

## Appendix A: Urgent Decision Record

Date of Decision	8 June 2023
<p>Relevant Section of the Admin Authority Constitution (Taken from Pension Committee Terms of Reference)</p>	<p><b>URGENT DECISIONS</b></p> <ul style="list-style-type: none"> <li>The Chair or nominated person in consultation with the Executive Director of Pensions shall be able to exercise the powers of the Committee in any matter of immediate urgency which cannot wait until the next meeting. Decisions made under this provision will be reported to the next available meeting of the Committee.</li> </ul>
<p>Background to Decision</p>	<p>An urgent decision is required to approve the procurement and selection of an external printing and mailing provider for the production of key member communications ahead of go-live for the Fund's new administration system, Compendia, on the 24 July 2023.</p> <p>The Fund's pension administration system manages all of the Fund's membership data and is used to process and calculate all member benefits in line with the scheme regulations. The system also includes the online services for the Fund's members and employers (Member Self Service (MSS) and Employer Self Service (ESS)), which enable self-service and enhanced electronic working for exchanging data.</p> <p>Transition to the new system on 24<sup>th</sup> July will require the re-registration of members to the new online portal, MSS. Members will be required to complete the re-registration on the new portal, via the input of a Personal Identification Code (PIC). This code will be generated prior to go live and will need to be issued to members in as part of the promotion of the new system for our members. It is proposed this will be done in a phased distribution via postal communications, to support the management of subsequent queries and also ensuring the engagement with all members.</p>

## Urgent Decision Record

	<p>The high-level specification for the printing requirements, are detailed below.</p> <ul style="list-style-type: none"> <li>• The first communication requirement will be via a personalised letter which will need to be sent to 286,584 members from 7 August 23 to 18 October 23.</li> <li>• The second communication requirement will be a personalised newsletter which is to be sent to 113,491 of our Active members from 23 October to 15 November 2023 and will include a small card containing member details.</li> <li>• The third communication requirement will be a personalised newsletter which is sent to 106,049 Deferred members from 20 November to 13 December 2023 and will include a small card containing member details.</li> </ul>
Reason the decision cannot be determined at Committee	Due to the timescales for the system transition and timetable for production of member communications (detailed above) a decision is required prior to the Committee meeting scheduled for the 21 June.
Committee Report	Details of the decision taken will be included within the Pensions Administration report presented to Committee on 21 June.
Action undertaken to determine decision (including advice taken, meetings held, etc.)	<p>The Fund utilised the Crown Commercial Services Framework RM6017 Postal Goods, Services and Solutions to undertake a mini procurement competition. The Fund undertook premarket engagement sessions with the suppliers on the Framework, to help further understand the potential pricing implications and proposed timetable for the delivery of the specification.</p> <p>The contract period is for the fixed service of the three key print jobs detailed above, with the option for an additional mailing (pensioner newsletter) in March/April 2024.</p>

## Urgent Decision Record

There are 6 suppliers on the framework who were invited to bid for the contract, these include:

- PSL
- Paragon
- CDS
- APS
- Cubiquity Ltd
- Harlow

Providers were evaluated on the quality and price of their bids. Both of these criteria were further broken down into sub-categories to enable the Fund to assess the supplier's capability to meet our requirements, as detailed below:

<b>Quality</b>	<b>60%</b>
Experience	30%
Reliability/Timely/Efficient	15%
Data management and security	15%
<b>ESG: (Environmental/Green Credentials)</b>	<b>5%</b>
<b>Price:</b>	<b>35%</b>

## Urgent Decision Record

	<p>Bids were received from five out of six suppliers and were evaluated by a panel of Fund Officers.</p> <p><b>Outcome</b> Following the evaluation, PSL are the overall successful bidder demonstrating and providing:</p> <ul style="list-style-type: none"> <li>- Extensive examples for working with local government including newsletters and also large scale private organisations (Amazon) dealing which bulk comms which run into millions (14+m)</li> <li>- An endorsement from a Local Authority</li> <li>- Comprehensive data management and data security policies and procedures</li> </ul> <p>The cost of these communication activities has been built into the 2023/24 communications budget.</p>
Urgent Decision Process Approval	<p>Following discussion, the Chair concluded that the decision</p> <p>*was urgent and determined the recommendations agreed *<del>was not urgent and directed the decision to be taken at the next available Committee meeting.</del></p> <p>*delete as appropriate</p>
Recommendations outlined by Officers	<p>Approval of the appointment of PSL for the provision of mailings to support the promotion of the new member self-service portal, and enable the outcome notifications to be issued to the suppliers and the 10 day standstill period to commence to ensure the Fund can progress with the member communications as planned.</p>
Decision taken under urgent powers	<p>*To approve the recommendations *<del>To not approve the recommendations</del></p> <p>*delete as appropriate</p>

### Urgent Decision Record

Date Completed	8 June 2023
Signed by Chair of Pensions Committee	[Redacted]
Signed by Executive Director of Pensions	[Redacted]
Signed by relevant Head of Service	[Redacted]