

IIT QUESTIONS AND ANSWERS

Integrated Cloud based HR and Managed Payroll system

1 How many employees should the quote be for:

for the number of employees the quote should be for 175 at present with scope to increase to 200 in future

2 What is the length of the contract:

The contract is for an initial 3 years with an extension option for another 3 years.

3 What's GAD's budget?

The minimum will be £45,000 for the competitive aspect of this tender I won't be able to provide you with a maximum value, all I can mention is that it should be between £45K - £70K.

4 What is the existing clocking system? i.e. who makes the system?

Currently we are using ATS Maximus. Note: the current clock-in clock-out system is old, and might need replacing. The timesheet option you might be able to provide could overrun this... as long as the functionality can provide a smart way of recording people's working time, and keep track of flexi time recording.

5 Does the clocking system evaluate the times and pass finalised (evaluated) times through for payroll purposes?

It does. The main purpose for it is to record flexi time which people can use to take time off. There are certain rules around this, people are not allowed to take more than a certain amount of hours across to the next month, 30min lunch is deducted every day, etc. When people have accumulated enough flexi-time they can take this as time off and request this via the absence/ leave request in the Core HR module. Via self service they can view their flexi time balance and daily clock in - clock out times

6 Is the clocking integration purely for payroll purposes, or is there a further requirement?

It is mainly a benefit for people to accumulate extra time off.

7 How many employees claim expenses currently?

Not many (it is mainly used to claim for training expenses and a little bit of travelling.) Around 5 a week! We are only looking into this if the system is already providing this, it is not worth for us making any extra expense.

8 Does the GAD have an existing PenServer for MyCSP integration? Or would GAD prefer we supply this service?

At the moment GAD does not have an integrated MyCSP Penserver, the information is provided via encrypted spreadsheets. If you can supply this service that would definitely be a bonus, already making sure the information necessary to supply to MyCSP is available and in the right format to send to MyCSP would be sufficient.

9 Data is specified in the UK, but possibly in the EU under GDPR. Are EU data centres acceptable for both primary and DR purposes?

As long as they fall within the GDPR this should be ok, because government is most likely accepting GDPR as of next year.

10 Can you clarify if the workforce planning is Career and Succession Development planning, or tactical workforce planning including budgeting, or both?

It will be a mixture of both.

11 Do you have an existing recruitment system currently?

At present we don't have a recruitment system, all is managed off-line.

12 Timesheets – what do you want to record through the timesheets and how complex are your requirements?

We are looking for a time recording functionality which can replace our clock in and clock out system, it should be able to keep track of flexi time, and it should be used by all staff. It should be able to record hours worked, overtime and absence/leave, and it should be able to submit group timesheets for example for graduates.

13 Please can you expand your thoughts on what you mean by workforce planning – what do you want from a system?

The functionality should be able to budget workforce/ headcount, provide actual workforce/headcount, keep track of attrition, number of applicants/ to fill a post/ to start, CV to interview/ interview to offer time lapse, start to end of induction/ induction to productivity.

14 What correspondence and documents do you want to hold in the system?

We would like the system to hold CV's from applicants for future reference, any personal files related to identification, performance, Learning and Development or grievances, and related correspondences.

15 What do you mean by "3rd party export facility?" what other systems does GAD have that the HR & Payroll system needs to integrate with?

The system needs to be able to provide information that can be used by other departments within GAD, who are not using the HR and Payroll system (for example: Finance, IT, Facilities) The system should be able to connect with other system providers (for example online learning providers, MyCSP, HMRC, etc.)

16 How many job applications do you manage a year?

Approx. 45 job openings and between 2500- 3000 applications.

17 Would you want your applicants to manage their own applications? For example, book interviews or would you want to control this?

It is preferred for applicants to be able to manage their own applications and book themselves onto interviews.

18 Can you explain what you mean by "staff surveys" and what forms, if any, can you share?

We are looking for functionality that can obtain candid opinions of employees by giving them an opportunity to anonymously answer queries raised in a questionnaire. The functionality should enable us to write/ make changes to the survey, the survey should be able to be automatically sent to staff based on their roles/ teams, and the functionality should be able to produce analysis based on the returned responses. Preferable the analytics will include reference to previous surveys and show whether there has been an improvement or decline in the employee's opinions in regards to GAD. The link below will take you to our 2015 staff survey, which will give you an idea regarding the questions asked and the output.

<https://www.gov.uk/government/publications/gad-civil-service-people-survey-2015>

19 What is your existing clock in system? And what sort of integration do you require?

At present we are using an integrated clock-in and clock-out HR time registry solution which is provided by our current HR and Payroll system provider: Carval. Depending on what the solution is going to be that will be provided for the recording of the timesheets we would like to step away from this. If not, the clock-in and clock-out times need to be integrated with people's time recordings.

20 How do you currently manage performance reviews? And do you have any forms that you can share with us?

Currently there is no automated process for performance reviews and this puts a lot of strain on the HR team, especially at the end of year performance review. We have a clear performance framework, of which I'm including a copy. The more this process can be automated the better. See annex B.

21 Please expand what you mean by "Gathering evaluation of learning interventions at individual and manager level"

After someone attended a course or training we should be able to gather information if this has increased the individual's knowledge and/or skills and also the manager should be able to give their feedback if the individual has significantly improved their skills, or further learning and development is necessary. We need a functionality to track and quantify the output of our learning and developments efforts as well as be able to identify whether a course is useful to the organisation or not.

22 Please can you expand on what heritage and other internal systems you have that the new HR system would need to integrate with and why?

Depending on how you plan the roll out, we currently have an integrated HR and payroll system, which is used by both HR and Finance (although payroll is run by HR, the BACS are paid by the finance team.) If implementing an HR system first this will need to be integrated with the heritage payroll system, before this can/ will be rolled out. All depending on your approach. We have a clock-in/clock-out time recording system as mentioned which might/ might not be integrated depending on the time recording functionality provided.

Depending on whether there are workflows in your solution, other teams currently using the HR system as well: IT/Finance/ Facilities need to be able to still obtain the information they need: starters/leavers/ long leave, GL, and cost information to be able to do their jobs.

23 40 non active staff – will they need full access to the system? (i.e. will they need to book holidays, sick leave etc)

Depending on the type of non-active agreement. Someone can be on secondment and still on our payroll. (In this case they will still need to be able to book leave and have access.)

24 What organisational structure do you have – i.e. manager hierarchy, post-to-post, matrix? Please describe what you require in the new system and why

(See Annex A) We will need to maintain the current structure, have the flexibility to change it when we need to.

25 Full system go live – winter 17 – which month do you have in mind? As your deadlines are tight

The deadlines are tight, this is what I have been given from GAD. I would like to receive a reasonable roll out plan based on the experience with past/ existing customers. I appreciate this will vary per supplier, not all system solutions are the same. Even if this means going live in Spring 17, or via multiple module releases. Our main priority is to get Core HR and recruitment up and running.

26 How clean is your data? As this will be the biggest factor for hitting your deadlines

Since we only have a small amount of people working at GAD, even if the quality of the data isn't clean it won't be that much work to clean it up. The data is currently in multiple areas: paper, system, spreadsheets.

27 What HR & Payroll issues or frustrations are you hearing from your team or around the office with your current system?

The current system is missing functionality for recruitment, performance management, learning and development, workforce planning, reporting, and analytics. Although there is an integrated HR and payroll system in place, many HR tasks are still done off-line via spreadsheets or not tracked at all. Most calculations for payroll are done outside of the system as well. It is not easy to pull data together to do any analytics. The system is not stable when logging in when working from home. For staff it is difficult to find forms. Absence/ Leave requests can't be viewed/ approved via phone. There is a lot of duplication of data.

28 What is your vision for HR & Payroll after the initial three-year contract?

We will continue the journey on continuously improving the HR and Payroll functionality, by then we should have achieved and automated most administrative HR and Payroll task to free up time from the HR team to provide a more strategic service to GAD. The HR team will be able to support the organisation effectively and efficiently.

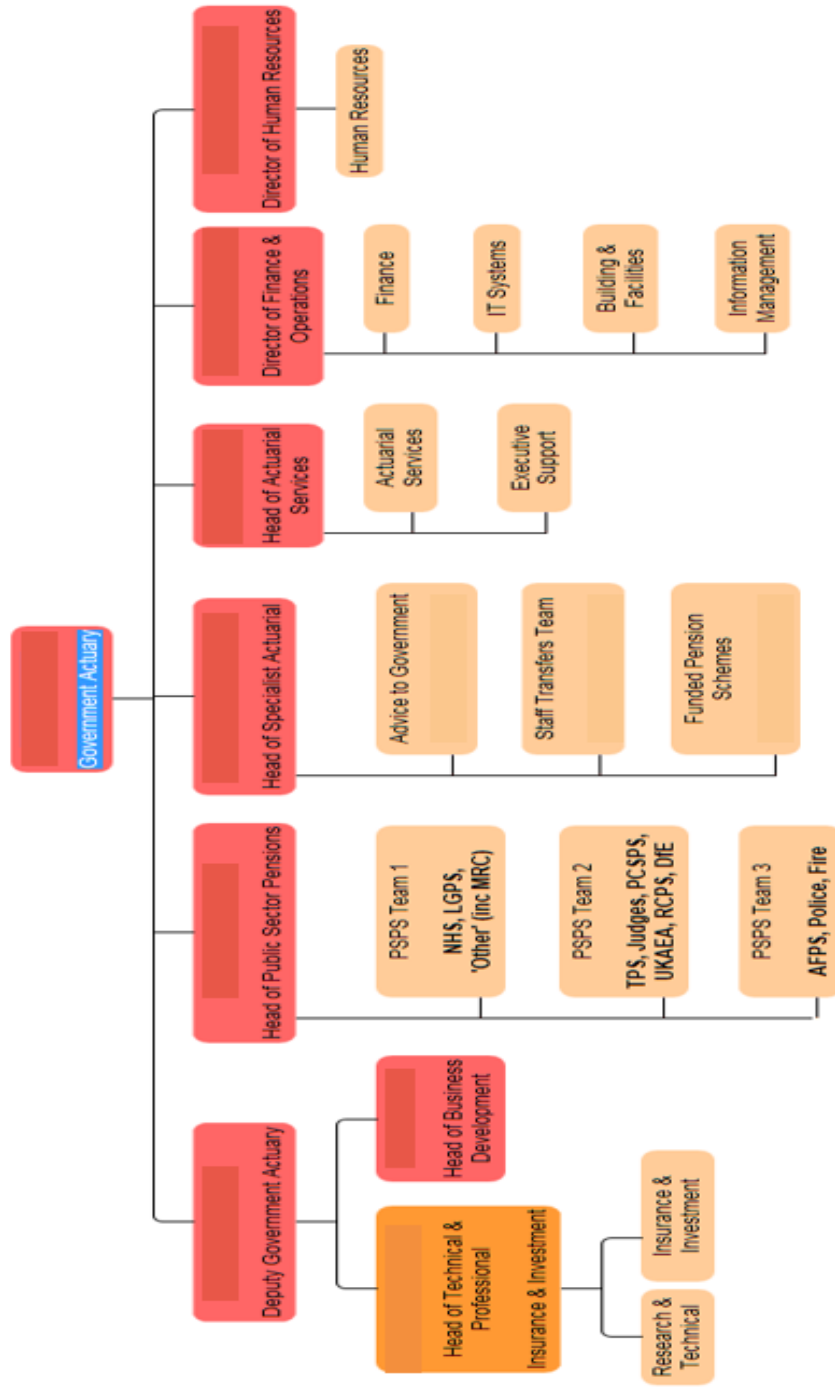
29 How would you like us to quote for this contract, since you've mentioned 3 years and 3 year extension?

Please quote for initial three years and three year extension with a break-out option after three years.

30 What impact on the business would you like to see with a new HR & outsourced Payroll system?

The HR team will be able to support the organisation effectively and efficiently.

GAD Top Level Organisation Chart



Performance Plan

Name:	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Year:
Job Title:					

Values

Agile	Dedicated	Expert	Partnering	Trusted
through technical innovation and flexible working to meet evolving client needs	to delivering timely advice and first class and cost-effective customer service	and focused on quality of analysis to provide robust assurance on decision making	with our clients to understand their business needs and develop solutions that add value for them	to deliver a professional service with integrity

Objectives - SMART

Strategic Theme: Clients		
Objective	Details and Criteria	Timescale/Resources
Team		
Individual		

Strategic Theme: Leadership		
Objective	Details and Criteria	Timescale/Resources
Team		
Individual		

Strategic Theme: People		
Objective	Details and Criteria	Timescale/Resources
Team		
Individual		

Strategic Theme: Processes		
Objective	Details and Criteria	Timescale/Resources
Team		
Individual		

Competency Framework



Development

Activity	Details and Criteria	Timescale

Career Aspirations

Briefly outline career aspirations