



Ministry of Housing,
Communities &
Local Government

Schedule 1 - Services (Buyer Requirements)

G-Cloud 12 Framework Agreement (RM1557.12)

Title: SuccessFactors Implementation Support

Reference No: CPD4121228

Contents

1. Introduction	3
2. Background.....	3
3. Services Required	6
4. Skills and Experience	8
5. Contracting Vehicle.....	8

1. Introduction

- 1.1 The Ministry of Housing, Communities and Local Government (MHCLG) are seeking a partner to provide support for SAP SuccessFactors modules already implemented.
- 1.2 We will draw on the resource and expertise of this partner to provide support capability on a flexible, 'as and when' basis.
- 1.3 We will also need support to make amendments to our current solutions where provisioning access is required as this is not available in-house.

2. Background

- 2.1 MHCLG's SAP system is used to support business critical finance, HR, Procurement and Management Information services to about 3,600 staff across MHCLG and two of its Arm's Length Bodies – Planning Inspectorate (PINS) and Valuation Tribunal Services (VTS).
- 2.2 MHCLG are on a transformation journey to upgrade our technology, user experience, data and processes. Over the next two years this will see the migration to S4Hana and it is anticipated that this will include the implementation of some SuccessFactors modules. We pride ourselves on our drive for continuous improvement
- 2.3 MHCLG transformation programme is already in-flight with the incremental implementation of SAP Analytics Cloud, SAP Concur Expenses, and the implementation of the SuccessFactors PMGM module, including the following:
 - Goal Planning for MHCLG and the Planning Inspectorate.
 - Performance management forms for MHCLG and the Planning Inspectorate.
 - 360 Review form for the Planning Inspectorate.
- 2.4 In addition, MHCLG has purchased a small number of LMS licences to support development of a proof of concept configuration of the SuccessFactors learning management offering. This will be used to validate the business interest in, and readiness, for a full LMS implementation. Beyond that, it is planned that over the next two years we will extend the SuccessFactors functional footprint within MHCLG.

- 2.5 MHCLG aims to be largely self-sufficient in supporting those SuccessFactors modules which it has implemented but there are times when, perhaps because of internal capacity constraints, we wish to be able to draw upon the resource and expertise of an external provider able to provide support capability when required.
- 2.6 The focus of this requirement is to provide support and make small scale changes and improvements to our existing and emerging SuccessFactors template. Were MHCLG to implement a completely new module, the scope of the required service does not cover the implementation of new SuccessFactors modules. As and when MHCLG decides to licence and implement further modules, the choice of an implementation partner for each module will be determined via a separate procurement activity.

MHCLG's SAP Landscape

- 2.7 Since 2002, MHCLG have been running an on-premise SAP landscape, supported by a small in-house team. This mature SAP system has provided cost effective, reliable, and stable support throughout to 3,600 users across MHCLG, PINS and the VTS. Services provided include Finance, HR, Analytics/MI and Purchase to Pay.
- 2.8 The landscape has been recently extended with various SAP SaaS solutions like Success Factors Performance and Goals, SAP Analytics Cloud and SAP Concur. There are further plans in the future for a S/4HANA migration, BW/4HANA migration, more SuccessFactors modules amongst which include Employee Central, SAP Mobile technology and the integration of all those using SAP Cloud Platform's Cloud PI. The DR site is in Central London.
- 2.9 The SAP landscape still uses the same platform technology since 2002 (SUN/ORACLE SPARC servers on Solaris OS on Oracle database). There is also a very small Windows servers footprint running non-SAP software. While this technology has been regularly upgraded/maintained and has served its purpose well, it is not compatible with the future vision for the SAP landscape.

MHCLG SAP landscape in detail:

2.10 The SAP version summary can be seen below:

SAP On-Premise:

System	Version
ERP	6.08 SPS14
SRM	7.14 SPS14
BW	NW 7.50 SPS16
PI	NW 7.50 SPS17
Portal	NW 7.50 SPS17
Solution Manager	7.2 SPS11

Note: MHCLG run a 4-tier landscape for each of the systems above: Sandbox, DEV, QAS and Production. The exception is Solution Manager where there is only one system. Fiori and Single Sign-On are in place.

MHCLG SAP SaaS Landscape

- Concur Expense Management
- SAP Analytics Cloud
- SuccessFactors:-
 - PMGM module, with the following:
- Goal Planning for MHCLG and the Planning Inspectorate.
- Performance management forms for MHCLG and the Planning Inspectorate.
- 360 Review form for the Planning Inspectorate (currently in UAT).
 - Learning Proof of Concept underway

2.11 For completeness, in addition to the SuccessFactors modules, the following SAP ECC HR Functionality is currently in use:

- Organisation Management
- Personnel Administration
- Employee Self Service
- Manager Self Service
- Notifications (e.g. sickness triggers, items awaiting approval)
- Eforms
- Reporting via BI, BPC and Business Objects

Employee Self Service / Manager Self Service Functions include:

- Update personal details
- Leave requests and approval
- Sickness recording
- Travel expenses
- Professions & Experience
- Nakisa Org Chart
- Link to online salary statements
- Team Calendar
- Substitutions

FLM Eforms currently in use:

- Leaver
- Mover
- Loan Request
- Salary Advance
- Overtime
- TRA (temporary responsibility allowance)
- Equality Data
- Conflict of Interest

HR Functionality not currently used:

- Payroll *
- Recruitment
- Compensation Management
- Learning & Development

* The monthly payroll file is produced in SAP ECC6 and then transferred to the external payroll supplier via an interface.

3. Services Required

3.1 This support service will encompass the following:

- a. Investigating and resolving defects in MHCLG's SuccessFactors configuration and liaising, where required, with SAP Cloud Support to resolve such issues.
- b. Review and quality assurance of functional changes made by MHCLG staff.
- c. Applying functional enhancements / changes which require provisioning access.
- d. Supporting the implementation of new functional capability in those SuccessFactors modules deployed within MHCLG. For example, if MHCLG were to change its current performance management process then support may be required in implementing new form templates and route maps.
- e. Production of custom reports and dashboards.

- f. Implementation of new integrations between BizX and external systems.
- g. Provision of ad hoc training to MHCLG staff. For example this could involve training on the reporting tools available within SuccessFactors.
- h. Providing advice on the functional capabilities of SuccessFactors and how MHCLG can best realise the benefits of its investment in SuccessFactors.
- i. Providing advice on new features being delivered in each 6-monthly release and their implications for MHCLG.
- j. Provide input into MHCLG's decision making on its HR technology roadmap by providing advice on modules and other functional capabilities not currently licensed by MHCLG.

3.2 Assumptions

- a. The support contract will run for 2 years starting from June 2021.
- b. The contract will be for an initial 200 support hours which we can then call down on an 'as required' basis, and the questions which follow are based on that assumption. However, in the event of increased demand, the number of support hours may be increased – up to a maximum of 500 hours.
- c. The scope of the SuccessFactors modules deployed by MHCLG are set to increase over the next two years and support will be required as modules are onboarded. MHCLG will though go to market separately for the actual implementation of any significant new modules such as SuccessFactors Employee Central.

4. Skills and Experience

4.1. We are looking for a supplier able to demonstrate:

- Proven capability in implementing all modules within the SuccessFactors talent management suite.
- Experience in integrating SuccessFactors with external systems and, in particular, other SAP products (for example, ECC6, S4, SAP Analytics Cloud).
- Track record in providing ongoing support to clients as well as implementation services.
- Robust processes for managing support requests raised under the terms of these support arrangements.
- Strong awareness of trends and emerging practices within HR.

4.2. Experience in implementing SuccessFactors within other public sector organisations (and ideally within central government) would be an advantage but is not essential.

5. Contracting Vehicle

5.1. This contract will be awarded via the CCS G-Cloud 12 services Framework Agreement RM1557.

5.2. MHCLG is committed to encouraging the participation of the widest range of suppliers and recognises the value that different size and type of suppliers can bring in service, agility, flexibility and innovation.

5.3. All IPR relating to any outputs produced e.g. reports, designs, software or code etc will be the property of MHCLG.