



London Procurement Partnership

Commercial advantage for the NHS by the NHS



Estates, Facilities & Professional Services

Payroll Services Framework User Guide

LPP Framework Reference Number: LPP/2016/010

OJEU Reference: 2016/S 172-309970

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Contents

1. Introduction	5
1.1 Key Information.....	5
1.2 Background.....	5
1.3 Overview.....	5
1.4 Expected Benefits	6
1.5 Awarding a Contract	6
2. Management of the Framework Agreement	7
2.1 Framework Contracts.....	7
2.2 Activity Based Income (ABI).....	7
2.3 Management Information	7
2.4 Framework Manager.....	7
2.5 Business Continuity Plans.....	7
3. Accessing the Framework.....	8
3.1 Framework Access	8
3.2 Benefits of Accessing a Framework	8
3.3 Framework Access Charge.....	8
3.4 Framework Access Agreement	8
4. Running a Mini-Competition or Call-Off.....	9
4.1 Establishing a Project Team	9
4.2 Key Decisions and Actions.....	9
4.3 Undertaking a Mini Competition	9
4.4 Evaluation Criteria.....	12
4.5 Undertaking a Call Off.....	16
4.6 Transition, Planning and Support.....	16
4.7 Managing the Contract.....	16
4.8 Key Performance Indicators.....	16
5. Frequently Asked Questions	17
5.1 What is a Framework and is it compulsory to join?.....	17
5.2 If a supplier is not on the framework can they still take part?	17
5.3 Do I need to invite all suppliers to a mini competition?	17
5.4 How long does a mini competition need to run for?	17
5.5 Do I have to apply a stand still period to a mini competition?	17

6.	Appendices	18
6.1	Appendix A – Supplier Contacts.....	18
6.2	Appendix C – Responsibilities Matrix	19
6.3	Appendix D – Customer Access Agreement	20
6.4	Appendix E – Supplier Profiles.....	23
6.5	Appendix F – Mini Competition Documentation.....	26

1. Introduction

This user guide is intended to provide information about the Payroll Services framework and to provide practical support to contracting authorities who wish to access the framework to award contracts.

Please note that the guidance provided within this document only applies to this framework and contracting authorities should ensure they refer to the guidance document which is relevant to the framework they wish to access to ensure that the right processes are being followed.

Procurement teams should be involved in the decision to access the framework to ensure that the decision fits with local procurement policies and contracting authorities' standing financial instructions.

1.1 Key Information

Framework Title	Payroll Services
OJEU Reference Number	2016/S 172-309970
LPP Reference Number	LPP/2016/010
Framework Period	22/11/2016 - 21/11/2019

1.2 Background

NHS organisations may consider contracting out Payroll Services through the new LPP Framework Agreement.

The Framework provides a means of selecting a cost-competitive supplier to deliver these services by way of a call-off arrangement. Much of the hard work has already been done in terms of agreeing terms and conditions advertising within the Official Journal of the European Union. The Framework also provides a set of standard service specifications and performance indicators which helps avoid duplication of effort and enables NHS organisations to buy services in a timely and legally compliant manner.

The Framework has multiple suppliers. This allows NHS organisations to ensure value for money through running further mini-competition.

1.3 Overview

The framework agreement covers core payroll, pension and expenses administration plus reporting and submitting data for financial reconciliation and accounting. Contracting authorities can also choose whether to include payroll aspects of ESR administration within scope of the services.

The suppliers who have been awarded a position on the framework are included in Appendix A.

1.4 Expected Benefits

Financial Benefits

The Framework has established ceiling prices per payslip that a supplier may not exceed when delivering services to any participating authority. Moreover, each award is underpinned by competition helping insure the best possible price.

As much of the procurement work has already been done, NHS organisations are able to save on time and costs associated with running a full procurement.

Rates

Suppliers have rate cards that provide a set of ceiling prices for the service available, which means organisations can have confidence regarding the maximum price they will pay for a service. This information can also be used to benchmark existing service provision and to further drive down the costs.

Organisations may also consider how they work together with other NHS organisations in order to realise volume discounts.

Other Benefits

The Framework should reduce the administrative burden and reduce duplication of effort as standard service specifications and performance indicators have already been established.

The Framework ensures all the providers have achieved a minimum standard in terms of competence and financial viability

The breadth of services and the flexibility built into the framework enables NHS organisations to think more pro-actively about how they might outsource some of their back office processes.

Volume discounts are available to organisations using the Framework. These volume discounts are paid directly by the supplier, retrospectively on an annual basis.

1.5 Awarding a Contract

To award a contract under this framework the contracting authority must run a mini-competition. Instructions on how to access the framework and undertake a mini competition are contained in section 4 below.

2. Management of the Framework Agreement

2.1 Framework Contracts

All suppliers who have been awarded a position on this framework have signed framework contracts with NHS London Procurement Partnership (LPP). LPP is responsible for the management of the framework contracts and will seek feedback from contracting authorities to ensure maximum value is derived from the framework.

2.2 Activity Based Income (ABI)

This framework has been established with an Activity Based Income (ABI) charge of 1%. Each supplier will pay LPP the ABI charge for all contracts awarded under the framework. Any pricing provided by suppliers will be inclusive of this charge.

2.3 Management Information

LPP will collect on monthly basis management information from each supplier for each contract they have been awarded under the framework. The management information will allow the category manager to have an overview of the supplier performance on specific contracts and to calculate the ABI charge.

2.4 Framework Manager

Contracting authorities who have any questions regarding the framework should contact the framework manager in the first instance. This is the person identified on page 2 of this document.

2.5 Business Continuity Plans

As part of the supplier's application to be on the framework they have submitted to LPP generic business continuity plans. These have been reviewed and scored as part of the evaluation of the framework award. LPP strongly suggests that contracting authorities request as part of their mini competition specific business continuity plans relating to their service and location so these can be retained for the successful contractor.

3. Accessing the Framework

3.1 Framework Access

This framework is open to all UK NHS Organisations.

3.2 Benefits of Accessing a Framework

There are a number of benefits of awarding contracts under a framework, these include:

- It is faster and less onerous than a full OJEU tender process.
- There is no need to assess framework suppliers against criteria such as financial standing or business probity as these have been assessed during the evaluation at framework award stage.
- By using the framework there is no need for you to separately advertise your requirement.
- The framework is based on generic service specifications which contracting authorities can adapt to meet their specific requirements.
- The terms and conditions of the framework agreement and call off contracts have already been agreed with all framework suppliers therefore no further legal dialogue is required.
- By following these guidelines you can ensure that you are adhering to EU Procurement legislation.

3.3 Framework Access Charge

There is no charge for contracting authorities to access this framework agreement, the only charge payable to LPP is the ABI charge from the contracted supplier.

Appendix C sets out the key responsibilities of each party during the framework call-off/ mini competition process. Should a contracting authority wish for LPP to provide additional support, over and above what is shown in this document, in awarding a contract then LPP reserves the right to charge for these additional services. This will be discussed and agreed with each contracting authority on a case by case basis.

3.4 Framework Access Agreement

Contracting authorities wishing to access this framework should complete the Customer Access Agreement in Appendix D and send this to the category manager. Once this has been completed the category manager will provide the contracting authority with access to the mini competition documents. Suppliers on the framework will not enter contracts under this framework with any contracting authority until the category manager has confirmed a signed access agreement is in place.

4. Running a Mini-Competition or Call-Off

4.1 Establishing a Project Team

Contracting authorities will need to establish a project team which is responsible for supporting the award of the new contract. This project team should include key stakeholders from across the organisation who can input into the specification and evaluate the quality of responses from suppliers under the framework.

The project team should be supported by a project lead who is responsible for ensuring the project is supported by the contracting authority's board and managing the implementation of the new contract.

LPP will liaise with the project lead as per the responsibilities matrix in Appendix C. If the contracting authority does not have the resource to undertake this internally then LPP can provide support but this may come at an additional cost. If this is required then you should contact the category manager to discuss further.

4.2 Key Decisions and Actions

By deciding to award a contract under the framework agreement much of the hard work has already been completed which should save the contracting authority time and money. A suite of mini-competition documents is available which can be tailored by the contracting authority to meet their specific requirements.

The key decisions and actions which will need to be completed by the contracting authority to award a contract under the framework are set out in the responsibilities matrix in Appendix C.

It is the contracting authority's responsibility to validate the data being sent out as part of the mini competition, check the evaluation of all bids and award the contract under the framework.

4.3 Undertaking a Mini Competition

To undertake a mini competition within the framework the contracting authority should refer to the responsibilities matrix in Appendix C and complete the Customer Access Agreement in Appendix D. Once this is received by NHS LPP access to the mini competition documents will be provided through my.lpp to registered users.

The contracting authority will need to agree the specification of services and should build upon the generic specifications provided in Appendix F to ensure that their specification meets the service needs. The information which is required from the contracting authority in each document is:

1. Mini Competition Instructions

This document sets out the instructions for the bidders on how to complete and respond to the mini competition. As a minimum the contracting authority will need to insert its award criteria against the stated headings, enter the contract period and complete the project plan. Contracting authorities using their own e-

procurement systems to run the mini-competition will need to change the instructions to reflect their own systems.

2. Abstract of Particulars

This document provides bidders with an introduction to the contracting authority. An outline to the contracting authority and its main areas of service provision should be provided as well as an overview of the current contracting arrangements. Any specific aims and objectives from a new contract should be given here so bidders can understand how best to structure their response to meet your requirements. Any known changes to service provision which may affect the contract should be stated.

3. ITT Questions

This document should identify the questions that you will be asking bidders to respond to. Contracting authorities will need to draft these questions in relation to their service requirements. All questions should clearly show how they are linked to the award criteria and any word limits that bidders will be asked to adhere to. Remember you should not re-evaluate areas already evaluated at Framework ITT stage, such as financial standing. A blank template is provided for contracting authorities to complete.

4. Specification

Template specifications have been provided for use by the contracting authority. All suppliers on the framework have seen these template specifications as part of their application to be on the framework. Contracting authorities should use these documents as a guide to structure their own specifications and make it specific to their requirements.

5. Pricing Schedule

A pricing schedule template exists which provides a consistent format for bidders to present their pricing as part of the mini competition. LPP has worked with the framework suppliers to ensure these templates are fit for purpose. However you should review the template(s) to ensure that it captures all the areas relevant to your trust and that you are clear how you will evaluate the responses received.

6. Terms and Conditions of Contract

The terms and conditions of contract have been agreed with all suppliers as part of their award onto the framework. Contracting authorities may make changes to these terms and conditions but they should be minor changes and highlighted clearly in the document so all bidders are aware changes have been made. When setting response deadlines to the mini-competition additional time should be provided by contracting authorities where changes have been made to the terms and conditions so that all bidders have the opportunity to raise these changes with their legal teams.

7. Signed Document Set

All bidders are required to complete and sign this set of documentation. Contracting authorities should ensure that the tender invitation date and title are changed to reflect their mini-competition.

8. Additional Information

Where TUPE is applicable to the contract the contracting authority should request from the incumbent supplier a list of employees who would be eligible for TUPE. The incumbent supplier should complete the TUPE template provided and the Contracting Authority should make this information available to bidders as part of their ITT. At this stage the incumbent supplier should not provide any individual's name; these will be provided to the successful contractor.

9. Evaluation Template

This document brings together the evaluation criteria, question scoring and questions into a document that can be used by the evaluation panel to score the responses. The contracting authority should select from the drop down list the score which is to be given for each response and insert a comment as to why that score has been provided. The scores and the comments will then be used to feedback to all bidders on the outcome of the mini-competition. For best practice the evaluation template should be drawn up and made available to bidders alongside the ITT documents.

10. Standstill Award Letters

Contracting authorities should complete and issue these letters once they are in a position to award the contract. This letter will start the ten day stand still period giving all bidders an opportunity to request further information before the contract is formally awarded. The standstill period should finish at midnight once ten full calendar days have passed. If the tenth day finishes on a weekend or bank holiday this should be extended to midnight on the next working day. Contracting authorities should use the information within the completed evaluation document to complete the standstill letters. The letters should also be customised to reflect the mini-competition details and the contracting authority's process for appeal or request for further information.

Once mini competition documents 1-9 are completed they can be issued to all of the suppliers under the relevant lot. A list of suppliers and their contact details is provided in Appendix A. If the contracting authority prefers for LPP to release the mini competition documents through their e-tendering portal the mini competition documents should be sent to the category manager. Suppliers should be given adequate time to respond to a mini competition. Site visits should be provided to all suppliers during the mini competition process and any clarification questions should be answered as swiftly as possible.

The mini competition documents will be returned by the suppliers and should be evaluated by the project team in line with the evaluation criteria which was set out within the invitation to tender. As part of the evaluation process supplier presentations

may be undertaken. Suppliers should be provided with adequate time to prepare their presentations and should be given a clear brief of what to present.

Once the evaluation process is completed the contracting authority should notify all suppliers of the outcome of the mini competition and start a 10 day stand still period before concluding the contract.

4.4 Evaluation Criteria

The following evaluation criteria were set out within the framework agreement. The headings stated should be used as part of any mini competition within the framework however the contracting authority can include sub-criteria as long as these are clearly stated to all suppliers at the start of the mini competition process. The weightings can be changed to meet the contracting authority's requirements.

When a Participating Authority comes to award a call-off contract under the terms of the Framework Agreement and the service specification remains unchanged the same evaluation criteria (and scores) as used for the award of the Framework Agreement should be applied.

Where there is a change to the service specification or any other requirement, these should be communicated to the supplier and scores and weightings varied in line with the table below:

Criteria	Framework Weighting	Permissible Weighting Range for Mini-competitions
Transition Management	5%	2% to 10%
Service Delivery	35%	25% to 45%
Customer Fit	10%	5% to 20%
Human Resources	10%	5% to 20%
Disaster Recovery	5%	2% to 10%
References	5%	2% to 10%
Finance (Price)	30%	20% to 40%

In preparation for the evaluation stage organisations should always document the process they intend to follow (i.e. who will undertake the evaluation, when this will be carried out, what reporting and escalation procedures are in place). This should ensure there is a robust audit trail in place to help ensure fairness and transparency.

The further competition award criteria (and any sub-criteria and sub-weightings) and the evaluation methodology must be published and made available to all the suppliers at the start of the Further Competition procedure.

The Specification document(s) details the services to be delivered. The bidder must consider each element of the service description. Where they can perform 100% of the requirement this should be noted as fully compliant. Where a bidder can perform less than 100% of a requirement then this should be noted as partially compliant. Where a bidder cannot meet a requirement then this is non-compliant.

Scoring Mechanism:

	Score	Criteria for awarding score
Fail	0	Fail: the response completely fails to meet required standard or does not provide a proposal.
Very Poor	1	Very Poor: the response is significantly below what would be expected because of one or all of the following: <ul style="list-style-type: none"> • The response indicates a significant lack of understanding relating to the requirements • The response fails to meet the requirement • The response is inconsistent with other proposals • The response makes no reference to the health sectors applying for. • The response makes no reference to the contract set out within the invitation.
Poor	2	Poor: (meets some of the requirement) The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following: <ul style="list-style-type: none"> • There is at least one significant issue meeting considerable attention. • Proposals do not demonstrate competence or understanding. • The response is light and unconvincing. • The response makes no reference to the health sectors applying for but shows some general market experience. • The response makes limited reference (naming only) to the contract set out within the invitation.

Mostly Satisfactory	3	<p>Mostly Satisfactory: (meets most of the requirement)</p> <p>The response meets most of the requirement but there is at least one significant issue of concern, or several smaller issues. These would require of some further clarification or attention later in the procurement process, and may arise through lack of demonstrated capability and/or appropriate evidence. The response therefore shows:</p> <ul style="list-style-type: none"> • Basic understanding of the requirements • Sufficient competence demonstrated through relevant evidence • Some areas of concern or inconsistency that require attention. • The response addresses some of the health sectors applying for. • The response makes reference to some of the contract set out within the invitation.
Satisfactory	4	<p>Satisfactory: (meets the required standard in all material respects)</p> <p>The response meets all of the requirements. There are no significant areas of concern, although there may be a small number of issues that need further exploration or attention later in the procurement process.</p> <p>The response therefore shows:</p> <ul style="list-style-type: none"> • Reasonable understanding of the requirements • Sufficient competence demonstrated through relevant evidence • Very few areas of concern or inconsistency that require attention. • The response addresses some of the health sectors applying for and also shows general market experience. • The response makes reference to the contract set out within the invitation.

Good	5	<p>Good: (meets the requirement)</p> <p>The response broadly meets what is expected for the criteria. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows:</p> <ul style="list-style-type: none"> • Good understanding of the requirements • Sufficient competence demonstrated through relevant evidence • Some insight demonstrated into the relevant issues. • The response addresses most of the health sectors applying for and also shows general market experience. • The response makes reference to the contract set out within the invitation and links these to the services.
Very good	6	<p>Very good: (exceeds some of the major requirements)</p> <p>The response meets the required standard in all material respects. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows:</p> <ul style="list-style-type: none"> • Good understanding of the requirements • Sufficient competence demonstrated through relevant evidence • Some insight demonstrated into the relevant issues. • The response addresses all of the health sectors applying for and also shows good market experience. • The response makes reference to the contract set out within the invitation and shows an understanding as to how it will be applied in practice.
Excellent	7	<p>Excellent: (exceeds all of the major requirements).</p> <p>The response exceeds what is expected for the criteria. Leaves no doubt as to the capability and commitment to deliver what is required. The response therefore shows:</p> <ul style="list-style-type: none"> • Very good understanding of the requirements • Excellent proposals demonstrated through relevant evidence • Considerable insight into the relevant issues. • The response is also likely to propose additional value in several respects above that expected. • The response addresses all of the health sectors applying for and also shows in-depth market experience. • The response makes reference to the contract set out within the invitation and shows a thorough understanding and how it should be implemented on a project.

The further competition award criteria (and any sub-criteria and sub-weightings) and the evaluation methodology are provided in the Specification and Response Documents. Contracting Authority should review and amend the evaluation criteria to reflect their needs.

Final Scores awarded will be out of 100%.

4.5 Undertaking a Call Off

Call of under the framework is not available. Services can be accessed only via further mini-competition.

4.6 Transition, Planning and Support

As part of the mini-competition call off process the successful supplier should provide you with a transition plan which clearly explains what tasks need to be undertaken and who is responsible for ensuring they are completed. This plan should set out the level of resource which is required from the contracting authority during the transition process. The expected timescales for each stage of the transition and the mobilisation as a whole should be shown. The contracting authority should review the suppliers performance against the plan on a regular basis throughout the transition.

4.7 Managing the Contract

The contracting authority should hold regular meetings with the supplier to review performance against agreed key performance indicators. Should the supplier fail to meet the agreed key performance indicators then the contracting authority should look to take corrective action as outlined within the contract document. The LPP category manager should be made aware of repeated failures in a supplier's performance and can be asked by the contracting authority to support rectifying issues.

4.8 Key Performance Indicators

LPP encourages the use of key performance indicators within contracts as a way of monitoring and managing supplier performance. Some suggested key performance indicators and a method of calculating service credits which are relevant to this contract have been included within the template specification document. Contracting authorities should ensure these meet their requirements and if necessary personalise them to ensure they do.

Key performance indicators should not be used to punish a supplier but should be built in to encourage and reward high quality performance of the contract. As such LPP suggests that key performance indicators are established which are achievable and agreed by both parties.

5. Frequently Asked Questions

5.1 What is a Framework and is it compulsory to join?

A framework is a general term for an agreement with a provider(s) which sets out terms and conditions under which specific purchases (call-offs) can be made throughout the term of the agreement. Frameworks are established for bodies to buy goods or services via a pre-approved list of suppliers.

5.2 If a supplier is not on the framework can they still take part?

No. The framework has been awarded via an OJEU process. Suppliers at the time of advert had the opportunity to register their interest in being awarded a position on the framework. The tender process for the framework has now closed and all lots awarded.

5.3 Do I need to invite all suppliers to a mini competition?

You will need to invite all suppliers for the lot under which you are undertaking your mini competition unless there are specific reasons why you believe a supplier cannot deliver the services you require. Where this is the case you should check with the supplier first to ensure that you are not challenged later in the process.

5.4 How long does a mini competition need to run for?

This will depend on the complexity of the service. Contracting authorities should take into account the size of the contract, the number of services included, requirements for supplier site visits and TUPE. On average LPP would suggest suppliers are given four weeks to respond to the mini competition. For specific advice please contact the category manager.

5.5 Do I have to apply a stand still period to a mini competition?

LPP encourages the application of standstill periods for all mini competitions under the framework, especially where the value of the contract exceeds the OJEU thresholds. This ensures transparency to all suppliers involved in the process and minimises the risk of challenge once a contract is awarded.

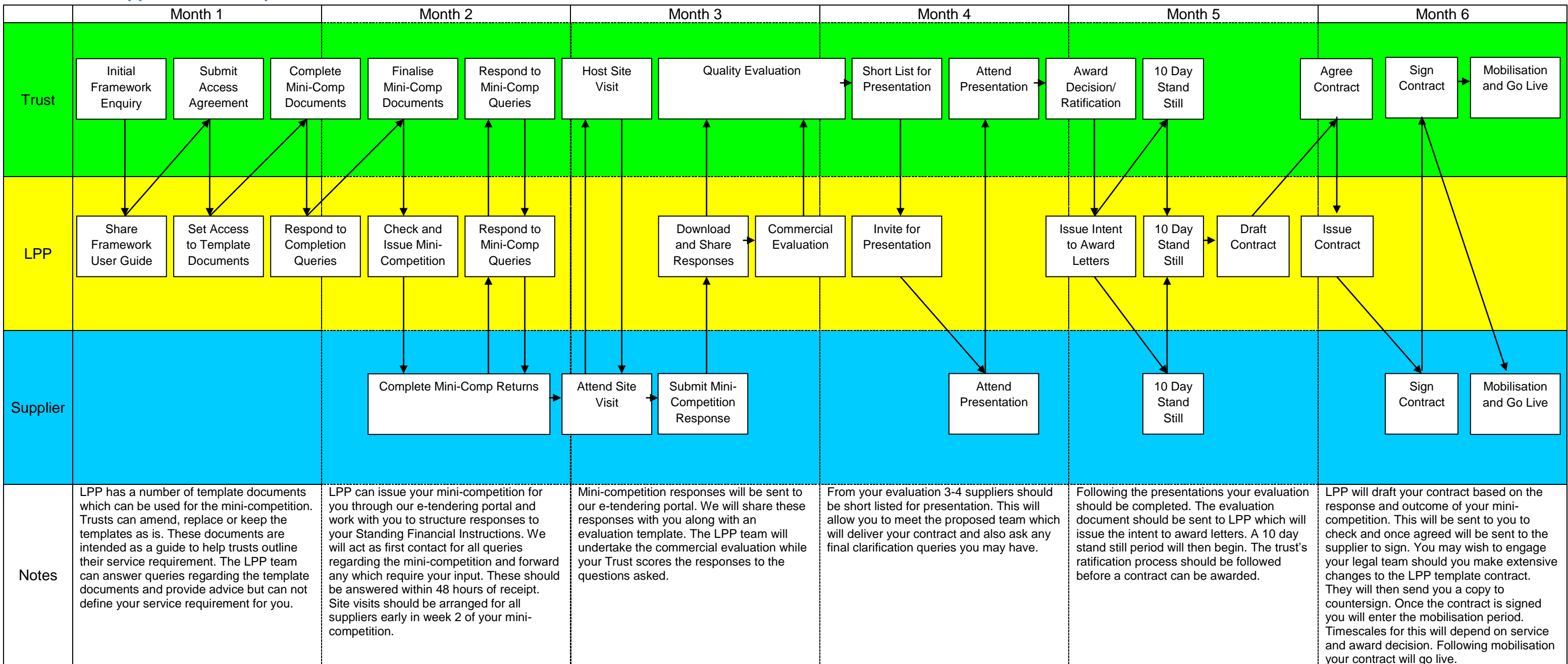
6. Appendices

6.1 Appendix A – Supplier Contacts

Supplier	Contact Details Address
ELFS Shared Services (hosted by Salford Royal NHS Foundation Trust) Main contacts: Karen Bennison	Karen.bennison@elht.nhs.uk Tel: 01254 732570/ 07714 765120
Equiniti HR Solutions Limited Main contacts: Andy Langley	andy.langley@equiniti-ics.com Tel: 02890 454166/ 07484 000594
NHS Shared Business Services Ltd Main contacts: Norman Cleary	Norman.Cleary@soprasteria.com Tel: 07590807262
NHS Payroll Services (hosted by Northumbria Healthcare NHS Foundation Trust) Main contacts: Sue Childerstone	sue.childerstone@nhct.nhs.uk Tel: 0191 203 1685 / 0791 9627601
St Helens & Knowsley NHS Teaching Hospital Trust Main contacts: Jennie Dwerryhouse Rob Simonds	Jennie.dwerryhouse@sthk.nhs.uk Tel: 0151 430 1117 / 07768045016 rob.simonds@sthk.nhs.uk Tel: 0151 430 1117 /07881922407

PLEASE NOTE THAT SERCO LTD WERE ORIGINALLY AWARDED TO THE FRAMEWORK BUT WITHDREW JANUARY 2019 AND AS SUCH MAY NO LONGER PARTICPATE IN ANY MINI COMPETITION.

6.2 Appendix C – Responsibilities Matrix



6.3 Appendix D – Customer Access Agreement

Customer Access Agreement is provided on the next page.



London Procurement Partnership

CUSTOMER ACCESS AGREEMENT

for use by [Framework Recipient Hub (FRH)]

**NHS London Procurement Partnership (Hosted by Guy's and St Thomas' NHS Foundation Trust
(LPP) FRAMEWORK AGREEMENT FOR THE PROVISION OF PAYROLL SERVICES**

Agreement Reference Number: LPP/2016/010
OJEU Reference: - 2016/S 172-309970

Before conducting any activity under this framework agreement please complete and return this form to LPP via your local [FRH] representative.

This agreement provides approval by LPP for the below named Organisation to access the above named Framework Agreement only, subject to the conditions set out below.

In exchange for LPP granting approval to access the Framework Agreement, the Organisation AGREES:

1. I/We accept all responsibility for both accessing and using the Framework Agreement in accordance with its associated terms and conditions of contract;
2. I/We agree that LPP (and [FRH]) have no responsibility, or liability, on behalf of our Organisation relating to our use of this Framework Agreement;
3. I/We hereby certify that all information provided by LPP (and [FRH]) in relation to the Framework Agreement, in any form, will be kept strictly confidential and not be made available to any external entity other than our own, without prior permission of LPP. (Please note, this obligation shall not apply to the provision of information by public sector organisations in order to comply with government guidelines and/or legislation regarding transparency and expenditure of public money);
4. I/We authorise LPP to receive management information from contracted suppliers, regarding the usage of this Framework Agreement by the Organisation. Such information will be used by LPP for contract management/administration purposes, and will be shared with [FRH].

AGREEMENT: I/We confirm that the organisation detailed below intends to participate in the above mentioned [FOH] framework agreement, and that in doing so will act in accordance with the guidance and instructions set out in the relevant LPP (and/or [FRH]) Contract Briefing Document, associated terms and conditions of contract, and in accordance with the Public Contracts Regulations 2015 (as amended).

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CUSTOMER ACCESS AGREEMENT

for use by [Framework Recipient Hub (FRH)]

NHS London Procurement Partnership (Hosted by Guy's and St Thomas' NHS Foundation Trust
(LPP) FRAMEWORK AGREEMENT FOR THE PROVISION OF PAYROLL SERVICES

Agreement Reference Number: LPP/2016/010

OJEU Reference: - 2016/S 172-309970

Customer Signature:	
Date:	
Name:	
Position:	
Name of Authority:	
Address:	
Telephone:	
E-mail	

Access facilitated by XXXX (Framework Recipient Hub) XXX - To be completed by NHS Hub

Name:		Signature:	
Position:		Date:	



LPP APPROVAL (To be completed by LPP) APPROVAL (To be completed by FOH)

Name:		Signature:	
Position:		Date:	

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6.4 Appendix E – Supplier Profiles

 <p>ELFS Shared Services added value business partner</p>	<p>ELFS Shared Services, established in 2002, lead the way in providing innovative, flexible shared service solutions to NHS Organisations. ELFS is a business division of Salford Royal NHS Foundation Trust and is based in Darwen, Lancashire.</p> <p>ELFS has an excellent track record in providing a comprehensive Payroll, Pensions, Expenses and Transactional HR services utilising ESR, e-Expenses systems, e-Rostering systems and a bespoke e-Turnaround documents. ELFS offer client's access to the benefits of 'best of breed' technology supported by high quality management information accessible through our web enabled 'KPI' dashboards.</p> <p>ELFS mission is to deliver superior, sustainable performance. Our approach is to develop good working relationships through operational excellence. ELFS commitment is to focus on customer service ensuring clients are confident that they have the support they need for their business and are able to access expert professional advice immediately when required.</p> <p>Our experienced staff are our key asset with many years' experience working within the NHS. They have the depth and breadth of payroll experience and expertise to deliver consistent high quality services and possess a good comprehension and insight into NHS requirements and client expectations.</p>
 <p>EQUINITI</p>	<p>Equiniti HR Solutions Limited delivering value for NHS Trusts</p> <p>With over 18 years' experience of providing NHS payroll services, Equiniti enables Trusts to meet the challenges of delivering successful, sustainable cost improvement programmes whilst improving their payroll and HR functions.</p> <p>Our NHS Payroll Service delivers on a shared service basis, paying over 60,000 NHS healthcare workers, provided by Trust-dedicated payroll controllers who are ESR-trained and CIPP-qualified. Accuracy and timeliness of all aspects of the payroll process are assured.</p> <p>Other aspects of our services to the NHS include:</p> <p>Auto-Enrolment - Easing the administrative workload, enabling Trusts to alleviate the burden of NHS auto-enrolment whilst delivering efficiency savings.</p> <p>NHS Pension Administration - Delivering accuracy and efficiency, the fully managed NHS pension administration service is administered by Pensions Consultants with specialist NHS pensions and NEST expertise who are CIPP-qualified and POL-trained.</p> <p>NHS HR transactional data processing – Easing the administrative workload, taking on responsibility for managing HR processing such as starters, leavers and variances.</p> <p>NHS Payroll Software Modules - Value-adding modules that integrate with and complement the NHS Electronic Staff Record (ESR) software by capturing time and attendance and payment requests over the internet.</p>

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 <p>Shared Business Services</p>	<p>NHS Shared Business Services (NHS SBS) is the market leader in business support services for the NHS. They provide Finance & Accounting, Employment Services and Procurement services, delivering operational efficiencies and improved service quality as well as real cost savings, of on average 30%, for its NHS clients.</p> <p>Established in 2005, NHS SBS is a 50/50 joint venture between the Department of Health and Sopra Steria Limited. The organisation now provides financial services to 100% of all NHS Commissioning organisations and a range of business support services for around 50% of NHS Provider Trusts.</p> <p>NHS SBS currently employs over 1,750 people who bring a unique mix of NHS and commercial expertise. NHS SBS is on-course to achieve £1 billion of cost savings to the NHS by 2020, having achieved its original 10-year target of £224 million of cost savings, a year earlier than planned in 2014.</p>
 <p>NHS Payroll Services</p>	<p>NHS Payroll Services (Northumbria Healthcare NHS Foundation Trust) has more than 30 years' experience of providing payroll solutions for a wide range of NHS clients. Our client base also includes NHS Social Enterprise organisations and GP Practices of all sizes who we have supported from inception to payment. We have a 99.98% accuracy rate and 100% customer retention. We currently pay more than 55,000 employees and process over 760,000 payroll transactions annually. We have a wealth of NHS experience and our team of experts manage all aspects of payroll, pension and expenses. We provide technical and transactional advice and innovative developments to streamline processes and deliver efficiencies in administration and productivity.</p> <p>We specialise in a fully-managed payroll service which replicates an in-house function handling all aspects of payment processing whilst ensuring full compliance with legislation and all NHS terms and conditions of service. A comprehensive range of payroll solutions is available so that NHS organisations are certain of an efficient and flexible solution to meet their requirements and ensure payroll needs are met on time, every time.</p>
 <p>St Helens and Knowsley Teaching Hospitals NHS Trust</p>	<p>'Professional – Efficient – Responsive'</p> <p>St Helens & Knowsley Teaching Hospitals NHS Trust Payroll Services provides payroll services to NHS clients across the U.K. and has a successful history of retaining our clients due to the level of service we provide. Our ethos is to work with clients in partnership to ensure the delivery of an efficient and effective service that meets the needs of our clients.</p> <p>With robust and efficient processes delivered by experienced and professional staff, St Helens & Knowsley Teaching Hospitals NHS Trust Payroll Services delivers a flexible service that is responsive to the needs</p>

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	<p>of our clients and enables clients to recognise efficiencies within their own work flows.</p> <p>We strive to deliver a service that enables client organisations to concentrate on its core activities whilst confident that the necessary task of payroll is being delivered in a professional, timely and effective way.</p> <p>We offer the following attributes to the provision of payroll services:</p> <ul style="list-style-type: none"> ➤ Proven client on-boarding experience ➤ Knowledge of NHS and ESR payroll requirements ➤ Effective client relationship management ➤ Technical capability and expertise ➤ Flexibility and innovation ➤ Structure and control ➤ Value for money ➤ A highly skilled, experienced and motivated NHS workforce
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6.5 Appendix F – Mini Competition Documentation

1. Mini Competition Instructions	Available following completion of the Customer Access Agreement in Appendix D
2. Abstract of Particulars	Available following completion of the Customer Access Agreement in Appendix D
3. ITT Questions	Available following completion of the Customer Access Agreement in Appendix D
4. Specification & Performance Monitoring	Available following completion of the Customer Access Agreement in Appendix D
5. Framework Rate Cards	Available following completion of the Customer Access Agreement in Appendix D
6. Pricing Schedule	Available following completion of the Customer Access Agreement in Appendix D
7. Terms & Conditions of Contract	Available following completion of the Customer Access Agreement in Appendix D
8. Signed Document Set	Available following completion of the Customer Access Agreement in Appendix D
9. Evaluation Template	Available following completion of the Customer Access Agreement in Appendix D
10. Standstill Award Letters	Contracting Authority to draft