Request for quotation

Request for Quotation

RFQ167

HR_Payroll System

Issued 18/12/2020

city college plymouth

BE PART OF IT

City College Plymouth
Kings Road, Plymouth PL1 5QG

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Section1   Instructions to Tenderers

INTRODUCTION AND EXECUTIVE SUMMARY

The College currently operates separate systems for Human Resources (HR) and Payroll. The HR function is administered in house using specific HR software. The payroll function is managed via an external provider, with the College undertaking all data input to the system directly using external links to the provider's payroll software. The actual running of the payroll is managed by the external bureau.

The College wishes to source and implement a modern integrated computerised HR/payroll system from a single preferred supplier. The new system will be the core repository for staff data and electronically interface with other College software. It will also capture all relevant people data within the College and enable the College to make key strategic decisions on future people and business issues. The HR system must flow seamlessly into the payroll system, although the College wishes to retain an external payroll processing (bureau) service.

The initial contract period is envisaged to be for a period of three years, extendable by 2 further years, subject to annual review. The College would accept staged onboarding for HR and Payroll, with a go live date by no later than May 2021 for the HR modules and 1 September 2021 for Payroll to fit with current contractual commitments.

The annual contract value is not expected to exceed £50,000.

CONFIDENTIALITY STATEMENT

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Thank you for your consideration, City College Plymouth.

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OPEN PROCEDURE

The College fully adheres to the requirements of the Public Contracts Regulations 2015, including for opportunities which are under threshold amounts. The anticipated value of the supply contract will exceed £25,000. Therefore, as per the Public Contracts Regulations 2015 the opportunity will be advertised on the Government portal 'Contracts Finder'.

Any Contractor who directly or indirectly canvasses any Member or Officer of the Institution, or advisor concerning the award of the contract for the provision of the services, or who directly or indirectly obtains or attempts to obtain information from any such member or Officer concerning any Tender or proposed Tender for the service will be disqualified from having his/her Tender considered.

SUBMISSION DETAILS

SUBMISSION DEADLINES

All submissions for responding to this Request for Quote must be submitted via email as stated below, no later than:

22nd January 2021

12:00 Noon

Any submissions received after this date will not be considered.

SUBMISSION QUESTIONS AND CLARIFICATIONS

You may contact the following person if you have any questions or require clarification on any topics covered in this Request for Quotation: by 12th January 2021.

Carol Williams

Procurement Officer

Phone: 01752 856 809

Email: tenders@cityplym.ac.uk

All correspondence during the Tender should be channeled via the Procurement Officer using the above details only. Bidders found to have gained an unfair advantage shall be disqualified from the current opportunity and future opportunities with the College for a minimum of four (4) years.

ELECTRONIC SUBMISSIONS

Electronic submissions in response to this Request for Quotation are required and must meet the following criteria:

Sent via email to: tenders@cityplym.ac.uk

Document standards:

- Text must be in Microsoft Word format;
- Price tables must be in Microsoft Excel format (using pricing schedule in Appendix A);
- Supportive evidence may additionally be submitted in PDF format;
- Images, Designs, and other supporting evidence may be in either JPEG or PDF format
- Completed Appendix C Suitability Assessment & Selection Questionnaire (Including Mandatory & Discretionary Exclusions) Parts 1, 2 and 3. - *Please note this suitability assessment will not be viewed unless you are the winning tenderer. Failure at this stage may prevent the contract from being awarded.*
- Signed Agreement Acceptance and Declaration (Appendix D)
- Completed Statement of Requirements (Appendix E)

Please note that the College is able to accept submissions sent in a compressed or ".zip" file format, so long as the files contained meet the standards described above.

WARRANTY:
By submitting your tender bid, you are warrantying to the College that you have not breached our canvassing or soliciting clause.

If any successful tenderer awarded a contract is found to have provided an inaccurate warranty, then the College reserves the right to terminate the awarded contract with immediate effect and re-tender the contract from which the successful tenderer will be excluded from re-bidding and shall be disqualified from any future opportunities for a period of four years.

AWARD CRITERION AND EVALUATION METHODOLOGY

The successful supplier will have provided the Most Economically Advantageous Tender (MEAT) to the College. It should be noted that the bidder with the lowest submitted prices will not necessarily be down-selected. The assessment will be made in 2 stages:

Stage 1 - An initial desk top evaluation and scoring to rank responses.

Stage 2 – The top 3 scoring organisations will be invited to the College to demonstrate their system and answer questions from a panel of officers, to include senior leadership.

A decision will be made following the panel discussion. All bidders will be notified via email of the results of the outcome no later than 90 days from the date of panel. The date of contract award will be provided within that email.

Other than the scores for pricing, scores under each Award Criterion will be awarded on the following basis:

Assessment	Score	Interpretation
Excellent	4	*Comprehensive response supported by examples* *Description fully supported by details that demonstrate the applicant's ability to provide the required services.*
Good	3	*Broad response supported by relevant examples.* *Description well supported by details that demonstrate the applicant's ability to provide the required services.*
Satisfactory	2	*Reasonable response supported by some evidence.* *Description adequately supported by details that demonstrate the applicant's ability to provide the required services.*
Poor	1	*Limited response not well supported by evidence.* *Description inadequately supported by details that demonstrate the applicant's ability to provide the required services.*
Unacceptable	0	*No response or insufficient information provided.*

AWARD PRICE

The lowest Contract Price submitted in accordance with the Schedule of Prices as per Appendix A will be awarded the highest score and all other Tenderers will be awarded pro rata scores on the relative competitiveness of their Contract Price compared to the lowest Contract Price e.g. (Contract Price – Lowest Contract Price / Lowest Contract Price * 100) = X%.

AWARD CRITERIA AND WEIGHTINGS

The tender response submitted by tenderers will be evaluated on the following award criteria and weightings:

Criteria		Criteria Weighting %
Quality/Technical		**55**
Credentials	2	
Implementation Approach	6	
Contract Management	5	
Payroll Provision	10	
Data Security	5	
IT Requirements	5	
System Functionality (Completed Statement of Requirements)	20	
Added Value	2	
Contract Price		**45**
Total Score		**100**

INDICATIVE TIMETABLE FOR TENDER AND AWARD OF CONTRACT

Action	Date
Tender Issued	18/12/2020
Deadline for Queries	12/01/2021
Tender Response Date	22/01/2021
Shortlisting of tenders	w/c 25/01/2021
Presentations	11/02/2021
Award Date	21/02/2021
System Go live date HR Payroll	No later than 01/08/2021 01/09/2021

ASSESSMENT OF QUOTATIONS

Bidders must ensure that their quotation fully addresses all information requested within this RFQ document. Bidders must ensure that any quotation fully meets the specification required. The College reserves the right to discount any quotation which does not fully meet the specification.

The College reserves the right to seek clarification with bidders upon receipt of quotations.

An initial assessment of responses will be made by a panel of College officers. The top two responders will then be invited to the College to provide an overview of their system and answer questions from the panel.

TERMS AND CONDITIONS

The College's normal business terms are 1-2 months from the date of invoice. Payment will become due subject to the above upon the College's full acceptance of the goods/services.   This Request for Quotation and any resulting purchase order will be subject to the (sample) Terms and Conditions as attached at Appendix B.

Should you wish to apply your own terms and conditions upon award of contract you must make this clear in your response and include your terms and conditions as part of your submission for review by the College Legal Officer.

VALIDITY

Bidder's offers should be open and valid for acceptance for a period of no less than ninety [90] days from the date of submission.

FREEDOM OF INFORMATION ACT 2000

Under the Freedom of Information Act 2000 the College cannot guarantee that information provided by bidders during the course of this RFQ procedure or any resulting contract will be held a confidential. The College will not routinely release information to interested parties unless required to do so in order to meet our statutory obligations.

GENERAL DATA PROTECTION REGULATION (GDPR) 2018

All bidders must comply with the General Data Protection Regulation (GDPR) 2018 in respect of using and processing personal information. Bidders must have in place technical and organisational safeguards to protect personal data from unauthorised use, disclosure or loss.

The College reserves the right to request a copy of your privacy statement if you are the successful bidder.

AGREEMENT CONDITIONS ACCEPTANCE AND DECLARATION

Bidders are required to sign and return the attached Agreement Conditions Acceptance and Declaration. Appendix D

SUPPORTING DOCUMENTATION

Appendix A: Pricing Schedule

Appendix B: CCP Standard Terms & Conditions

Appendix C: Suitability Assessment & Selection Questionnaire

Appendix D: Agreement Conditions Acceptance and Declaration

Appendix E: Statement of Requirements

Appendix F: Standard Reports

Section 2 Background Information on the College

BUSINESS OVERVIEW & BACKGROUND

The College operates on two sites within the city, serving 12,533 students and employing over 600 staff. The College operates year round, with opening times from 0800-2100 on some days.

OUR VISION

To be the learning destination of choice.

OUR CORE VALUES

Respect, ownership, integrity for all.

OUR CULTURE

Nurturing a passion for teaching and learning.

Enriching our community through knowledge, experience and skills.

Enabling every student to be the best that they can be.

BACKGROUND

City College Plymouth is one of the largest providers of innovative, technical and professional, education in the South West with a national reputation for promoting enterprise, employability and science, technology, engineering and mathematics (STEM). The College plays a central role in the educational, cultural and economic life of the region and works with strategic partners to facilitate growth, raise aspirations and foster wealth creation.

The College was awarded the Teaching Excellence Framework Gold award for its university-level provision and its most recent Ofsted inspection confirmed that the College continues to be 'Good' with outstanding features. The College was rated first in the South West and second nationally for student satisfaction in the latest FE Choices student satisfaction survey.

City College supports the region's employers with their award-winning Apprenticeship provision, as well as providing a range of courses and bespoke training programmes which enable employees to upskill or retrain to better support their business' requirements.

City College Plymouth offers a wide range of academic and vocational courses in a variety of subjects. The total number of students supported by the College is 12,500,

comprising over 4,000 full-time students; 600 higher education students including 99 non EU students; 8,400 part-time students; and 1,600 apprentices. The College also employs over 600 staff.

CURRENT HR/PAYROLL INFORMATION

The College has approximately 650 staff. Of these, 500 staff have permanent contracts and are subject to standard monthly pay, with 150 variable hour staff, who submit a monthly claim. There are also an additional 200 staff recorded on the HR system including agency, casual, invoicers and volunteers. Variable hour lecturing staff submit a claim using a system developed in house and linked to the College's timetabling system. The College payclaim system is able to generate an output report and the College would expect the output file to be directly transferrable to the payroll system via an API link. Alternatively the College would also be open to using an inbuilt claims system if this meets the college criteria.

Business support casual staff currently submit paper based claims and the College would expect a new system to contain a configurable expenses module to manage these claims, together with a travel and subsistence claim facility.

The College operates a monthly payroll, with pay day on 25th of the month. Claims are processed monthly in arrear- however an interim output file is required in advance of main payroll output in order to enable costs to be accrued for monthly management accounts.

The payroll processing service is operated under an SLA with Cornwall Council, as its payroll provider. The College is responsible for data input and employee records, with Cornwall Council responsible for the actual running of the monthly payroll, including submission of the RTI file to HMRC, the BACS transfer and production of payslips. The College wishes to retain a similar arrangement with any new provider and details of expected support is outlined in section 3.

The College currently submits the MDC file to Teachers Pensions. The monthly care file for LGPS is submitted by Cornwall Council direct to Peninsular Pensions. The College currently deals direct with pension enquiries from the Teachers Pension service and LGPS, including completion of pension forms.

The College has full access to the payroll software and is able to input data and make amendments to employee records. The College expects to retain access under any new agreement, although this is expected to be minimised due to inbuilt integration from the HR modules. The level of access will depend on the final support SLA agreed.

The College currently uses Access Select HR for its HR provision which has been in place since July 2009. The current system has been fully customised to the specific, and changing, requirements of the College. There are varying levels of access to the

system, dependent on job role, including self-service, manager, department administrator and absence reporter. The HR department has full administrative rights to the system and can make changes to process, workflows and reports, as well as building entirely new processes if required. The College expects such levels of autonomy to be maintained.

All information relating to staff is held on this system. In addition, we have an e-recruitment module, through which all staff recruitment is managed. Requests for information from the system are many and varied and we need to be able to report on all data, historic and live, in all combinations.

The College has a number of different contracts in operation, not least recognising that staff may be teaching staff or business support staff. Some staff have multiple assignments and these may cross over different contract types. The College currently operates a consolidated pay structure, although there are specific grades for teachers and business support staff. Teaching staff are subject to a LCF review annually. Business support staff currently receive an automatic increment annually within the spinal points for the relevant grade. All staff have an annual appraisal, unless still in a probation period. The College pays contractual sick pay, maternity and paternity leave in addition to statutory entitlement.

Section 3 Detailed Specification

The College is seeking a fully integrated Human Resources and Payroll Software system. The software must be able to manage all strategic and transactional HR and payroll processes, although the College wishes to retain a payroll bureau function for payroll processing (however, we are not looking for a fully managed payroll function). The College is seeking to contract with one supplier who is able to support both functions.

The preferred supplier must be able to demonstrate that the system has been successfully implemented and supported in all sectors including Further Education establishments and that there is high quality user engagement and support. The preferred supplier will be committed to upgrading the system in line with technological / HR developments, regularity requirements, and customer needs e.g. customising user screens with minimal disruption.

The College requires a supplier who:-

- allows software to display College logos and house style

- is able to demonstrate control of system security and compliance with GDPR requirements

The HR element must include flexibility to create different categories of employee, eg agency staff, volunteers, and the ability to restrict the generation of payroll records for defined categories.

The College expects electronic pay slips and annual documentation eg P60's. The preferred supplier must undertake the monthly BACS transfer on behalf of the College. An ability to run an interim payroll for expenses would be an advantage, but is not essential.

A cost for full or partial pensions administration is being sought as an optional extra.

The College would also be interested in a system integrating HR/payroll and Finance. You are therefore invited to provide brief details of your finance ledger capability, if applicable, to include General Ledger, Sales Ledger, Purchase to Pay capability, (purchase ledger and e-request system), integrated document management system, fixed asset accounting, bank rec, budget management and forecasting. This is for information gathering purposes and you will not be penalised if you do not have General Ledger capability.

KEY FEATURES

In summary the system must cover the full HR management and payroll functions and contain the following key features:

- Payroll- HMRC accredited, total rewards, compensation and benefits management

- Pensions administration- auto enrolment, monthly submissions to pensions companies
- People management- fully automated HR processes and workflows, mobile platform
- Workforce management- attendance and absence tracking, leave management
- Learning and development- training administration, evaluation, course catalogue
- Recruitment onboarding, social integration, applicant tracking
- E-recruitment, automated shortlisting reports, automated invitations to interview, talent pool
- Performance Management-probation, appraisal, competency and disciplinary recording and tracking
- Expense Management- adhoc/casual claims, additional hours, travel and subsistence
- Budget and forecasting- workforce planning, what-if modelling and analysis
- Analytics and business intelligence- dashboards, management information, historical analysis

All modules should be fully integrated- key information should be entered once for efficiency and accuracy. The recruitment module should capture key information and personal details and these should be automatically integrated to set up the permanent personnel and payroll records for appointees.

The software must be fully compatible with the College IT platform and meet the College IT security requirements as outlined below. The system must be compatible and interface with existing College systems most notably the College's active directory, the College's electronic claims system and the main Finance system (information can be integrated through the finance system integration manager tool rather than a direct link). The system should be capable of accepting data upload as well as transfer of data via an API Link.

The College is seeking a cloud based system as a preference. Please identify in your response whether your proposal is for a cloud based system or will require software to be installed on College servers.

The system must encompass a full audit trail for all data changes.

The system must allow migration of data from existing HR/payroll systems.

You should indicate anticipated timescales for set up and data migration and the resource expected from the College.

USER ACCESS

The system must be configurable for different levels of access:
- Administrator
- Manager Self Service

- Employee Self Service

The system must allow workflows and authorisation processes to be set up for different levels of user, to be fully regulated by the system administrators, for example, in response to management requests and structural change.

REPORTING REQUIREMENTS

The system must provide:

- Standard HR and Payroll reports (see Appendix F outlining current reports and minimum requirements)
- Flexible reporting structures based on common data items and user defined fields, including reporting via interfaces with other business systems.
- The ability for College users to write their own reports based on information in the database.
- Be responsive to changes in requirements from the Corporation and funding bodies, including audit reporting requirements.

SYSTEM CHANGES/UPGRADES

The supplier must commit to a continued development programme for the solution that meets the needs of the sector and provides a level of functionality to provide ease of use. In addition this development should keep pace with the introduction of new desktop operating systems and database backend systems to match the pace of development within the College.

Upgrades to the system should be encompassed within annual maintenance/licence agreements and should not be financially limiting. Service charges for upgrades should be limited to installation only where required.

IT/TECHNICAL REQUIREMENTS

Requirements are as follows:-

API

- able to pull basic staff information for account management, including name, staff code, department, manager and job title
- able to add pay claims from another system

Active Directory

- must allow user authentication via AD
- able to use group policies in AD to control access to the system

Response time

- maximum of 2 seconds

Adaptive/ mobile-friendly interface

Accessibility friendly

Browser agnostic

- must run on all modern browsers

Monitoring

- WMI or SNMP

Logging

- If cloud-based, must be able to send logs to us

Needs to run on VMWare or be cloud-based

Language

- must not run on flash
- prefer HTML5
- other languages will be considered

Needs to have HTTPS and TLS1.2

Needs to be compatible with veeam if onsite

Uptime

- at least 99.9% other than scheduled downtime

Support contract if hosted onsite

- we will manage hardware and infrastructure
- you will manage updates and maintenance of the software at agreed times
- if hosted offsite, please state where the data is stored

PAYROLL SLA

General advice & guidance from agreed point of contact
Monthly run of gross to net pay process (initial run and single correction run)
Production of electronic payslips
Transmitting funds to employees bank accounts
Processing deductions for attachment of earnings, DEA's etc.
Producing standard costing reports in a format that can be integrated into Finance system
Producing standard reports detailing third party remittance payments e.g. unions, court orders
Producing standard reports for sickness, deviances, temporary input, hourly rates of pay etc.
Monthly RTI Submissions to HMRC
Production of P45's & P60's
Annual Pay Award changes processed
Monitoring/reports for pensions auto-enrolment
Calculation of statutory/occupational sick pay and maternity/adoption/paternity pay
Producing maternity pay schedules
Processing pension contribution refunds following opt outs
All PAYE/NI processing inc change of tax codes, Student loan deductions, NI category monitoring/changes e.g. when employee reaches State Pension Age
Calculation of net payments for the purpose of emergency payments (as an alternativ to standard 65% calculation).

P11D returns:
Creating, calculating and submitting P11D Returns (Taxable Benefits)
Inputting data and submitting to HMRC
Sending over PDF file containing individual letters

Teachers' Pension Administration Services

Provide Monthly & Annual contribution returns
Provide monthly/Annual service detail reports –MDC
Completion of End of Year Certificate

Local Government Pension Scheme (LGPS) Administration Services

Direct link to LGPS, allowing for data transfer, reducing customer pension administration.
Monthly and annual contribution and service reports including assumed pensionable pay where appropriate.
Calculation of Care Pay

Section 4 Tender Submission

WRITTEN DOCUMENT

A written document is required which outlines how your proposed solution would meet our detailed requirements as outlined in section 3 above. In particular you should make reference to the following:

Credentials (2%)

You should briefly outline your firm/company's credentials to provide Payroll Transactions services, stating any previous experience with an educational establishment.

You should include details of certifications, affiliations etc of key staff.

Please provide 2 reference sites with contact details.

Implementation approach (6%)

You should include your implementation approach to include the project arrangement methodology using a project outline with timescales for the main phases.

You should detail your implementation assumptions about the staff and skill resources expected from the College, and additionally explain the roles and responsibilities of your implementation project managers and any accompanying consultants. You should include CV's and relevant experience and qualifications of your project team and consultants.

You should outline how you intend to liaise with our existing HR and payroll providers and how you intend to migrate existing information in order to ensure the College is able to respond to requests for information from HMRC and pension organisations in particular.

You should provide any other relevant information which would help the College assess your proposal in relation to implementation. This may include parallel running with the existing systems.

Contract Management (5%)

You should outline your ongoing contract management arrangements and in particular how you intend to build a partnership with the College. You should outline your proposed frequency of contract management meetings. A named contract manager would be expected as a minimum.

Please indicate your arrangements for transfer of data at contract end.

Payroll Services (10%)

You should review the payroll SLA and confirm functions included within your offer, and provide details of additional support you are able to provide as an optional extra.

You must commit and demonstrate how you will devise and meet monthly payroll deadlines, ensuring complete accuracy in both input and output allowing the College to have confidence in its payroll output.

Please provide an explanation of what you require from us in order to provide payroll services to our organisation, including monthly timescales.

Data Security (5%)
Please provide details of how your organisation would protect our data and comply with all relevant data standards.

IT/Technical (5%)
You should outline your system technical specification and confirm compliance with the College IT infrastructure and requirements as outlined in section 3.

You should clarify whether you intend to provide a cloud based system or whether you wish to install on College servers.

Added Value (2%)

- Please give details of any other support services you provide which will add value to our relationship.
- You should include details of any student benefits that you are prepared to offer, e.g. work experience opportunities, student talks.

Your written submission will be assessed and graded as outlined in Section 1

STATEMENT OF REQUIREMENTS (20%)

In addition to the written documentation you are required to complete the detailed functional requirements for each system module, in the format of a Statement of Requirements Appendix E.

Suppliers are required to provide a response to each requirement by using the criteria listed below and by providing information in the table column entitled 'Supplier Comments/compliance' to support each response:

Code of Response	Description	
A	*Fully Met*	The requirement can be met fully by the standard system.
B	*Partially Met*	The requirement can be met partially by the system – 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	*Cannot be Met*	The requirement cannot be met by the system and there are no plans to include the required functionality.

PRICING (45%)

Please provide your pricing using Appendix A. Please include all anticipated fees and charges. All costs should be **exclusive** of VAT.

You should confirm your approach to pricing, including the basis of any increase you may propose during the three year agreement.

As it is our intention to implement a large element of self-service we do not wish to purchase on a "licence per seat" basis. You must explain how you would group the numbers of user licences for the solution, given the different levels of usage (e.g. administrator, manager, self service).

You should separately identify:

- The cost of implementation including the cost of necessary project support and data migration. Please note in this context that we wish to contract with a single implementation partner for the entire solution.

- The cost of necessary training of both implementers and users i.e. 'train the trainers' should be separately identified.
- The cost of modules to be set up fully by the provider with direction from the HR and Finance teams.
- The cost of any additional modules or added value you are able to provide, to include any reporting design/modules.
- The cost split between set up, licenses and additional software, if appropriate programmes/parameters needed to deliver manager information.
- Whether the fees and charges remain separate for software licences (HR) and payroll processing or you are prepared to charge a combined fee for both.
- The costs of pensions administration if you are able to support this function and any other optional services you could supply.