

PolyMAT

Payroll Services

Tender Proposal & Specification

1. **Introduction**

PolyMAT has been a multi academy trust since 1 August 2014 and comprises of two schools’; Woolwich Polytechnic School for Boys, co-educational at Post 16. There are currently just over 1,500 students on roll, and Woolwich Polytechnic School for Girls, currently in its third year of providing education to the girls in Thamesmead. This school will have 1,200 students on roll when it is full. We currently employee 250 across both schools but this is expected to rise to 350 when the school is full (year 2 of the contract). The Trust has plans to expand further in the future and any tender submission must demonstrate the ability to support the growth strategy of the MAT.

We are looking to change our current payroll services from 1st April 2022 and want to put in place the most efficient and economical payroll service possible. The Trustees are therefore considering two options and suppliers are asked to provide a price for each option:

* **Option 1 - An in house payroll service using an appropriate software system that can perform the functions detailed in section 1 of the tender specification.**
* **Option 2 - A fully managed external payroll service that can provide a comprehensive payroll service and offer value for money. This option covers both section 1 & 2 of the tender specification.**

**The system also needs to provide the required HR functions as specified in section 1. Please note that all HR administration is currently performed in house and will continue to do so, the managed service in option 2 should cover payroll only.**

**All tenderers should also complete Section 3 of the tender specification that covers general information and other requirements.**

The contract will commence on 1 April 2022 for a duration of 3 years, with the option of a one year extension at the discretion of the Trust.

For additional information about the Trust and its schools please visit our websites:

<http://www.woolwichpoly.co.uk/>

<https://www.woolwichpolygirls.com>

<https://www.polymat.co.uk>

1. **Project Schedule**

|  |  |
| --- | --- |
| Issue Invitation to Tender | 4th October 2021 |
| Clarification Period | 4th October 2021 – 18th October 2021 |
| Tender Submission | 18th October 2021 at 12.00 noon |
| On site visits/supplier presentations/tender evaluation | 19th October – 5th November 2021 |
| Trustee Decision | 8th November 2021 |
| Notify Bidders of outcome | 9th November 2021 |
| Stand down period | 9th November 2021 – 23rd November 2021 |
| Contract awarded | 24th November 2021 |
| Contract mobilisation period | 24th November 2021 – 31st January 2022 |
| Parallel running | February 2022 and March 2022 payroll |
| Go Live | 1st April 2022 |

1. **Instructions to Tenderers**

Completed tender submissions should be submitted via email to:

Amanda Peters

[apeters@woolwichpoly.co.uk](mailto:apeters@woolwichpoly.co.uk)

The following documents should be submitted:

* Signed Declaration
* Appendix A – Tender submission
* Appendix B – Pricing Schedule
* Any Supporting Documents

Suppliers should ensure that they allow enough time to submit their response. The organisation will accept no responsibility for difficulties during the process of submission and/or late or lost submissions. **The deadline for submission is 12 noon on 18th October 2021.** LATE SUBMISSIONS WILL NOT BE ACCEPTED.

If you require clarification on aspect of the tender specification or require further information please contact Amanda Peters [apeters@woolwichpoly.co.uk](mailto:apeters@woolwichpoly.co.uk).

Suppliers are required to submit competitive prices strictly in accordance with the project brief and tender specification.

Potential Providers that are unsuccessful will be provided with feedback upon request.

PolyMAT reserves the right to withdraw from the procurement process and may award a contract(s) in whole, in part, or not at all as a result of the competition of this tender exercise. PolyMAT shall not be liable for any costs or expenses incurred by any applicant in considering and/or responding to the procurement process.

In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the ‘FoIA’), all information submitted to PolyMAT may be disclosed in response to a request made pursuant to the FoIA. In respect of any information submitted by a Potential Provider that it considers being commercially sensitive the Potential Provider should:

* clearly identify such information as commercially sensitive;
* explain the potential implications of disclosure of such information; and
* provide an estimate of the period of time during which the organisation believes that such information will remain commercially sensitive.

Where a Potential Provider identifies information as commercially sensitive, will endeavour to maintain confidentiality. Potential Providers should note, however, that, even where information is identified as commercially sensitive, PolyMAT might be required to disclose such information in accordance with the FoIA. Accordingly, PolyMAT cannot guarantee that any information marked ‘commercially sensitive’ will not be disclosed.

Please do not include any information that is not expressly requested in this specification or subsequently in response to a clarification question. Please note that the inclusion of an executive summary, general marketing and company literature or a statement of reasons for selection is not required and will not be considered in the evaluation.

1. **Completing the Tender Specification Questionnaire – Appendix A**

**Appendix A provides the detailed specification questionnaire that needs to be completed as part of the tender. Tenders must ensure they give a detailed response as to how they will provide the required service. Please answer all three sections. When the questionnaire is complete please sign the declaration before submission.**

The Tenderer must indicate the level of compliance with each requirement that their system offers. Where only partial compliance is possible the Tenderer must indicate to what extent the requirement can be met and describe plans for future compliance where they exist. The Tenderer is required to indicate whether each item is currently available in the proposed system, or is a planned future enhancement, or is not available, or a third party product is available. Tenderers are requested to provide a timeframe where elements are subject to future enhancements. The following coding system must be used to indicate the level of compliance:

|  |  |  |
| --- | --- | --- |
| **Code of Response** | **Description** | |
| A | *Fully Met* | The requirement can be met fully. Details should be included to support your assessment. |
| B | *Partially Met* | The requirement can be met partially– in this case please give details or an alternative solution. |
| C | *Bespoke Modification* | The requirement can be met after bespoke modifications to the software – in this case please provide costs. |
| D | *Future Release* | The requirement can be met in a future release of the system – in this case please give release dates where available. |
| E | *Further Software Required* | Can only be met by the purchase of a complementary third party product – give details |
| F | *Cannot be Met* | The requirement cannot be met by the system and there are no plans to include the required functionality. |

Additional notes should be entered in the ‘Comments’ column to support your proposal.

1. **Evaluation**

Phase 1 of the Evaluation Process - The information supplied in the tender will be checked for completeness and compliance before responses are evaluated. Incomplete or non-compliant responses will be excluded from further consideration.

Phase 2 – The bids that meet the requirements of phase 1 will be fully evaluated. The evaluation will be on the basis of value for money as follows:

**Price - The most economically advantageous 40%, maximum score available 80**

The total price across the 3 year contract will be calculated including all implementation costs and 3 days of additional training taken during this period. The cheapest tenderer will score 80 points, 2 points will be deducted from tenderers for every additional £1000 (or part of) charged above this price.

**Quality - Efficiently & Effectiveness ie ability to meet the specification and provide the best quality service 60%. Each section will be scored separately.**

**For option 1 the scores for section 1 and 3 will be added together, maximum score of 201 = 60%**

**For option 2 the scores of all three sections will be added together, maximum score of 246 = 60%**

Quality responses will be scored accordingly:

|  |  |
| --- | --- |
| Score |  |
| 0 | Unacceptable – nil or inadequate response. Fails to meet the requirement. |
| 1 | Poor- The response addresses limited elements of the requirement but contains insufficient detail or explanation to demonstrate how the requirement will be fulfilled. |
| 2 | Satisfactory. The response demonstrates a satisfactory understanding of the requirement but lacks details on how the requirement will be fulfilled in certain areas. |
| 3 | The response meets the requirement in all respects. |

The scores will be added together, there are 35 questions to be answered and a maximum of 105 points to be scored for these questions. In addition the site visits (reference 3.8) will be scored out of a maximum of 15 in recognition of as actual user experience.

**Appendix A**

**Tender specification**

**Section 1 System Requirements Payroll**

| **Ref.** | **Requirement** | **Compliance Level** | **Tenderer Comments** |
| --- | --- | --- | --- |
| 1.1 | Accurate and reliable Payroll data processing and reporting; The system should have the following functions:   * Ability to run separate payrolls for each establishment * hold multiple paytables and contracts * comply with both Teachers pension and the LGPF pension requirements * support term time only and working week contracts * support fluctuating working patterns, in hours and days * Have a timesheeting facility for sessional workers * Support multi-jobbing across different establishments. * Calculate deductions for absence including unpaid leave, maternity/paternity leave and sickness * Support third party deductions eg. credit union, union subscriptions. * Support salary sacrifice schemes. |  |  |
| 1.2 | Calculate employees’ and employer’s Class 1 National Insurance contributions in accordance with HM Revenue and Customs regulations. Calculate employer’s Class 1A National Insurance contributions arising on benefits in kind and expenses in accordance with HMRC Regulations. Calculate tax collectable on taxable pay. |  |  |
| 1.3 | Calculate entitlement to statutory payments SSP/SMP/SAP/SPP. |  |  |
| 1.4 | Provider to ensure that the system is regularly updated for any changes to:   * HR legislation * Changes in benefit eligibility & rates * Changes to pension scheme requirements and rates * Changes to nationally agreed payscales |  |  |
| 1.5 | Key reconciliation reports available as standard eg. gross to net, payroll costing report. Ability for the user to create bespoke reports as required. Reports downloadable to excel.  Please provide a list of standard reports and example formats. |  |  |
| 1.6 | Ability to download and batch upload data using excel. Compatibility with other PolyMAT systems   * BACS; Lloyds Commercial Banking * HR Software; Capita SIMS MIS * Finance Software; Capita SIMS |  |  |
| 1.7 | Provide a **secure system** . Bidders are required to demonstrate the level of security provided and mitigation to ensure data security. Please detail the GDPR compliance measures in place and the location of where data is stored. Provide copies of any accreditations or certifications you have for data security. |  |  |
| 1.8 | A ‘user friendly’ system ensuring usability and accessibility for all levels of system users. |  |  |
| 1.9 | “Self-serve” transactional processes fully automated e.g. changes to personal details, address, contact details etc. |  |  |
| 1.10 | Ideally a cloud Based system. Externally hosted and managed, accessed via a dedicated client or website. Service provider responsibility for back up of all data. |  |  |
| 1.11 | Functionality for the system needs to be accessible and integrate with all aspects of the Google Platform. |  |  |
| 1.12 | Unlimited access to a system support team with guaranteed response times. |  |  |
| 1.13 | Provide as part of the standard support package:  A library of system guidance manuals  Regular updates and training provided on system updates/development |  |  |

**Section 1 Continued - System Requirements HR**

The system will support core HR functions and therefore accept data inputs and manage databases for:

| **Ref.** | **Requirement** | **Compliance Level** | **Tenderer Comments** |
| --- | --- | --- | --- |
| 1.14 | Staffing Contracts – must have level of detail to encompass all aspects of employment including term time working/working weeks contracts/working patterns/multiple contracts |  |  |
| 1.15 | Must support service history and rules – be able to generate reminders for rules |  |  |
| 1.16 | Must support attachment of employee records – in PDF or other format easily upload able |  |  |
| 1.17 | Annual Leave, Sickness, Family Leave and special leave. This should also have a functionality that supports reporting for (but ideally a direct link to) payroll. |  |  |
| 1.18 | Account for fluctuating working patterns and term time only contracts in calculations of entitlements and hours absent. Needs to be able to consider closure periods and Academic Year rules |  |  |
| 1.19 | Reports for annual activities and reconciliations (eg: annual leave year reconciliations) and standard sickness absence reports, which are Term time only enabled as well as all year round |  |  |
| 1.20 | Enabled e-mail (or system) reminder for trigger points for absence, including return of self-certificates, and other paperwork |  |  |
| 1.21 | Ability to support multi-contract organisation (variable entitlement rules / benefits/trigger points - probation periods, 5 year service and pay scales) |  |  |
| 1.22 | Ability to create departments and reporting lines which flow to authorisation chains |  |  |
| 1.23 | Organisation charts (visuals) reports and ability to link to job descriptions |  |  |
| 1.24 | Flexible hierarchy, authorisation paths and access levels |  |  |
| 1.25 | Workflow solutions for key processes – maternity leaves, onboarding, training, pay review, annual leave Email reminders and link to Microsoft Office calendar(s |  |  |
| 1.26 | Standard letters and mail merge for above processes (ability to load templates and establish mail merges from key data) |  |  |
| 1.27 | Statutory Returns   * Be able to produce a CSV of the School Workforce Census * Be able to generate a Single Central Record report in Excel * Be able to generate the Gender Pay Gap reporting in Excel |  |  |
| 1.28 | Employee set up direct from Recruitment platform |  |  |
| 1.29 | Onboarding Information portal – hosting training/policies and new hire forms for completion |  |  |
| 1.30 | Candidate uploading of completed documentation and evidence including date stamp process |  |  |
| 1.31 | Recording of pre-employment checks – DBS, Right to work in the UK, qualifications |  |  |
| 1.32 | Ability to integrate with pre-employment checking process conditional offer, employment contract, references, DBS etc. |  |  |
| 1.33 | Standard Letters/contracts/forms and mail merge workflow management – integration with Microsoft Office Mail |  |  |
| 1.34 | Checklist system management through entire checks process |  |  |
| 1.35 | Attachment of personnel records and documents to employee record |  |  |
| 1.36 | Ability to maintain a documents library for standard HR forms, templates and work product (eg Job Descriptions) that can be forwarded within the system or attached to relevant files. |  |  |
| 1.37 | Vacancy authorisation / requisition workflow including links to POs for advertising costs (which can be built into the system through agreed contracts) |  |  |
| 1.38 | Ideally have ability to integrate with Job Boards/ Multiposting of our choosing/integrations with Trust Social Media channels |  |  |
| 1.39 | Ability to host an Advert “library” of branded templates (for adverts, letters, correspondence) |  |  |
| 1.40 | Ability to manage internal only recruitments within this system |  |  |
| 1.41 | Ability to offer qualifying questions at application stage/deselection |  |  |
| 1.42 | Online candidate shortlisting for hiring managers/appointment matrix for selection |  |  |
| 1.43 | ability to track “source” of applicants |  |  |
| 1.44 | Recruitment workflow management – including reminders/calendars and push emails to candidates |  |  |
| 1.45 | Ability for masked shortlisting and application form parsing |  |  |
| 1.46 | Channel and storage for speculative application form submission/including reminders for storage protocols |  |  |
| 1.47 | Applications Export function (Word/PDF) |  |  |
| 1.48 | Access to applicant history (to identify duplicates and repeat applicants) |  |  |
| 1.49 | Ability for employee to request leave – annual, compassionate, unpaid |  |  |
| 1.50 | Monitor own annual leave entitlement and amount remaining; and 12-month sickness absence history |  |  |
| 1.51 | Self service - Submit self-certification certificates for short-term absence; |  |  |
| 1.52 | Self service - Have some visibility of information on current pay grade and allowance entitlements; (plus benefits/flex benefits); Contract and terms and conditions |  |  |
| 1.53 | Request and book training and record attendance at seminars and external training events |  |  |
| 1.54 | Record working hours (if zero hour) or overtime hours for approval |  |  |
| 1.55 | Review own appraisal and upload performance information/evidence; |  |  |
| 1.56 | Settlement and Redundancy Process  Automatic Termination |  |  |
| 1.57 | Manager Self Service Module  Allocation of various permission levels for staff  Access to absence management “dashboard” for direct reports (leave and sickness) – including calendars  Approval of training request – links to budgeting or like Finance notification/PO  View certain information relating to their staff e.g. personal contact details, post, grade, hours, salary package details;  Conduct and record appraisal and development reviews, including uploading of evidence documents  Authorisation of timesheets  Standard HR management dashboard including open recruitment, new starters and reminders for completion of processes (such as return to work meetings and probation reviews). |  |  |
| 1.58 | Performance and Appraisal Module  Online appraisal forms (ability to manage content) and supporting documentation  Ability to attach supporting evidence to online forms  Sign off and approval chain management for completed reviews  Integration with Employee and Manager self-service |  |  |
| 1.59 | Learning Management System Module  Course booking manager authorisation workflow  Course creation, management and booking for internal bespoke training including invite facility (Gmail), attendee management and room booking  Ability to host and track externally purchased e-learning modules  Ability to upload certificates of completion and/or evidence for assigned/completed course |  |  |

**Section 2 Managed Service Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| Ref. | Requirement | Compliance Level | Tenderer Comments |
| 2.1 | Provide a BACS Bureau service in respect of Payroll payment services and process all payments once appropriately authorised. |  |  |
| 2.2 | Process all temporary and permanent variations to employees as notified either via employee self-service or to a payroll support helpdesk. Facility to make bulk changes to various staff. |  |  |
| 2.3 | Process electronic monthly payslips for all employees. |  |  |
| 2.4 | Calculate and make all adjustments to the Inland Revenue payments in accordance with current regulations and operate income tax codes changes for Payees including bulk updates. |  |  |
| 2.5 | Make payment to the collector of taxers monthly via direct credit drawn on the Multi Academy bank account:   * Any sums deducted from payees in respect of income tax, National Insurance contributions and student loan repayments. * Employer’s National Insurance contributions. |  |  |
| 2.6 | Process Attachment of Earnings Orders in accordance with the rules governing the operation of each type of order, including the deduction from a Payee of any statutorily authorised administration fee. Payment to be made by Direct Credit drawn on the Multi Academy bank account and remitted to the relevant issuing body via BACS. |  |  |
| 2.7 | Process emergency salary payments. |  |  |
| 2.8 | Operate payroll aspects of salary sacrifice schemes. |  |  |
| 2.9 | Provide the administration support of Student Loan repayments. |  |  |
| 2.10 | Provide a P45 for leaving employees and notify appropriate bodies. |  |  |
| 2.11 | Commence and cease pension contributions to the respective pension schemes (TP & LGPS) in line with the rules of the scheme and the rights to Opt out of the payee, contribution rates should be calculated in accordance with the scheme rules and regulations. Additional Voluntary Contributions scheme contributions to be calculated in accordance with the rules of the scheme administrator. Make payment to the relevant pension provider by the agreed submission dates. |  |  |
| 2.12 | Administration of the Pension Auto enrolment, provide statutory notifications to employees. |  |  |
| 2.13 | End of Year services:   * Undertake the end of year reconciliation for income tax, National insurance, SSP, SMP, OSPP, ASPP, SHPP, SAP and Student Loan Repayments. * Prepare annual P60 End of Year Certificated for all relevant Payees. o Prepare annual statements for all Payees who have been included in the P11D return. * Annual teachers reporting as per current statutory regulations. * Annual pension reporting as per current statutory regulations. |  |  |
| 2.14 | Provide a dedicated payroll contact with guaranteed response times. |  |  |
| 2.15 | Provide a clear SLA for the managed service including performance targets and scheduled performance reviews. Please provide a sample SLA or proposed performance targets to support your response. |  |  |

**Section 3 – Other Information Requirements**

| **Ref.** | **Requirement** | **Compliance Level** | **Tenderer Comments** |
| --- | --- | --- | --- |
| 3.1 | Please provide an implementation plan showing meeting the go live date of 1st April. Include contact details of key personnel and working days allowed for each stage of implementation. |  |  |
| 3.2 | Data Migration: Please provide a list of the data required from PolyMAT and target delivery date. Please detail your proposed approach to data migration including data verification methods and rollback in the event of failed migration. |  |  |
| 3.3 | Please provide details of your Business continuity: Disaster recovery or Risk Management Plans. Assurances are required to demonstrate continued provision should there be a major event which resulted in loss of resources to deliver the service. Please include copies of your public liability insurance. |  |  |
| 3.4 | Financial standing  Please provide audited accounts for the last three years (last three years available).  Please an explanation for any extraordinary transactions or changes in asset values or profitability. |  |  |
| 3.5 | Please provide minimum specifications requirements for client access and broadband connectivity. |  |  |
| 3.6 | Please provide your equal opportunities policy and indicate how this is communicated to staff and put in practice. |  |  |
| 3.7 | Please provide a summary of qualifications and experience of the key personnel to be used to deliver this tender. |  |  |
| 3.8 | References - Please provide the contact details of trusts you currently provide services to located in the South East of England.  Referees will be contacted to arrange a site visit in order to see a demonstration of the system. If this is not convenient/possible then the tenderer will be asked to provide a system demonstration. |  |  |

**UNDERTAKING**

**WHEN YOU HAVE COMPLETED THE QUESTIONNAIRE PLEASE READ AND SIGN THE SECTION BELOW: -**

All contractors are required to sign the following undertaking: -

I certify that the information provided is accurate to the best of my knowledge and that I accept the conditions and undertakings requested in the tender. I understand and accept that false information could result in rejection of the Company’s Application.

I also understand that it is a criminal offence, punishable by imprisonment to give or offer any gifts or consideration whatsoever as an inducement or reward to any servant of a Public Body in accordance with the provisions of the Prevention of Corruption Act 1916 and any amendments. I also understand that any such action will empower PolyMAT to cancel any contract currently in force and will result in rejection of the Company’s Application to bid and the cancellation of any contract (if awarded).

I undertake that no member, or staff, of the Company has communicated, or will communicate with any Person employed by PolyMAT with regard to the contract award process for this service.

I confirm that there is no conflict or perceived conflict of interest arising from any existing relationship between myself and a member of the PolyMAT procurement team. I understand that failure to declare a potential conflict of interest will result in the termination of the contract if awarded.

|  |  |
| --- | --- |
| Signed for and on behalf of the Company  SIGNATURE |  |
| Name of person signing on behalf of the Company  PRINT |  |
| Position/status in the Company  PRINT |  |
| Company’s name and address  PRINT |  |
| Date |  |

**Appendix B Pricing Schedule**

Tenderers are required to complete the tables shown below.

* **Option 1 – A payroll software system that can perform the functions detailed in section 1 of the tender specification to be used to run payroll by the PolyMAT finance team.**

|  |  |
| --- | --- |
| **Description of Cost** | **Price (£) Excl. VAT** |
| Software Capital & Implementation Cost |  |
| Software Annual Cost |  |
| Help desk support annual cost |  |
| Additional training cost per session |  |
| Other |  |

The space below has been provided to allow the Tenderer to provide clarification on the costs stated above for example how many days are being costed for implementation and how many days initial training are provided within the cost. Please use additional pages if required.

|  |
| --- |
|  |

* **Option 2 - A fully managed external payroll service that can provide a comprehensive payroll service and offer value for money. This option covers both section 1 & 2 of the tender specification.**

|  |  |
| --- | --- |
| **Description of Cost** | **Price (£) Excl. VAT** |
| Software Capital & Implementation Cost |  |
| Software Annual Cost |  |
| Provision of Payroll managed service Annual cost |  |
| Help desk support annual cost |  |
| Additional training cost per session |  |
| Other |  |

The space below has been provided to allow the Tenderer to provide clarification on the costs stated above for example how many days are being costed for implementation and how many days initial training are provided within the cost. For the managed service please quote based on the basis of individual payrolls per school and the current staffing numbers. Please provide details of how these charges will increase as the staff numbers increase and or/additional payrolls added. Please use additional pages if required.

|  |
| --- |
|  |