

**REQUEST FOR INFORMATION**

**REFERENCE NO: SSRO-C-128**

**CUSTOMER:**  **Single Source Regulations Office**

**START DATE:**  **27/7/2023**

**DATE RESPONSE REQUIRED:**  **10/8/2023** 

Dear Supplier,

The SSRO would like to notify you of an upcoming requirement, and by doing so they are keen to understand where the market stands in terms of their requirement below.

This is a market research exercise for the supply of Outsourced Finance, Payroll and HR Support Services.

Potential suppliers are invited to provide an overview of their systems and support services that will help inform and shape the SSRO’s specification.

Through this Request for Information (RFI) exercise, the SSRO wishes to fully understand the market interest in delivering these services and the potential range of service models available for future delivery. The SSRO welcomes suppliers input into the process through this RFI exercise.

This RFI seeks information relating to the provision of Outsourced Finance, Payroll and HR Services.

Please note the following general conditions:

* This RFI will help us to refine the requirements.
* Any and all costs associated with the production of such a response to an RFI must be borne by the Supplier. We will not contribute in any way to meeting the production costs of any response.
* Information contained within this document is confidential and must not be revealed to any third party without prior written consent from us.
* We expect that all responses to this RFI will be provided by Potential Providers in good faith to the best of their ability in the light of information available at the time of their response.
* No information provided by a Potential Provider in response to this RFI will be carried forward, used, or acknowledged in any way for the purpose of evaluating the Potential Provider, in any subsequent formal procurement process.

**CURRENT SITUATION**

The SSRO’s current contract for the provision of its Outsourced Financial Support Services expires on 30 September 2024, and its Payroll and HR contract expires on 30 June 2024. The SSRO is considering issuing an Invitation to Tender in Autumn 2023 for a new contract that would encompass both sets of requirements, commencing on 1 February 2024. The initial term of the contract will be for three years and five months, with two optional extension periods of one year each, which will take the contract to a maximum term of five years and five months. The chosen Supplier will be required to plan the transition and undertake any necessary transition activities in time for the new operational Payroll and HR service to run from 1 July 2024 and Finance services from 1 October 2024.

Full details about the SSRO and its anticipated service requirements are included in Appendices 1 – 3.

**OUR AIMS – WHAT WE WANT TO ACHIEVE**

The SSRO is asking interested suppliers to provide comments and feedback in relation to the services specifications (Appendices 1 – 3). Information gained from the market will be used to inform a future tender.

To aid its budgeting and planning, the SSRO would also welcome general pricing for the set-up, transition and ongoing provision of the core and support services summarised below (and detailed further in Appendices 1 – 3).

The SSRO requires these services to ensure the efficient and effective discharge of its functions.   
   
***Finance***

The SSRO currently anticipates requiring an integrated web-based finance solution that provides:

* + - * accurate and secure recording of the SSRO’s financial transactions to facilitate internal and external reporting on transactions to at least four structural/category levels below the chart of accounts. The financial accounting service will maintain the integrity of the financial database, and its structures (e.g., chart of accounts, activity centre structure, journal definitions) by ensuring all transactions are accurately recorded in the general ledger and undertaking periodic housekeeping and reconciliation routines on it.
      * self-service management reporting functionality for up to 20 budget managers that is accessible, in a format that is easy for them to interpret and that can be quickly adapted as their information requirements change;
      * an integrated payments service via a secure environment within the parameters of available systems controls, from the raising of a purchase order, through to the production and dispatch of the required payment instrument, (including BACS and CHAPS).
      * a secure web based “self-service” solution for employees to claim their expenses, and for line managers to approve these claims on the move. These solutions need to align with the SSRO’s authorisation structure and integrate with the Finance System; and
      * automated upload to the finance ledger of the SSRO’s payroll.

Provision of day-to-day support is required providing the core services outlined in the service specification (Appendix 1), along with a call off service for professional finance advice. Advice may cover, but is not limited to tax, VAT & accounting standards.

***Payroll***

Delivery of a payroll service to the SSRO must be legally compliant, with all relevant HMRC and pension provider submissions. Provision of payroll services, is expected to be by qualified payroll staff to include:

* + - * the processing the SSRO’s standard payroll, including the updating of any changes from HMRC and all other relevant bodies to the system;
      * the provision of BACS services;
      * year-end processing and close down;
      * pensions administration services including automated data transfer to the Civil Service pension Scheme (MyCSP);
      * advice and support on new or updated statutory payroll guidance from HMRC, Cabinet Office and any other relevant bodies; and
      * general data management and administration including system updates, troubleshooting and maintenance.

***Human Resources (HR)***

The supplier must provide and maintain a fully managed integrated (electronic, web based) solution that records and reports on employee information, to include:

* + - * Employees Personal Information;
      * Employment Details;
      * Absence Recording;
      * HR Management Information Reporting as outlined in the Specification;
      * Employee Self Service to view annual leave, pay slips etc;
      * Training;
      * Administration of New Starters and Leavers; and
      * An electronic annual appraisal process.

**WHAT WE ARE LOOKING FOR**

This RFI seeks information relating to the provision of an Outsourced Finance, Payroll and HR Services/Solution(s)

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The SSRO is currently exploring the market to establish the options available which can deliver the outcomes outlined above and detailed in the attached specifications, an innovative solution which is relevant today and ready for tomorrow, expanding the choices available to our organisation.

This exercise is not a call for competition, but to determine the range of service models and current interest levels in the market.

Suppliers are invited to indicate if their organisation would be interested in bidding for any or all the elements (Finance, Payroll and HR) of this proposed project, and to provide the following information.

* Any relevant information and supporting documentation that they consider the SSRO should take into account when finalising its Specification requirements.
  + Feedback on any aspect of the Specification and example Cost Schedule (provided in Appendix 4) that is unclear or would benefit from further detail; and
* If possible, an indication of general pricing to provide the service elements outlined in the Specification.

**ATTACHMENTS**

The following attachments accompany this RFI for further information.

* Appendix 1: Draft Finance specification
* Appendix 2: Draft Payroll specification
* Appendix 3: Draft HR service specification; and
* Appendix 4: Pricing Structure example

**OUR TIMETABLE**

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| **DATE** | **ACTIVITY** |
| 27/07/2023 | Publication of the RFI |
| 7/08/2023 | Publication of responses to RFI Clarification questions |
| 10/08/2023 | Deadline for submission of a RFI Response |
| 11/08/2023 to 31/08/2023 | Analysis of RFI responses |
| Autumn 2023 | Confirm next steps to RFI Respondents |

**QUESTIONS AND CLARIFICATIONS**

Potential Providers may raise questions or seek clarification regarding any aspect of this RFI document at any time prior to the Response Deadline. Questions must be submitted to [procurement@ssro.gov.uk](mailto:procurement@ssro.gov.uk).

To ensure that all Potential Providers have equal access to information regarding this procurement, responses to questions raised by Potential Providers will be published in a questions and answers document, which will be published on Contracts Finder on the date noted in the timetable above.

Responses to questions will not identify the originator of the question.

If a Potential Provider wishes to ask a question or seek clarification without the question and answer being published in this way, then the Potential Provider must notify us and provide its justification for withholding the question and any response. If we do not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Provider will be invited to decide whether:

* the question/clarification and the response should in fact be published; or
* it wishes to withdraw the question/clarification.

**GENERAL CONTACT POINT FOR THIS RFI**

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