

The **acc** Liverpool Group

TENDER REF: TT000046

Invitation to Tender for the Provision of HR System and Payroll Bureau Service

Briefing Document

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1.0 Executive Summary

The overall aim of this tender is for The ACC Liverpool Group to appoint a preferred supplier for the provision of a payroll bureau and comprehensive integrated HR system.

The objectives of the appointment of the preferred supplier includes:-

- To support ACC Liverpool's mission, brand and values
- To provide ACC Liverpool's HR team with a wide range of services as detailed in Section 4 Our Requirement Specification and Aspirations
- To provide a comprehensive payroll bureau service
- To provide ACC Liverpool with a professional, timely comprehensive service to maximise the use of technology in supporting and advancing our people management culture.

2.0 Overview

The ACC Liverpool Group campus is home to a world-class family of venues, experiences and services for the local, national and international events market.

Our Group includes Destination Venue ACC Liverpool, home to BT Convention Centre, Echo Arena and Exhibition Centre Liverpool and our ticketing agency TicketQuarter.

The versatile BT Convention Centre facilities include a 1,350 seat auditorium, 18 breakout rooms, 3,725m² of exhibition space and a range of sustainable credentials having been designed to produce half the CO₂ emissions it would without any environmentally-friendly measures.

Sister venue Echo Arena Liverpool is an 11,000-seat arena with 22 hospitality VIP Boxes and a packed programme of entertainment and sporting events throughout the year.

In September 2015, ACC Liverpool expanded its offering with the opening of Exhibition Centre Liverpool, adjacent to BT Convention Centre and Echo Arena, providing an additional 8,100m² exhibition facility, taking the total to 15,225m² of interlinked and flexible event space.

A pedestrian link bridge connects the new and existing venues making it the only purpose-built interconnected arena, convention centre and exhibition facility in Europe. A 216-bedroom Pullman hotel, which forms part of the development, opened in February 2016.

Vision

Our vision is to be a successful world class arena, convention centre and exhibition centre that serves its customers to the best of its abilities and attracts visitors to Liverpool, thereby contributing to the long term growth and prosperity of our enterprise, our city and its people.

The awarded Contractor must be a true partner and work closely with The ACC Liverpool Group to promote continuous improvement and help enhance their brand and service quality.

Values

We regard to The ACC Liverpool Group's brand values to be:-

Our Brand Blueprint

Who We Are

We are The ACC Liverpool Group

A family of world-class venues, experiences and services for the local, national and international events market.

Currently our group includes Destination Venue ACC Liverpool, home to BT Convention Centre, Echo Arena and Exhibition Centre Liverpool and our ticketing agency TicketQuarter.

How We Work

Straightforward

Ambitious

Versatile

Welcoming

What We Do

We strive to be at the heart of Liverpool's cultural and economic success, and our passion for the city is matched only by the commitment we show to our customers.

Through the venues we operate and the services we provide, our focus is to attract business and visitors to Liverpool, contributing to the long-term growth and prosperity of our group, our city and its people

The **ACC** Liverpool Group

3.0 Our People and Organisation

The ACC Liverpool Group (the Company) is a major employer in Liverpool and a proud supporter of the city it represents. We play a key role in the economy and help form a positive image of the wider region.

The company itself is divided into the following departments which report into Bob Pratley, Chief Executive:

- Corporate Services;
- Events and Operations; and
- Commercial.

Each of the above contributes to the smooth running of the business and the level of expertise we provide for world-class events.

3.1 Structure

We currently have 165 employees, this figure includes 9 members of the Senior Management Team (SMT), 42 Managers and the remaining 113 are individual employees. We also have approximately 50 casual workers.

Within each of our 3 main departments we have the following teams:

Corporate Services
- Human Resources
- Finance
- Procurement
- ICT

Events and Operations
- Facilities Management
- Event Management and Production
- Events Support
- Health and Safety
- Projects

Commercial
- Ticketing
- Conference and Exhibition Sales
- Marketing
- Commercial and Sponsorship
- Sports and Entertainment Sales

An overview of current terms and conditions are detailed below:

Various working patterns

- ❖ Monday – Friday 9.00am-5.30pm

- ❖ Annualised hour contracts full and part time working between 1,040 hours and 2,080 hours per annum
- ❖ Staff rota'd to various hours 7 days per week (with rotas provided up to a week before shift)
- ❖ Varying contractual weekly working hours.

Salary and Benefits

- ❖ Whilst we do not have a fixed pay structure most salaries are banded from a minimum to maximum salary, therefore we have a number of employees on spot salaries
- ❖ We operate one annual bonus scheme, normally paid in May. Employees within the bonus scheme are assigned to a percentage band and the overall amount paid per annum will vary dependant on the employee's individual performance and also the overall company performance throughout the year
- ❖ We offer salary sacrifice for Childcare Vouchers (CCV's) currently through a company called Fideliti
- ❖ All employees are subscribed to Medicash, this benefit is detailed in the P11d at year end, however there is also the option of adding a partner and/or children and this deduction is made from payroll after tax and usual deductions
- ❖ Company cars are provided to several senior positions, this is reported throughout the year through submission of P46 and at year end through P11D
- ❖ Pension – all employees are able to access the pensions scheme, we are part of the Local Government Pension Scheme (LGPS) which is administered by Merseyside Pension Fund
- ❖ Casuals are used on a monthly basis. They are paid for the period of 15th -15th of the month
- ❖ Casuals accrue holiday hours based on the number of actual hours worked. If holidays are not taken by the casual at the end of their contract they are paid them at the end.
- ❖ Casuals are also able to access the LGPS once they meet the eligibility criteria.

We also have approximately 54 freelancers engaged on a contract of services who are currently non-payroll workers. These workers are paid via invoice and records of each freelancer are maintained on internal recording systems. The ability to log non payroll workers such as freelancers on a new HR system would be desirable.

3.2 Current HR System and Payroll Provision

Our payroll bureau is currently outsourced to a specialist payroll provider for the provision of payroll and pension services. The Bureau is currently supported by an integrated HR system, (Oracle). In line with business needs the Company wish to enhance our HR system capabilities. We have not devolved the Manager self-service (MSS) function to our managers and HR do not have system administrator (HR) access to Oracle at this time.

4.0 Our Requirement, Specification and Aspirations

Currently our supplier provides a comprehensive payroll bureau service with limited HR system functionality or workflow capabilities. We require a fully integrated payroll system that will link directly with a comprehensive HR system in addition to a specialist payroll bureau service.

The successful service provider will have experience in providing payroll services to company's operating Local Government Terms and Conditions and Local Government Pension Scheme (LGPS). This experience is imperative and the services required include the administration of LGPS on behalf of ACC Liverpool including the submission of all necessary paperwork when required.

Summarised below are the key system requirements which include;

- Requirements of the HR System
- Workflow and online forms and electronic storage
- Payroll Bureau Requirements
- Pension Administration Requirements.

Each of these areas have been broken down further in the tables below to detail our exact requirements. Each requirement has been identified as essential or desirable. Our aim is to have a sophisticated HR and Payroll system that can provide all of the essential requirements listed below together with some of the desirable requirements for future development.

4.1 Requirements of the HR system

4.1.1 Manager Self Service

Currently managers do not have access to MSS, therefore any requests for information or data input is done via the HR team. We require an MSS function that will allow managers to access information, input relevant data for their teams and allow managers to view and run reports on sickness, lateness, performance management and recruitment, specific to their management responsibilities. We would also require the ability to assign MSS responsibility to PA's/ administrators in the department where appropriate.

Attendance and Leave Records	
Ability for managers to:	E/D
- Input sickness absence dates	E
- Input sickness absence reasons	E
- Log actual day lost due to sickness	E
- Input casual working hours	E
- Review sickness absence records	E
- Review sickness absence against company sickness triggers	E
- View sickness absence patterns	E
- Record any action taken, notes from Return to Work (RTW) or	D

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informal sickness meetings	
- View employee working patterns and working hours	E
- Input holiday leave	E
- Input all authorised leave – parental, unpaid leave, bereavement	E
- Process actions for new starters including probation management	E
- Process leaver actions	E
- Approve leave requests	D
- Record any leave entitlement	E
- Record and calculate pro-rata entitlements for part time workers	E
- Template forms to be available in the system for managers to use e.g. return to work form	D
Performance management	
	E/D
Ability to log performance ratings mid-year and full year	D
Ability to upload appraisal forms to system	D
Ability to upload mid-year and full year appraisal ratings	D
Workflow for online appraisal approval process	D
Training and Development	
	E/D
Ability to log and view employee training records for both compliance and non-essential training	E
Ability to book employees onto training	D
Ability to store and record certificates of training, education, and qualifications undertaken prior to employment with the Company	D
Ability to record training and development requirements so that if a company course becomes available a list of potential attendees can be generated	D
Ability to input expiry date onto compliance training	E
Ability to record course evaluation	D
Recruitment	
	E/D
Ability to view candidate applications	D
Functionality to shortlist candidates	D
Ability to view interview schedules	D
Ability for both internal and external candidates to apply	D
View vacant positions	D
Ability to store past candidates	D
Ability to store scores and appraisers notes	D
Finance	
	E/D
The ability to apply cost centre/department codes to roles	E
The ability to update cost centre/department codes to roles and individuals	E
The ability to export the data in order to enter the payroll information into the company's finance system; this will need to be split by department, employment type (full time (FT), part time (PT), casual etc) and pay elements	E
The ability to apply general ledger (GL) codes to roles within the system	D
To act as a Bankers Automated Clearing Services (BACS) Bureau using	E

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the company's Service User Number (SUN)	
The ability to produce payroll forecasts	D
Annualised hours/rota recording system	
	E/D
Ability Input timesheets/rotas	D
Ability to record actual hours worked	D
Ability to review cumulative hours	D
Ability to review hours remaining	D
Red flags for not operating within the annualised hours policy	D
Ability to record and flag casual workers hours when over 30 hours per week	D
Other	
	E/D
Ability to run specific reports – employee history, emergency contact details, etc	E
Ability to run reports on training records	E
View organisation charts for teams	D
Access dashboards providing an overview of key information for their area	D
Ability to make non-standard payroll deductions through the system for example the repayment of training prior to leaving the company.	E
To have full access to all data held within the system as data owner	E

4.1.2 Employee Self Service (ESS)

We would like to enhance our employee self-service offering with the potential to offer employees self-service via mobile phone devices. We would like to continue to offer employees access to payslips online and the ability to change their personal details. We would like to enhance ESS where possible by providing employees with access to a greater level of self service options, such as holiday submissions, ability to view rotas and the ability to view annualised hours summaries.

	E/D
Ability to submit annual leave request	E
Ability to submit other leave request – parental/unpaid etc	D
Ability to view rotas	D
Ability to submit mileage	E
Ability to submit business expense claims	D
Functionality to view and update personal records	E
Ability to submit overtime/additional hours	D
View performance management information	D
Receive triggers/reminders for key employee activities	E
Ability to view and print payslips	E
Ability to view and print P60/P11D	E
Ability to change employee personal information	E
Ability to update bank details	E
Ability to view payslips via mobile devices or via paper wage slips as required	E
Ability to review own contractual information	E

4.1.3 HR System Access

HR access to Oracle is currently set at MSS level, therefore there is limited ability to access reports, and employee data. We require full access to employee and payroll information and the ability to tailor the system and reports to our individual policies and procedures.

Establishment Control	
Ability to:	E/D
- Record and report on all contractual information including, start date, start date in role, number of years' service, annual leave, contractual hours, working pattern, all remuneration and benefit information, sickness etc.	E
- Record hierarchy in system	E
- Store employee cost codes to each position	E
- Outline salary ranges for positions	E
- Implement spot salaries (not banded)	E
- Assign individual role and unique position numbers to filled and vacant positions	E
- Store relevant job descriptions (JD's) and person specifications (PS's) against role numbers	D
- Record all workers payroll and non-payroll e.g. contractors, freelancers etc.	D
- Hold non-standard and varying terms and conditions (T+C's) in TUPE situations	E
- Log of user changes/time and date of change	E
Reporting	
	E/D
Ability to run reports on holidays used for each employee and calculated costs	E
Ability to run reports based on Company cost codes/departments	E
Ability to design specific bespoke reports on an ad hoc basis	E
Ability to run standard reports for sickness absence as well as bespoke reports for individuals, reasons for absence etc.	E
Ability to run standard sickness trigger reports	E
Ability to run performance management progress reports	D
Functionality to run reports on all payroll data as outlined in section 4.3	E
Ability to run financial reconciliation reports matching BACS payments payroll reports	E
Ability to export data to excel	E
Ability to report on individuals at a detailed pay elements level	E
Ability to allocate employee costs to more than one department, for example if a casual works in two different areas of the business be able to allocate the costs to the appropriate department	E
Ability to split employee costs if job/role/department/employment status changes mid-month/period	E

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Ability to run a standard suite of reports such as part time staff, summary of staff changes in a particular period, summary of all payroll activity in a particular period etc.	E
Training and Development	
	E/D
Ability to log training information for each individual employee	E
Ability to run reports on specific qualifications	E
Ability to store training and development schedules/invites to courses etc	D
Ability to submit and view training requests for approval	D
Ability to run reports on training needs within the organisation including skills/course gaps for each employee	D
Recruitment	
	E/D
Online application form	D
Ability to store job related information such as Advert/JD and PS alongside the vacant position number	D
Ability to store and view completed application forms	D
Functionality for inviting and responding to candidates	D
Ability to share interview schedules with managers	D
Ability to respond to candidates	D
On-Boarding	
	E/D
Functionality to email candidates new starter documentation and store new starter documentation until signed and then transfer candidate from recruitment system to the HR system as News Starter	D
Automatic completion of new starter documentation using HR templates	D
Performance Management and Appraisal	
	E/D
Ability to send reminders to complete performance management documentation to managers and employees	D
Ability to view status of appraisal forms – i.e. complete/approved/awaiting approval etc.	D
Ability to view signed completed appraisal forms in document management system	D
Functionality to link performance ratings directly to payroll for bonus calculations	D
HR Case Management	
	E/D
Case Management filing system for all case notes also providing reports of all case management activity	D
Annualised Hours/rota recording	
	E/D
Access to annualised hours summary pages for individual employees	D
Ability to red flag any issues regarding cumulative hours	D
Ability to view time off in lieu (TOIL)	D
Ability to review rotas and actual hours worked	D
Ability to calculate pro-rata holidays per employee	D

Ability to calculate accrued holidays for casual workers	D
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4.2 Workflow, Online Forms and Document Management System

Workflow in the current system is limited to just HR approval and is used solely for mileage expense claims. We would like to enhance workflow to include approval by managers and HR for various processes as outlined below. In addition we would like to design and have access to online forms that can be submitted via workflow such as Manager Change requests, probation forms, training requests, and business case requests.

Electronic storage for employee personnel files and online forms is essential.

Forms/Documentation	
	E/D
Training request forms	D
New Starter Form	E
Leaver Form	E
Payroll change form	E
Business cases forms	D
Training evaluation form	D
Appraisal documentation	D
Management change requests	E
Sickness RTW information	E
Annual Leave request forms	E
Parental leave request	D
TOIL Request forms	D
Mileage expenses claim forms	E
Business expense claim forms	D
Probation evaluation forms	E
Workflow	
	E/D
Submission of mileage and business expense claims and approval	E
Compliance training expiry notification	E
Appraisal form submission	D
Submission and approval of annual leave plus escalated approval for holidays over 3 weeks	D
Occupational health reminders – i.e. noise testing reminders, working at height assessment, night workers, DSE, eye tests etc.	D
Approval of business cases	D
Submission of Casual hours for approval	E
Half pay/full pay workflow reminders and automated letters	E
Toil request approval	D
Training Evaluation form submission	D
Parental leave submission	D
Submission of training request forms	E
Probation form completion and submission including process deadlines	E
Submission and approval of overtime	D

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New Starter submission	E
Leaver Submission	E
Payroll Change approval and implementation	E
Expiry of FTC	E
Various sickness notifications	E
Document management system	
	E/D
Electronic P Files	E
Electronic storage of online forms/workflows	E
Manager access to employees individual files	D

4.3 Payroll Bureau Requirements

We require a fully outsourced integrated HR system and payroll bureau with integrated HR system.

There is a strong emphasis on close account management with an expectation on the provider to inform and consult the company on statutory changes and best practice.

Knowledge of Local Government Pension Schemes is essential.

The ability to comply with our payroll schedule (4.10) is essential. This includes pay dates on the penultimate working day of each month along with early pay dates in December and January.

Monthly Payroll Processing	
	E/D
Bureau to complete:	E
- Gross to net payroll	E
- Occupational Sick Pay (OSP) and Statutory Sick Pay (SSP) calculation and payment	E
- Maternity – including creation of maternity schedules	E
- Maternity Payback calculations	E
- Process and payment of car user allowances	E
- Processing new starter information	E
- Processing termination information	E
- Processing any other changes such as promotion, increase/decrease in hours, additional duties payments etc.	E
- Processing of any payment claims for hours/allowances/car mileage	E
- Processing and payment of any casual hours or overtime hours submitted	E
- Processing and payment of un-used holidays	E
- Processing of third party deductions (union subscriptions etc.)	E
- Process and submit HMRC deductions to include PAYE SSP, SMP SPP, Student Loans, NI contributions (employers and employees) and apprenticeship Levy.	E
- Process and submit employee and employers pension deductions	E

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and payments	
- Process additional payments and ad-hoc deductions as required from time to time (including overpayments)	E
- Ability to manipulate files into different file types to be exported into internal systems	D
Annual Bonus/Cost of Living (COL)	
	E/D
Bureau to complete:	
- Calculation and processing of any bonus related pay	E
- Processing and payment of cost of living exercises, excluding exceptions	E
Statutory and Other Deductions	
	E/D
- Provision of facility for deductions for Medicash for partners, overpayments and repayments etc.	E
- Ability to process payroll deductions for overpayments, training fee repayments etc.	E
- Full provision of Jury Service calculations and payments, including any related administration with the employee	E
Payslips Online	
	E/D
Provision of online payslips both current and historic	E
Provision of online P60/P11D information	E
Facility to print payslips and P60's and P11D's	E
Ability to view pay information via electronic devices	E
Benefits	
	E/D
Bureau to provide:	
- Deductions of partner Medicash payment on a monthly basis	E
- Provision of CCV preferably through current provider Fideliti	E
- Assessment of tax band/CCV contribution restrictions for individual employees	E
- Facility to implement holiday buy sell	D
- Provision of communication material regarding holiday buy sell to explain the benefits of buy/sell to employees	D
Flexible Benefits	
	E/D
Provision of Flexible Benefits Programme	D
HMRC Updates and Year End Actions	
	E/D
Bureau to complete:	
- Management of accounts with HMRC, including Electronic Data Interchange(EDI) for the following:	E
- P6 tax code changes	E
- Real Time Information Reporting (RTI)	E
- Start of year and mid-year tax code uplifts	E

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- Electronic Provision of P60 statements to employees	E
- End of year filing including the completion and reconciliation of end of year returns relating to RTI, P60 and P11d for taxable expenses and benefits notified by the Company (subject to agreed limits).	E
BACS	
	E/D
Bureau to complete:	
- Processing of all (100%) BACS payments by the due date using ACC Liverpool SUN number, subject to receipt of all relevant information from the Company by the payroll time table.	E
- Monthly calculation and submission of apprenticeship levy considering any connected companies as described by the Company	E
- Ability to make emergency payments outside payroll processing schedule	E
- BACS processing for third party payments subject to provision of agreements for the Company with relevant third parties as follows: <ul style="list-style-type: none"> • Student loans • Union deductions • Medicash • Childcare Vouchers • Additional Voluntary Contributions (AVC's). 	E
Leavers	
	E/D
Bureau to complete:	
- Issuing P45's	E
- Making deductions as instructed for training agreements, holiday deductions etc.	E
Payroll Reports	
	E/D
Full access to all payroll data, standard and bespoke reports including: <ul style="list-style-type: none"> - Differences report month on month - Variance reports 	E

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<ul style="list-style-type: none"> - Expenses report - Statutory payment reports - Bonus payment report - Salary increase report - Individual remuneration reports <p>This is not intended to be an exhaustive list</p>	
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4.4 Pension Requirements

Experience of administering Local Government Pension Scheme (LGPS) is essential, full management of the LGPS benefit is required. Liaising directly with Merseyside Pension Fund (MPF) the successful supplier will be required to complete all necessary paperwork and actions with MPF as listed below. Any discretionary cases/actions will be agreed with guidance/approval from ACC Liverpool and will then be subsequently implemented by the Payroll Bureau. In addition there is a requirement for the successful supplier to have the ability to provide a stakeholder pension option should this be required in the future.

LGPS	
	E/D
Processing of all monthly employer and employee pension contributions to the appropriate scheme, including LGPS	E
Automated generation of letters for pension banding changes, contractual enrolment, auto enrolment, 50/50 and auto re-enrolment	E
Processing of all correspondence and documentation to and on behalf of the appropriate schemes, including new entrants, contractual variations and scheme leavers, maternity/adoption, change in hours/change in pay.	E
Provision of information to MPF for the processing of the various types of pension estimate in relation to ill health, age and early retirement (subject to agreed limits) for LGPS scheme dependent upon scheme provider system availability	E
Preparation and reporting of various pension related returns (starters and changes list)	E
Liaise with external bodies to ensure that all current and planned statutory changes to contributions are implemented.	E
Processing of automatic enrolment subject to rules and dates set by the Company	E

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Processing Pensions banding of contributions based on rules set by the Company	E
Automating the monthly percentage contribution for each employee dependent on both salary and bonus payment for the financial year	
Processing of end of year reports to LGPS scheme	E
Assessment of employees/workers who require re- auto enrolment	E
Compile and process the LGPS annual return	E
To provide the information required and to assist with the LGPS tri-annual valuation and to verify the details contained within the valuation report	E
Stakeholder Pension	
	E/D
Ability to provide a stakeholder pension to different groups of workers – running both LGPS and Stakeholder pensions simultaneously for different groups of employees	E

4.5 Data Migration and Upload

Data detailing all employee changes from 2007 is held within a database which is updated on a weekly basis by the HR team. In addition to this we hold payroll data in the form of monthly spreadsheets from 2007. We also have access to oracle reports that detail sickness data and employee personal information.

We would require full data migration of our historical data into the new HR and payroll system.

We would require the successful supplier to co-ordinate the data migration process including all current and historical data as well as ensuring that any critical information is compliant with data protection legislation.

4.6 New User Training and Ongoing System Training

Comprehensive system user guides will be required for HR, Managers and Employees. User guides are to be updated periodically by the supplier in line with system changes and best practice developments.

There will be a requirement for user guides and associated communications to be branded in line with The ACC Liverpool brand guidelines.

Ongoing super user training is to be provided as part of the contract of services, including ongoing system training and also training/updates in line with any statutory or best practice changes/developments.

4.7 System Access, Setting System Access Levels and Approval Levels

We will require various access levels to be set dependent on position for example HR super user, Finance super user, ICT super user, HR General access, Finance General access, SMT, Manager, Employee (or nominated administrator where appropriate)

The ability to review and assign access levels on a regular basis will be required. This will either be via the HR super user or the supplier directly

4.8 Submission Process and Approval of Payroll

We currently have a comprehensive sign off process for monthly payroll, year end, and annual bonus/cost of living. We will require a 2 day checking and sign off timeframe following payroll cut off in order to complete these checks.

We will also require comprehensive reports that can be defined at set up stage that will assist in the checking process

4.9 Account Management – Support Advice and Guidance

It would be preferable to have a single point of contact for our payroll and HR service.

It is critical that the HR, Finance and ICT department are able to work closely with our specific point of contact on any queries that we may have.

We would wish to input heavily to the SLA at the outset of the contract in order to determine acceptable response and escalations timescales.

4.10 Pay Schedules

It is critical that the chosen supplier is able to comply with our current pay schedule. All employees are paid on the penultimate working day of each month: Pay dates for 2017-18 are as follows:

Month	Payroll Date
April 2018	Friday 27 April 2018
May 2018	Wednesday 30 May 2018
June 2018	Thursday 28 June 2018
July 2018	Monday 30 July 2018
August 2018	Thursday 30 August 2018
September 2018	Thursday 27 September 2018
October 2018	Tuesday 30 October 2018
November 2018	Thursday 29 November 2018

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December 2018	Friday 21 December 2018
January 2019	Monday 21 January 2019
February 2019	Wednesday 27 February 2019
March 2019	Thursday 28 March 2019

Following payroll cut off we would require at least 2 working day to check and sign off payroll for that month.

4.11 ICT Requirements

The ACC Liverpool Group operates in a traditional server/client largely desktop based environment which is an extension of Liverpool City Council's IT infrastructure. Currently the user desktop estate runs Windows 7, Office 2013 and IE11 & Chrome browsers. Servers are virtualised and hosted in the council's datacentre running mainly Server 2013 and SQL 2016, however, any OS requirements can be supported.

Given that Liverpool City Council is connected to the Public Services Network (PSN), security and threat prevention is strictly governed, any proposed solution will need to demonstrate a high level of security built in and may be subject to penetration testing.

4.12 Finance/Audit Requirements

The ACC Liverpool Group's financial period is 1 April – 31 March and its accounts are subject to annual external audit. As part of the process the auditors will need to reconcile the values recognised in the company's accounts with those paid through payroll and confirm filing with HMRC and MPF, again reconciling these files. The system will need to be able to accommodate this requirement

5.0 Implementation and Mobilisation Plan

Our aim is to appoint our chosen supplier by 20 November 2017. At this point in time the mobilisation plan to deliver the HR and Payroll System will commence.

By 1 April 2018 the chosen supplier will be our Payroll Bureau and HR system service provider. The implementation of the new system will be 1 April 2018. However it is expected that the system will be complete prior to this for appropriate system testing and parallel pay runs.

The successful supplier will be required to formulate and project manage the mobilisation process which will include, but not limited to:

- Data and information migration
- Interpreting The ACC Liverpool Group policies and procedures for pay and HR matters
- Incorporating The ACC Liverpool Group policies and procedures into the system
- Setting all access levels
- Setting and agreeing all workflows
- Agreeing any online forms
- Preparing communication's for implementation
- Side by side payroll runs
- Training for super users and train the trainer prior to implementation.

The initial period of the contract will be for two years with an option, at the discretion of The ACC Liverpool Group, to extend for a further period to be mutually agreed with the chosen supplier.

6.0 Procurement Documents

The documents provided as part of this tender process are detailed below:-

Document 1 – Briefing Document (*this document*)

Document 2 – Invitation to Tender (ITT) Submission Schedule.

7.0 Your ITT Submission

ACC Liverpool's Vision, Values and Objectives, along with our requirements for the proposed Contract, have been detailed under sections 3, 4 and 5 of this document.

We would now like to know more about your organisation and the skills you could potentially bring to this Contract. Listed below are a number of areas we would like you to cover in your tender response which should be provided by completing Document 2 – ITT Submission Schedule:-

Section A - Organisation Information

Please provide details of your organisation, its directors and the contact for this tender process.

Section B – Experiences

Please provide details of your contract experience.

Section C - Financial Details

Please provide details of the contact responsible for financial matters, turnover, banker and VAT registration number.

Section D - Professional Conduct

Please provide details of any offences, legal proceedings or conflicts of interest.

Section E – Client References

Please provide contact details, including email addresses for two of these clients who may be contacted to provide references regarding the experience you have reported.

Section F – Organisation and Communication

Please attach an organisation chart with numbers and titles of key personnel and locations.

Please provide details of the key personnel who will be responsible for delivery of this contract and details of their experience and expertise.

Section G – System Requirements

Please indicate whether your organisation is able to provide all of the essential and desirable requirements of the HR System and Payroll Services requested under Section 4 above.

Section H – Intention to Subcontract Part Of The Services

Please provide details of any sub-contractors which are proposed to be utilised for delivery of any element of the Services.

Section I – Additional Services & Value for Money

Please provide details of any additional delivery or service offerings which you feel would be relevant and how and where they could be utilised by ACC Liverpool and our clients if required.

In addition to this, please demonstrate how you will ensure a value for money service and provide an outline of those factors which differentiate your organisation from those of your competitors.

Section J - Costs

Please provide details of all costs associated with provision of these Services including set up costs and ongoing service charges.

Please refer to Document 2 - ITT Submission Schedule for further details.

Section K – Terms and Conditions of Contract and Service Level Agreement

Please provide a copy of your Terms and Conditions of Contract and Service Level Agreement. ACC Liverpool reserves the right to review the terms and enter into negotiations with the proposed Contractor prior to awarding the Agreement.

Section L – Mobilisation and Implementation Plan

Please provide a detailed Mobilisation and Implementation Plan for this Contract taking into consideration all of the requirements outlined under Section 5 above.

8.0 Notes to Organisations

Please note the following:-

8.1 ACC Liverpool reserves the right to reject any organisation which fails to comply fully with the requirements of the selection process set out or referred to in the tender process.

8.2 Failure to submit a pre-qualification questionnaire or tender response, in whole or in part may disqualify the organisation from the procurement and ACC Liverpool may undertake no further evaluation of that tender. Failure to furnish the required information or supply documentation referred to in responses, within the specified timescale, may also mean that an organisation is not awarded the contract.

8.3 Organisations should be aware that erroneous or incorrect responses may result in their not being awarded the contract. In the case where the error or misrepresentation is not discovered until after the contract is awarded, ACC Liverpool reserves the right to terminate the contract and all costs incurred by ACC

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Liverpool as a result of the termination shall be recoverable from the tenderer accordingly.

8.4 ACC Liverpool reserves the right to terminate the procurement process and does not undertake to award a contract to any organisation. In no circumstances shall ACC Liverpool be liable for any costs incurred by an organisation in relation to the procurement process or entering into a contract.

8.5 By participating in the procurement process, organisations agree and accept that they are bound by all of the terms of this ITT. The submission of a tender will imply the full acceptance of the provisions of this ITT by the relevant organisation. Any attempt to qualify any of the provisions of this ITT may result in an organisation being disqualified.

8.6 If ACC Liverpool considers any question or request for clarification to be of material significance, both the question and the response will be communicated, in a suitably anonymous form, to all organisations who have been invited to tender.

8.7 Information given by ACC Liverpool is provided in good faith. Technical information may be incomplete, or even contradictory, where it relates to different time periods or methods of information gathering. ACC Liverpool Information is intended only as an explanation of ACC Liverpool's requirements and is not intended to form the basis of an organisation's decision as to whether to enter into a relationship with ACC Liverpool. Organisations will be expected to test and verify any information that has a bearing on their proposals.

8.8 ACC Liverpool Information does not purport to be all-inclusive or to contain all the information that a prospective contractor may require. Organisations must take their own steps to verify any information which they use and must make an independent assessment of the opportunities described in ACC Liverpool Information after making such investigation and taking such advice as they think necessary.

8.9 Neither ACC Liverpool nor its members, directors, officers, employees, agents or advisers make any representation or give any warranty as to the adequacy, accuracy, reasonableness, or completeness of ACC Liverpool Information. Organisations considering entering into a relationship with ACC Liverpool should make their own enquiries and investigations of ACC Liverpool's requirements.

8.10 Neither ACC Liverpool nor its professional advisers shall be liable neither for any loss or damage arising as a result of reliance on ACC Liverpool Information nor for any expenses incurred by organisations at any time in connection with the procurement process.

8.11 Any advisers appointed by ACC Liverpool, whether legal, financial, technical or otherwise, will not be responsible to anyone other than ACC Liverpool for providing advice in connection with this procurement process.

8.12 Where an organisation intends to use sub-contractors, it will be its responsibility to provide such sub-contractor with all necessary information. Where information about the organisation is requested in negotiations or any procurement documentation, such information must be provided for the principal contractor and all sub-contractors.

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8.13 Organisations remain responsible for all costs and expenses incurred by them or by any third party acting under instructions from the organisation in connection with their tenders, at any time, and whether incurred directly by them or their advisors or subcontractors and regardless of whether such costs arise as a consequence, direct or indirect, of any amendments made to this ITT by ACC Liverpool at any time.

8.14 Any attempt by any organisation or its appointed advisers to influence the procurement process in any way will result in the relevant tender being disqualified. Specifically, organisations shall not directly or indirectly at any time:

8.14.1 fix or adjust the amount or content of any tender in accordance with any agreement or arrangement with any other person, other than in good faith where such other person is a proposed provider of finance;

8.14.2 communicate to any person other than ACC Liverpool (other than in order to obtain quotations for supplies, services or finance) or seek to obtain information about the amount or content of any other tender;

8.14.3 enter into any agreement or arrangement with any other person that will result in such a person refraining from submitting a tender;

8.14.4 enter into any agreement or arrangement with any other person as to the form, content or amount of this tender or any other tender;

8.14.5 offer or pay a sum of money, incentive or valuable consideration to any person proposing to effect changes in or omissions from any other tender; nor

8.14.6 contravene any provisions of the Bribery Act 2010.

8.15 Direct or indirect canvassing by an organisation or its appointed advisers in relation to the procurement or any attempt to obtain information from any of the officers, employees, or agents of ACC Liverpool or their appointed advisers concerning another organisation or another tender will result in disqualification.

8.16 ACC Liverpool must be notified in writing of any change in the control, composition, or membership of an organisation that has taken place or takes place at any time prior to execution of any contract.

9.0 Selection Criteria

Tender submissions will be evaluated by the panel detailed below:-

Lynsey Watson	Assistant Director (Human Resources)
Madeleine Baines	HR Manager (People Services, Recruitment & Reward)
Susan Albanese	Procurement Executive (Tender Facilitator).

The evaluation panel will use the following guidelines, listed in no particular order, to select the preferred supplier:-

- ability to provide the essential requirements of the Services
- ability to provide as many of the desirable requirements of the Services as possible
- ability to meet our customer relationship and contract management requirements
- viability and competitiveness of financial offer
- ability to offer value added services
- compatibility with ACC Liverpool's vision, mission and brand values.

10.0 Next Steps

Please see below an indicative project timetable (these times may be subject to change):-

30 August 2017

Contract Documents added to Contracts Finder and ACC Liverpool Group Website.

1 September 2017

Confirmation of participation in the tender process. Please confirm your intention to provide a tender submission via email to purchasing@accliverpool.com

15 September 2017

Tenderers have the opportunity to raise questions regarding the ITT until 12 noon on this date. Please submit any questions via email to purchasing@accliverpool.com

22 September 2017

Deadline for tender submissions 11am.

Please submit your ITT response by 11am via email to purchasing@accliverpool.com and post two hard copies as detailed below:-

**FAO Susan Albanese – Procurement Executive
The ACC Liverpool Group Ltd, Kings Dock, Liverpool Waterfront, L3 4FP.**

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Tender submissions will be evaluated and first stage short listing of tenderers will be undertaken. The short list will then be invited to present and demonstrate the proposed system to the evaluation panel.

Week commencing 2 October 2017

Presentations and system demonstrations at the ACC Liverpool Group for short listed tenderers.

A second stage short listing of tenderers will then be undertaken. The short list will then be invited for a final interview.

Week commencing 16 October 2017

Interviews at the ACC Liverpool Group for short listed tenderers.

Week commencing 23 October 2017

An award recommendation will be made and following our internal approval process, the award will be confirmed and contract documentation issued.

Week commencing 20 November 2017

Mobilisation work to commence.

Contract start date

1 April 2018.