

Finance & HR Outsourced Service

Appendix 2: Response to Tender Questions

[Name of bidder]

**Introduction**

This section sets out the questions that the SSRO requires to be addressed as part of assessment of the Tender requirement for the Quality/Technical section which carries a maximum overall weighting of 60%. The SSRO, encourages Tenderers to present innovative methods of service delivery that will add value to the Services, such proposals are likely to attract the highest scores.

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| **Quality/Technical Requirement (60%)** | | |
| **Finance service** | | **15%** |
| **1** | Please outline how you will deliver the requirements as outlined in the specification and meet the relevant KPIs.  Maximum 2,000 words | 3% |
| **2** | Please outline how you will ensure data integrity during the transfer to and from you, during implementation and on an ongoing basis.  Maximum 500 words | 3% |
| **3** | Please describe how the proposed finance system will allow us to define our own reporting parameters for internal management reporting, and in what formats reports can be generated e.g. Microsoft Excel. Please provide examples of existing reporting.  Maximum 500 words | 3% |
| **4** | Please provide a high-level strategy, which includes the impact of staff resourcing, showing how you will produce annual resource accounts which will be running at the same time as the April payroll process, in order to meet the specified KPI’s, ahead of audit deadlines.  What level of input do you anticipate the SSRO’s internal finance team to have in the year end resource accounts preparation process?  Maximum 1,200 words | 3% |
| **5** | The SSRO does not currently use a purchase/invoice to pay module, but the SSRO are looking to move to this as part of the new contract. Please outline how you plan to:   * support the SSRO in rolling out a purchase/invoice to pay process; and * process the SSRO’s invoices by either a purchase to pay or invoice to pay method, whilst ensuring you meet the stated KPI’s and act within the SSRO’s authorisation controls.   Please include within your response whether your purchase/invoice to pay module work with all invoice/expense form formats.  Maximum 1,500 words | 3% |

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| **Payroll service** | | **15%** |
| **6** | Please outline how you will deliver the requirements as outlined in the specification and meet the relevant KPI’s.  Maximum 2,000 words | 5% |
| **7** | Please provide an example where you have taken the lead to resolve a payroll service issue that has arisen, to the customers satisfaction but with minimal input from the customer, and explain what lessons learned you will apply to this contract.  Maximum 300 words | 5% |
| **8** | Please describe how the payroll data will be integrated/loaded into the general ledger.  Maximum 1000 words | 5% |
| **Human Resources (HR) service** | | **10%** |
| **9** | Please outline how you will deliver the requirements as outlined in the specification and meet the relevant KPI’s.  Maximum 2,000 words | 4% |
| **10** | Please explain how your HR system will accommodate the SSRO’s requirement to define its own reporting parameters.  Maximum 500 words | 3% |
| **11** | In line with SSRO policies, data for current and ex-employees must be retained in the system for 6 years. Please outline how you intend to transfer this data from the SSRO’s existing supplier as part of the migration.  Maximum 500 words | 3% |
| **Information and security** | | **10%** |
| **12** | Please provide technical architecture details and description of the proposed system(s) including connectivity and user identification and authentication. Please confirm compatibility with SSRO systems, providing details of any software, hardware, configuration or network requirements for the SSRO. Please supply any relevant supporting documentation including diagrams.  Maximum 2,000 words | 3.5% |
| **13** | Please provide detail on your IT system management processes, including incident and change management, performance, availability and security management in relation to this contract. This must include details of the business continuity and disaster recovery arrangements that would apply to this contract. Please supply any relevant supporting documentation including diagrams.  Maximum 2,000 words | 3.5% |
| **14** | In order that you bid is complaint, please provide details and evidence of a recognised IT, information management or security certification/accreditation such as Cyber Essentials Plus or ISO27001.  Maximum 500 words | 3% |

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| **General requirements** | | **10%** |
| **15** | It is anticipated that the contract will commence on 1 August 2019 with the system go-live date scheduled for 1 October 2019.  Please provide your proposed approach and methodology (including timetable) for implementation of all modules of the system including the interfaces. The Implementation Plan must include the following tasks:   * data migration planning, delivery and testing; * installation of software; * detailed system design; * application testing; * technical, system admin, user training; and * provision of appropriate documentation.   Maximum 2,000 words | 5% |
| **16** | Please provide up to three relevant references from an organisation for whom you have provided a similar service in the last three years. Your references should cover the core elements of the services required and specified in the Brief (Appendix 1).  Maximum 1,000 words | 3% |
| **17** | Please describe how you will manage the SSRO’s account if successful and give details of the staff and resources involved. Please include the CVs (showing competency/skill levels) of staff who will be assigned to the contract.  Maximum 1,000 words | 2% |