1.2.1** number of employees

**18.16.1.2.2** number of vouchers issued

**18.16.1.2.3** value of vouchers issued

**18.16.1.3 Cycle to Work scheme**

**18.16.1.3.1** number of orders placed

**18.16.1.3.2** value of orders placed

**18.16.1.4 Reward and Recognition**

**18.16.1.4.1** number of orders placed by employees

**18.16.1.4.2** value of orders placed by employees

**18.16.1.4.3** number of bulk orders by the Buyer

**18.16.1.4.4** value of bulk orders by the Buyer

**18.16.1.4.5** number of expired rewards

**18.16.1.4.6** value of expired rewards

**18.16.1.4.7** number of orders placed by diverse and inclusive employees

**18.16.1.5 Payroll Giving Scheme**

**18.16.1.5.1** number of donors

**18.16.1.5.2** number of donations

**18.16.1.5.3** value of donations

**18.16.1.6 Employee Discounts**

**18.16.1.6.1** number of orders placed

**18.16.1.6.2** value of orders placed

**18.16.1.6.3** top 10 most popular vendors used

**18.16.1.6.4** total value of savings by £ and %

**18.16.1.7 Discounted Gym Membership**

**18.16.1.7.1** number of new memberships

**18.16.1.7.2** value of new memberships

**18.16.1.7.3** total value of savings by £ and %

**18.16.1.8 Technology and Smartphone Discounts**

**18.16.1.8.1** number of orders placed

**18.16.1.8.2** value of orders placed

**18.16.1.8.3** total value of savings by £ and %

**18.16.1.8.4** most popular item, make and model

**18.16.1.9 Financial Wellbeing**

**18.16.1.9.1** number of registered employees on the  
financial education site

**18.16.1.9.2** number of loans taken out

**18.16.1.9.3** total value of loans taken out

**18.16.1.9.4** number of saving and investment products  
taken out by type

**18.16.1.10 Green Car scheme**

**18.16.1.10.1** number of leases taken out

**18.16.1.10.2** value of leases taken out

**18.16.1.10.3** total value of saving

#### **18.16.1.11 Dental Insurance**

**18.16.1.11.1** number of insurance policies taken out

**18.16.1.11.2** total value of savings

**18.16.2** Buyers may require a breakdown of management information by business area. This shall be specified at the Call-Off stage.

**18.16.3** A management information dashboard shall be made available to Buyers via the Online Employee Benefits Platform. Access shall be available to the Buyers' authorised personnel only.

**18.16.4** The Online Employee Benefits Platform shall also have the capability to export line for line raw data via format requested by the Buyers nominated personnel. The Supplier shall produce any non-standard MI reports or management information for the Authority or Buyer at no additional cost.

#### **18.17 Social Value**

**18.17.1** The Supplier shall promote social value in the delivery of the services. As a minimum this shall reflect the key priorities outlined below. Social value refers to the wider financial and non-financial impacts of projects and programmes including the wellbeing of individuals and communities, social capital and the environment.

**18.17.2** The Supplier shall ensure that the Authority and/or Buyers obtain the optimal social, environmental and economic benefits from Framework Agreements.

**18.17.3** The themes for this Framework Agreement are Tackling Economic Inequality & Fighting Climate Change and the key priorities are:

**18.17.3.1** Diverse supply chains - The Supplier shall ensure that supply chains are accessible to all sizes of businesses including small and medium sized enterprises (SMEs), VCSEs and third sector businesses.

**18.17.3.2** Environmental sustainability - The Supplier shall ensure that in the performance of the Framework and Call-Off Contracts their negative environmental impacts and those of their key subcontractors are reduced or mitigated against.

**18.17.3.3** Safe supply chains - The Supplier shall take reasonable steps to ensure that modern slavery risks within the supply chain are monitored, identified and reduced.

## **18.18 Supply Chain Management**

**18.18.1** The Supplier shall ensure that they exercise due skill and care in the selection of any Subcontractors in accordance with Joint Schedule 6 Key Subcontractors.

**18.18.2** The Supplier may engage a number of subcontractors to deliver each of the benefits in order to meet the specific requirements of each Buyer.

**18.18.3** The Supplier shall ensure that processes are in place to manage fluctuations in demand and to manage critical points of failure within the supply chain to ensure continuity of supply throughout the terms of the Framework and any subsequent Call-Off Contract.

**18.18.4** The Supplier shall proactively encourage SMEs to become part of the supply chain and shall support the Government's SME agenda in accordance with Joint Schedule 12 Supply Chain Management.

**18.18.5** The Supplier shall ensure that all Subcontractors appointed have the technical and professional capability, resources and experience to deliver all of the Mandatory Requirements set out in this Framework Agreement.

**18.18.6** The Supplier shall formalise relationships with Subcontractors and manage any Sub contractors in accordance with Good Industry Practice and Joint Schedule 6 Key Subcontractors.

**18.18.7** The Supplier shall ensure quality and operational efficiencies within the supply chain.

## **18.19 Continuous Improvement and Value for Money**

**18.19.1** The Supplier shall have an effective process for identifying potential issues and faults to the Benefits delivered.

**18.19.2** The Supplier shall continuously monitor the performance of its own Account Management function and shall have processes in place to identify any issues in the supply of the Benefits enabling prompt mitigation measures to be carried out.

**18.19.3** The Supplier shall, throughout the Framework and Call-Off Contract period, identify new or potential improvements to the

provision of the services to review Buyer costs and/or improving the quality of the service delivered.

**18.19.4** The Supplier shall put in place a Continuous Improvement Plan that is updated on a yearly basis.

**18.19.5** When implementing continuous improvement plans, initiatives or innovation, the Supplier shall have an established change management procedure, including, communications plans, training requirements, contingency planning and subsequent lessons learnt activities, to ensure the effective delivery of customer requirements with minimal disruption.

## **18.20 Complaints Procedure**

**18.20.1** The Supplier shall be responsible for ensuring Buyer satisfaction is maintained for the duration of the Project Contract and work collaboratively with the Buyer to resolve issues which may affect satisfaction.

**18.20.2** The Supplier shall have in place robust and auditable procedures for logging, investigating, managing, escalating and resolving complaints or problems initiated by the Authority, Buyers, and their employees. The procedure shall allow for the identification and tracking of individual complaints from initiation to resolution.

**18.20.3** The Supplier shall have a clearly defined complaints procedure setting out timescales for the action that will be taken and including escalation procedures and timescales.

**18.20.4** As a minimum, complaints must be acknowledged within 24 hours and satisfactorily resolved within 5 working days, or by agreement with the Authority and/or Buyer.

**18.20.5** The number and nature of complaints arising and corrective action taken or being taken shall be reviewed at the review meetings or as requested by the Buyer.

## **18.21 Transition And Exit**

**18.21.1** At the start of the Framework Agreement period the Supplier shall provide to the Authority a proposed exit strategy and high level plan. The exit strategy and high level plan shall be agreed in writing with the Authority prior to commencement of any Call-Off Contracts. In implementing the exit strategy and high level plan the Supplier shall ensure a smooth transition is effected for all Buyers to any new contract arrangements. The Supplier

shall work with any new Supplier upon expiry of a Call-Off Contract to effect a smooth transition.

- 18.21.2** At the end of any Call-Off Contracts, the Supplier shall ensure that all current and historic data and all profiles are securely cleansed, in a manner achieving the security outcomes described in Call-Off Schedule 9 Security and transferred by the Supplier to any new Supplier. The Supplier shall maintain and destroy data in accordance with Call-Off Contract Schedule 10: Exit Management and Joint Framework Schedule 11: Processing Data, at no additional cost to the Buyer. The Supplier shall confirm in writing when all data has been destroyed.
- 18.21.3** Twelve months prior to the expiry of the Framework Agreement the Supplier shall provide a robust exit strategy and plan to the Authority.

## **18.22 Call-Off Contract Transition And Exit**

- 18.22.1** Twelve months prior to go live with a new Supplier the Supplier shall provide to the Buyer:
  - 18.22.1.1** the named Supplier personnel appropriately experienced who shall work with the Buyer to develop and implement the agreed exit strategy in accordance with Call-Off Schedule 10 Exit Management;
  - 18.22.1.2** employee profiles for the Buyer, including unique references, email addresses and contact numbers;
  - 18.22.1.3** spend volume and transaction numbers broken down by service;
  - 18.22.1.4** a mutually agreed communications plan; and
  - 18.22.1.5** a mutually agreed strategy for dealing with live service requirements
- 18.22.2** Four months prior to go live with a new Supplier the Supplier shall provide:
  - 18.22.2.1** a refreshed employee data set
  - 18.22.2.2** on go live with a new Supplier the Supplier shall provide:
  - 18.22.2.3** written confirmation to the Authority that all HMG data has been securely erased in a manner achieving the security principle

implementation outcomes described in Call-Off Schedule 9:  
Security.