

Specification

The Provision of a Childcare Voucher Service on behalf of Leicestershire Partnership NHS Trust

Introduction

Leicestershire Partnership NHS Trust is looking to engage a partner to provide a childcare voucher scheme to its employees. The Trust is geographically diverse and provides community, mental health and learning disability healthcare services to the population of Leicester, Leicestershire and Rutland. The Trust currently employs 5,757 staff (excluding bank staff) equating to 4,803 WTE.

Requirements

1. Marketing Strategy

In order to ensure that this scheme is as successful as possible for all parties involved, the Trust recognises that marketing is of the utmost importance. Companies must therefore submit with their tender, a brief overview of the marketing strategy to be adopted. This is expected to include advertising such as road shows, intranet publicity, posters and wage slip inserts.

Following the award of the contract, the successful supplier will be expected to work with the Trust to produce a full marketing strategy.

2. Administration Charges

Tenderers must submit administration charges on offer schedule. The Trust expects administration charges to reduce as more employees join the scheme.

3. Help Line service

The Trust will expect the successful Contractor to provide a free of charge help line service to staff. Tenderers must submit with their tender the hours of opening for this service, together with any current customer satisfaction surveys and a copy of the organisations complaints procedures.

4. Customer Service Policy

The successful Contractor will need to monitor issues and communication in general from Trust staff. Tenderers are required to submit with their proposals details of their Customer Service Policy and Procedures.

5. Parent Application Pack

Tenderers must submit with their proposal a copy of a current parent application pack and they must set out the process to be followed on application.

6. Payroll Assistance

- 6.1** In the event that the Trusts Payroll providers require that its staff be trained, the Trust will expect the successful Contractor to provide this, together with any Human Resources training which may be required.
- 6.2** The successful Contractor will submit, each month a summary sheet of all voucher activity. This will be provided by secure electronic data transfer to the Trust's Payroll and Finance departments with copies to the Trust Contract Manager and Procurement Department. The successful Contractor will be advised details on implementation.

7. Lost / Unused Vouchers

Tenderers must provide with their tender, the procedures to be followed by parents when vouchers are lost or unused for any reason, together with the timescales envisaged in this eventuality. The Trust expects that the successful Contractor will have adequate controls in place to provide replacement vouchers and or refunds for unused vouchers.

8. Flexibility

Tenderers must set out with their proposal, the procedure that must be followed by parents in the event of them wishing to change the amount of vouchers purchased or if they cease to require vouchers either permanently or for a given period of time.

9. E-Vouchers

The Trusts expect the successful Contractor to be able to provide an E-voucher scheme. Tenderers are expected to set out in their proposal, the procedure that must be followed by the Trust/s and parents.

10. Childcare Voucher Providers Association

The Trust expects the successful Contractor to be a member of the Childcare Voucher Providers Association.

11. References

Tenderers must provide testimonials, including the names and contact details of three NHS or public bodies to which they provide this service.

12. Use of the Contract

Tenderers should note that the Trust does not offer any guarantee on behalf of Leicestershire Partnership NHS Trust that employees will opt to use the Childcare Voucher Scheme.

13. Contract Management - Nominated Officers

The Successful Contractor will be expected to appoint a Contract or Account Manager, who will be primarily responsible for the day to day running of the contract, and will be the contact point for issues arising out of the operation of the contract.

The Trust will nominate a Responsible Officer for this contract who will be responsible for monitoring the Contract in terms of performance and quality.

In addition, the Trust will nominate day to day contacts in both Human Resources and Finance, who will be the normal point of contact for issues.

14. Statement of Contract Management

Tenderers are required to submit with their offer a statement detailing how the contract is to be managed, and what resource will be allocated to manage the contract.

15. Efficiency Savings

The Trust attaches the utmost importance to achieving efficiency savings. The Contractor should consult with the Trust's Responsible Officers if, during the performance of the Contract, the Contractor can identify potential savings through changes to the specification. At the Review Meetings, the Contractor will be expected to advise the Trust on the potential areas for efficiency savings. The Trust may set targets for efficiency savings as part of the contract review process, which will take account of any Government policy.

16. Implementation

16.1 Tenderers are required to submit with their bids a detailed project plan clearly identifying tasks, timescales, activities and responsibilities for the implementation of the contract.

16.2 The successful Contractor will transfer all the Trusts existing users to the new voucher scheme.

17. Contract Handover Co-operation

On expiry of the Contract:

- The Provider shall provide within 21 days of being requested, all information the Trust considers necessary to enable the Trust to issue tender documents for the Services.
- The Provider shall co-operate fully with the Trust during the handover leading to termination of Agreement. This co-operation shall extend to full access to all documents, reports, summaries and any other information required to achieve an effective transition without disruption to routine operation requirements.
- Any equipment purchased for use under this Agreement, which has been paid for by the Trust, shall remain the property of the Trust and shall be handed over to the incoming provider or the Trust.
- The Contractor shall ensure that any computerised filing, recording, documenting, planning and drawing software systems utilised by the Contractor is transferred free of any charges to the Trust or persons designated by the Trust to facilitate a smooth handover of services at expiration or termination of the Agreement.