22 February 2018

Dear Sir/Madam,

**Request for Quotation: Provision of Payroll Services - PRJ-615**

I am writing to you on behalf of NHS England London Region (the Contracting Authority). We currently have a requirement for the **Provision of Payroll Services,** the details of which are set out in the Annex A to this RFQ letter.

NEL Commissioning Support Unit (NEL CSU) provides HR and payroll services to its clients. NEL CSU is seeking an experienced professional Payroll services in order to establish a subcontract arrangement for its clients which in this case are NHS Clinical Commissioning Groups (CCGs) listed below. The requirement is to provide end to end payroll and associated services including HR transactions for 15 NHS Clinical Commissioning Groups (CCGs) that will reduce further to 11 CCGs with effect from 1st July 2018. The contract is for one year fixed period only. The contract will commence on 1st April 2018 and terminate on 31st March 2019.

We need our chosen supplier to commence the work in the week commencing 1st April 2018 and finish the work on or before 31st March 2019.

Please note the attached (Annex B) for the Payroll Service Level Agreement will apply to any contract awarded as a result of this quotation exercise.

If you are interested in quoting for this requirement, please reply with a completed ‘bid response document’ to the following email box [nelcsu.clinical-procurement@nhs.net](mailto:nelcsu.clinical-procurement@nhs.net) **by 12:00 noon on 5th March 2018** with the following information:

* Full name and address of supplier, our reference number and your contact details;
* Details of services to be supplied including details in response to the requirements set out in the Annex A / the evaluation criteria to this letter and a referee (preferably public sector);
* Expected delivery / start / finish date, and a project time table;
* Total price excluding VAT (Annex C);
* Payroll Service Level Agreement (Annex B);
* Annex D – Conflict of Interest Declaration.

NHS England is seeking quotations from a number of suppliers.

The timeline for the Procurement is set out below:

|  |  |
| --- | --- |
| **PRJ614** | **Date** |
| Documentation published to Contracts Finder | 22/02/2018 |
| Deadline of receipt of clarification questions | Monday 05/03/2018 at 12.00 noon |
| Deadline for receipt of RFQ bids via the stated email address | Monday 05/03/2018 at 12.00 |
| Evaluation | 05/03/2018 to 07/03/2018 |
| Recommendation to award by NHS England | 15/03/2018 |
| Notification of Results | 15/03/2018 |
| Contract Start date | 01/04/2018 |

The following criteria will apply to the selection of the successful supplier:

| # | Evaluation Criteria | | Weight |
| --- | --- | --- | --- |
| **1** | **Proposed Approach** | | **70%** |
|  | 1.1 | Please outline the way in which you propose to deliver a seamless payroll service. Of particular importance will be:   * What controls that you have in place to ensure the integrity of data and to avoid/spot errors * The standards of data protection and preventive measures in place to prevent any Information Security Breach and adequate use of this data as per the Data Protection Act 1998. * The service levels that you are willing to agree to, to ensure adequate responsiveness from our management executive and compensatory actions that you are willing to take should these be breached | 25% |
|  | 1.2 | Outline your proposed project approach, in particular:   * Methodology * Payroll transfer * Your project timeline | 11% |
|  | 1.3 | Please outline how your proposal will ensure the intuitiveness and ease of access   * For HR team members – please include full specification, role and responsibilities and your reporting facility * For Employees – self-service | 20% |
|  | 1.4 | Outline what assurances you have in regards to the reliability of the integrated system, i.e.:   * Prevention of downtime * Please provide details of your Disaster Recovery Plan * Compensatory actions that you are willing to take should these be breached | 14% |
| **2** | **Price** | | |
|  | 2.1 | Implementation of a fully integrated and set up of a payroll and pension service. Please provide a breakdown of pricing including:  • Consultancy days  • Payroll Transfer  • Contingency for anything going wrong | **8%** |
|  | 2.2 | Please set out the ongoing annual maintenance fees related to the service. Include breakdown,  • Payroll service  • Ad-hoc if any | 12% |
|  | **2.3** | Please set out the ongoing annual maintenance fees related to the running of service levels | 8% |
|  | **2.4** | We would be keen to hear innovative pricing solutions your company will offer that will add value to the desired outcomes described within the specification | 2% |
|  | **Price**  **(Any quotations exceeding the financial envelope will be disqualified)** | | **30%** |
|  | **Proposed Approach + Price** | | **100%** |
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| --- | --- | --- |
| **Score** | | **Definition** |
| 0 | Non-compliant | No response or partial response and poor evidence provided in support of it.  Does not give the commissioner confidence in the ability of the Bidder to deliver the Contract. |
| 1 | Weak | Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Bidder to deliver the Contract. |
| 2 | Minor reservations | Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail/evidence giving rise to some concerns about the ability of the Bidder to deliver the Contract. |
| 3 | Compliant | Response is comprehensive and supported by good standard of evidence. Gives the commissioner confidence in the ability of the Bidder to deliver the contract. Meets the Commissioner’s requirements. |
| 4 | Very good | Response is comprehensive and supported by a high standard of evidence. Gives the Commissioner a high level of confidence in the ability of the Bidder to deliver the contract. Exceeds the commissioner’s requirements in some respects. |
| 5 | Excellent | Response is very comprehensive and supported by a very high standard of evidence. Gives the Commissioner a very high level of confidence the ability of the Bidder to deliver the contract. Exceeds the Commissioner’s requirements in most respects. |

**The Quotation must be submitted in MS Word format using the template provided, with pricing submitted in a separate file using the template provided. Quotations received after the above date and time may not be considered.**

*It would be appreciated if you could advise,* within 3 days of receiving this RFQ*, if you intend to submit a bid or your reasons for not submitting a bid.*

If the panel feels at any point that there is not sufficient evidence to score a bidder on any evaluation point then they may, at their discretion, seek clarification from any and all bidders. Bidder clarifications will at all times take account of the commercial confidence of bidders.

If a bidder scores a ‘0’ on any sub-section then they may be eliminated at the discretion of the panel, dependent on how service critical the panel deems that sub-section to be. If a bidder scores ‘0’ on an entire section of the evaluation, the bidder will be automatically eliminated from any further evaluation.

The pass-mark for the qualitative evaluation (Questions 1.1 – 1.4) element is **50%**.If a bidder does not attain this score overall then their bid will be rejected. This process ensures that NHS England attains a minimum acceptable service quality. Bids will be scored by an evaluation panel and this will be followed by a moderation process by which the panel will agree a consensus score for each bidder on each question.

*In the event of a tie (where two or more top scoring Bidders had the same total weighted score including both quality and price), NHS England will select from amongst those Bidders, the submission of the Bidder with the highest weighted score for the price.*

Your response must be valid for acceptance for 90 days from the deadline for receipt of quotations. Your response constitutes an offer and if NHS England accepts that offer then a legally binding contract will exist between the parties.

Respondents accept that NHS England is subject to the Freedom of Information Act and government transparency obligations which may require NHS England to disclose information received from you to third parties.

This RFQ letter and your response do not give rise to any contractual obligation or liability unless and until such time as NHS England issues a letter referencing this Request for a Quotation with a signed contract and a valid Purchase Order number accepting your quotation. NHS England does not make any commitment to purchase and shall have no liability for your costs in responding to this Request for a Quotation.

## Canvassing and contacts

Bidders shall not in connection with this Procurement:

* Offer any inducement, fee or reward to any officer or employee of NELCSU or NHS England or any person acting as an advisor to NELCSU or NHS England in connection with this Procurement
* Do anything which would constitute a breach of the Prevention of Corruption Acts 1889-1916
* Canvass any of the persons referred to above in connection with the Procurement

No attempt should be made to contact NELCSU or NHS England staff, except the Project Team, or to contact NELCSU / NHS England advisers or other NHS/DoH bodies as part of the procurement process. Any enquiries regarding this tender made to persons other than the NEL CSU Project Team will be regarded as prima facie evidence of canvassing.

## Conflicts of interest

In order to ensure a fair and competitive procurement process, NHS England requires that all actual or potential conflicts of interest that a potential bidder may have are identified and resolved to the satisfaction of NHS England.

Potential Applicants should notify NHS England of any actual or potential conflicts of interest in their response to the RFQ. If the potential bidder becomes aware of an actual or potential conflict of interest following submission of the application it should immediately notify NHS England by completing the Conflict of Interest form (see Annex D) for this procurement. Such notifications should provide details of the actual or potential conflict of interest.

If, following consultation with the potential bidder or bidders, such actual or potential conflict(s) are not resolved to the satisfaction of NHS England, NHS England reserves the right to exclude at any time any potential Applicants(s) from the Procurement process should any actual or potential conflict(s) of interest be found by NHS England to confer an unfair competitive advantage on one or more potential bidder(s), or otherwise to undermine a fair procurement process.

The ‘Conflict of Interest Declaration’, provided in Annex D, must be completed by an authorised signatory, in his / her own name, on behalf of the Bidding organisation and attached in response to this section of this RFQ.

NHS England should be immediately notified, in the event that any actual or potential conflict of interest comes to a potential Bidder’s attention at any time following the submission of the potential Bidder’s ‘Conflicts of Interest Declaration’ and bid documents.

If you have any queries about this letter or the requirement, please contact the under signed at nelcsu.clinical-procurement@nhs.net.

If you are unable to meet this requirement or are otherwise not intending to provide a quote, I would be grateful if you could let me know as soon as possible.

Yours sincerely,



Taofeeq Ladega

Procurement Manager

NEL Commissioning Support Unit

**Annex A**

**Specification for the Provision of Payroll Services**

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**Annex B**

**Service Level Agreement for the Provision of Payroll Services**

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**Annex C**

**Financial Submissions**

***Financial Envelope - The financial envelope available for this work is within the range of £160,000 - £181,000***

1.1 Providers are required to submit a comprehensive pricing schedule covering all costs involved with delivering the specified services, covering (but not restricted to) the following points:

* A full breakdown of staff costs which includes a fixed daily charge (inclusive of VAT) for each individual who is engaged in delivery of this contract. Providers are required to state how many days will be required for each individual as a separate line.
* Clearly outline the use of consultants, contractors, sub-contractors, temps involved in the above breakdown
* Detail any other necessary non-staff costs which will be required (e.g. marketing, translation, management fee, overheads, travel, subsistence, materials etc.)
* The price submitted must be the total cost of the delivery of the service
* All charges must be provided in GBP and must be shown both exclusive and inclusive of VAT.

1.2 The charges must be inclusive of any and all additional charges which may apply. The Contracting Authority will not accept responsibility for any additional costs which are not declared in the bid return.

1.3 The commercial scoring will be based on the total contract value

1.4 Providers are required to complete and submit the pricing schedule as part of their submission



**The lowest price (within affordability limits) will be awarded the maximum score for price with other bidders awarded score in proportion to the lowest priced using the following formula:**

Score = Lowest Tender Price     x    20 (maximum score/mark available)

Other/Higher Tender Price

All costs must be inclusive of travel and related expenses to the Base location. An estimate of the overall costs for expenses must be submitted to enable comparison of bids on an equal basis.

Price evaluation will be conducted on the Ex VAT Price.

***If submitting*** your proposal as a pdf document, please submit your prices in a separate file.

NHS England is requesting that bidders submit a breakdown of total cost for all the work / services as detailed in the Service Specification.

**ANNEX D**

**Declaration of conflict** **of interests**

**(Bidders/Contractors)**

See attached Annex D

**NHS England Bidders/potential contractors/service providers’ declaration form: financial and other interests**

This form is required to be completed in accordance with the CCG’s Constitution, and s140 of the NHS Act 2006 (as amended by the Health and Social Care Act 2012) and the NHS (Procurement, Patient Choice and Competition) (No2) Regulations 2013 and related guidance

**Notes:**

* All potential bidders/contractors/service providers, including sub-contractors, members of a consortium, advisers or other associated parties (Relevant Organisation) are required to identify any potential conflicts of interest that could arise if the Relevant Organisation were to take part in any procurement process and/or provide services under, or otherwise enter into any contract with, the CCG, or with NHS England in circumstances where the CCG is jointly commissioning the service with, or acting under a delegation from, NHS England.
* Any changes to interests declared either during the procurement process or during the term of any contract subsequently entered into by the Relevant Organisation and the CCG must be notified by completing a new declaration form and submitting it to the CCG.
* Relevant Organisations completing this declaration form must provide sufficient detail of each interest so that the CCG, NHS England and also a member of the public would be able to understand clearly the sort of financial or other interest the person concerned has and the circumstances in which a conflict of interest with the business or running of the CCG or NHS England (including the award of a contract) might arise.
* If in doubt as to whether a conflict of interests could arise, a declaration of the interest should be made.

Interests that must be declared (whether such interests are those of the Relevant Person themselves or of a family member, close friend or other acquaintance of the Relevant Person), include the following:

* the Relevant Organisation or any person employed or engaged by or otherwise connected with a Relevant Organisation (Relevant Person) has provided or is providing services or other work for the CCG or NHS England;
* a Relevant Organisation or Relevant Person is providing services or other work for any other potential bidder in respect of this project or procurement process;
* the Relevant Organisation or any Relevant Person has any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its members’ or employees’ judgements, decisions or actions.

**Declarations:**

|  |  |
| --- | --- |
| Name of Relevant Organisation: |  |
| Interests | |
| **Type of Interest** | **Details** |
| Provision of services or other work for the CCG or NHS England |  |
| Provision of services or other work for any other potential bidder in respect of this project or procurement process |  |
| Any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its members’ or employees’ judgements, decisions or actions |  |

|  |  |  |
| --- | --- | --- |
| **Name of Relevant**  **Person** | [*complete for all Relevant Persons*] | |
| **Interests** | | |
| **Type of Interest** | **Details** | **Personal interest or that of a family member, close friend or other acquaintance?** |
| Provision of services or other work for the CCG or NHS England |  |  |
| Provision of services or other work for any other potential bidder in respect of this project or procurement process |  |  |
| Any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its members’ or employees’ judgements, decisions or actions |  |  |

**Form Completion**

|  |  |
| --- | --- |
| **I declare that to the best of my knowledge and belief, the above information is complete and correct. I undertake to update as necessary the information. I understand that the information will be used in the evaluation process to assess my organisation’s suitability to be included in the tender evaluation process, and that giving false information may result in my organisation being disqualified from the process, at this or whatever stage it becomes known to the Commissioners.** | |
| **Signed:** |  |
| **Name:** |  |
| **Position:** |  |
| **Bidder:** |  |
| **Date:** |  |