

SPVA SIGNS NEW THREE-YEAR CONTRACT TO DELIVER PERSONNEL SERVICES FOR THE ARMED FORCES

On 20 May 2009, the Service Personnel and Veterans Agency (SPVA), an Executive Agency of the Ministry of Defence, announced the signing of a new three-year contract for the delivery of pay, personnel and pensions administration for the Armed Forces. The contract was awarded to EDS, an HP company, to provide services from November 2009 to November 2012.

Under the contract, EDS will be responsible for the delivery of a portfolio of functions, including the operation of the Joint Personnel Administration (JPA) system, HR non-discretionary casework, the provision of a telephone enquiry centre and administration of the Armed Forces Pension Schemes.

EDS has been the supplier of many of these services for the past 12 years and the announcement provides stability for approximately 900 EDS staff working on the SPVA account within the UK.

Kathy Barnes, SPVA Chief Executive said:

“SPVA must provide the highest standard of service to our Armed Forces. The quality of our commercial partner is a vital component in delivering on that promise and I am delighted with the announcement of EDS as the successful bidder.

“Competing this contract has rightly been a rigorous process but it will enable the Agency to further improve its service delivery and provide a firm baseline for the future. I congratulate EDS and I look forward to the continued delivery of both high quality and value for money services over the next three years.”

Sir Rob Fry, Regional Vice President for EDS Defence and Security commented:

“At EDS, we are very pleased that the commitment of all the team has been recognised with the award of this new contract with SPVA.

“Working closely with the MOD, we have been able to show the commitment and understanding that comes from having many employees who have provided support services to the military for a number of years or have served in the military. We look forward to continuing to demonstrate this special interest and concern for the support and welfare of Service personnel under the new contract.”

Ends

Notes to editors

1. The contract was tendered under the EU 'restricted' procurement procedure. Bidders quoted on the basis of a firm price for a defined output, with no negotiation. Once received, a moderated assessment process was undertaken to ensure consistency and fairness of approach. Information on price was withheld until technical evaluation had been completed. The contract specifies a number of output measures and targets which will be used to monitor achievement.

About SPVA

2. SPVA provides a range of 'through life' support functions direct to around 900,000 serving and ex-Service personnel from four main UK sites, including Glasgow, Norcross near Blackpool, Imjin Barracks near Gloucester and Gosport, Hants.

About EDS:

3. EDS Defence & Security is a business of EDS, an HP company, which is a leading global technology services provider, delivering business solutions to its clients. EDS founded the information technology outsourcing industry nearly 50 years ago. Today, EDS delivers a broad portfolio of information technology, applications and business process outsourcing services to clients in the manufacturing, financial services, healthcare, communications, energy, transportation, and consumer and retail industries, and to governments around the world.

For Further Information

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