

**EARLY MARKET ENGAGEMENT QUESTIONNAIRE FOR PAYROLL SYSTEM**

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## Early Market Engagement Process Overview

Welcome to the Early Market Engagement (EME) process. The purpose of this engagement is to gather industry expertise, innovative solutions, and feedback that will inform the development of our final project and procurement requirements. This questionnaire document guides respondents to provide valuable insights during the preliminary phase of our project and procurement scoping.

**Objectives:**

* Gain a better understanding of suppliers' capabilities, experiences, and innovations.
* Identify potential challenges and solutions relevant to the upcoming procurement project.
* Establish early communication channels for collaboration and partnership.
* Inform suppliers about the project's scope, objectives, and key requirements.

**Introduction and Response Guidance**

Thank you for your interest in participating in our early market engagement exercise. Your insights are crucial to shaping the success of our potential upcoming procurement. Please refer to the following guidance on how to effectively use and respond to the questionnaire.

* Carefully review the provided project overview to understand the project's scope, objectives, and timeline. Take note of technical specifications, quality standards, and compliance requirements.
* Respond thoughtfully to each question in the questionnaire. Provide detailed answers that clearly articulate your company's capabilities, experiences, and innovative approaches.
* Emphasize your company's relevant experience in delivering similar projects. Provide specific examples of successful implementations and any unique challenges overcome.
* Demonstrate how your products or services can contribute to innovation within the defined project scope. Highlight any proprietary technologies, methodologies, or best practices.
* Provide an accurate assessment of your company's capacity to meet the potential scope or volume of our requirements. If applicable, outline any scalability plans or resources that can be leveraged.
* Share insights on how your company approaches collaboration with clients. Detail communication strategies, project management methodologies, and any value-added services that enhance collaboration.
* Clearly outline your pricing structure, including any relevant details on cost breakdowns. If your pricing model allows for flexibility or includes value-added services, please provide details.
* If there are additional aspects of your company's capabilities or offerings that you believe are relevant to the project, feel free to include that information in your responses.
* Ensure that your responses are submitted by the specified deadline. Late submissions may not be considered.
* Be open to potential follow-up discussions or meetings. Depending on the complexity of your responses, we may seek further clarification or explore specific aspects in more detail.
* Submit your completed questionnaire response via the <https://www.supplyingthesouthwest.org.uk/> portal.

Your commitment to this early market engagement exercise is appreciated. We look forward to reviewing your responses and potentially incorporating your insights into the final project.

## Submission Guidelines

* Include inline responses within designated boxes located directly under each corresponding question in the table.
* Ensure clarity and precision in presenting inline responses for ease of review.
* Responses must be formatted in Arial font, size 11
* Verify that the content within the boxes aligns with the context of the respective questions.
* Double-check and confirm the accuracy of inline responses before final submission.

Your cooperation in following these concise guidelines is appreciated, contributing to a fair and efficient review process.

## Project Overview

Bournemouth, Christchurch and Poole Council (BCP Council) require a replacement Payroll system to be used alongside Microsoft Dynamics F&O D365 HR solution

The Council is currently in a transformation stage and as part of our Target Operating Model we are working towards ‘**Digital engagement for the majority’** with our **‘Digitally enabled service delivery’,** whilst aiming to be **the ‘most digital and insight driven local authority in the UK.’**

The Council requires the services of a suitable supplier to provide and maintain a Payroll solution that can support the Council's Payroll and Pension operations and service delivery.

The Payroll solution that the Council currently uses has 60 licenses that can be shared by different users. The Council run multiple payrolls for multiple organisations with diverse sets of conditions and produce around 7000 payslips on average per month.

The anticipated procurement timeline is to publish the tender in November 2024 and complete the contract award in March 2025.

The contract would be for five years with options to extend annually for a further five years (5+3+2). Therefore, if all extensions were taken the full length of the contract would be for ten years.

We invite recommendations from suppliers as part of the early market engagement discussions and we expect to schedule demonstrations from those suppliers that are shortlisted. Demonstrations as part of the Early Market Engagement are expected to be held in August 2024, further details of aspects we would like to see in these demonstrations will be provided to shortlisted suppliers.

Further information around the demonstrations will be provided to those shortlisted. Please note that depending on the number of applications we may not be able to arrange demonstrations with all suppliers. Suppliers will be notified if they have been shortlisted to provide additional information.

## Requirements

The council aims to implement a more modern, automated and cloud based SaaS Payroll system that can integrate with Microsoft Dynamics HR modules and which will

enhance service quality, productivity, compliance and cost management.

In order for us to be able to achieve this, the Council requires the payroll software to have the following functionality:

* Integration and automation: Robust integration capabilities with third-party particularly Microsoft Dynamics F&O HR
* Ability to migrate historical information to the new solution from multiple sources
* Automated Payroll Processing: Features which streamline the payroll process by automatically calculating pay based on hours worked, salaries, dates and other factors
* Off cycles Payrolls available on demand
* RTI Compliance for all tax filing requirements and submissions
* Online and printed payslips, P45s and P60s
* Pension auto enrolment process management and support for multiple pension schemes
* Support multiple jobs held by a single employee with different pay and terms across jobs
* Production of BACS and 3rd party payment files
* Fully customisable costing routines and general ledger files
* Fully GDPR compliant, including records management for leavers available
* Reporting and Auditing processes including the ability to generate detailed reports and conduct quick checks, view access logs etc
* A suite of Payroll reports
* Robust security to prevent unauthorised access. Adherence to modern accessibility standards and compliance with UK data processing law, the UK GDPR and DPA legislation, and other standards such as ISO 27001 and Cyber Essentials Plus.
* Incident Management support - A system for incident and service request management, with a self-service portal
* Training materials supplied and regularly updated by the supplier
* Regular updates initiated by supplier to maintain HMRC and other legislative compliance

The Council requires the successful supplier to be able to provide:

* The platform as a SaaS solution.
* Full technical support during UK office hours (08:00-17:30, Monday-Friday) and may require upgrades to be performed out of hours.
* A data archive solution.
* Provide a training programme/plan:

The training programme will need to cover the following key areas initially:

1. Introduction to the new Payroll solution.
2. Navigation and basic functionality of the Payroll tools.
3. Understanding the processes supported by the solution
4. Reporting and analytics capabilities of the solution.
5. Integration with other IT systems and tools, particularly Microsoft Dynamics 365 F&O

## Early Market Engagement Questionnaire

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| --- | --- |
| **Question Number** | **Early Market Engagement Questions** |
| **D1** | **Respondent Expertise & Experience**What expertise and experience does your company or organisation have in this area? Please include a case study, particularly of a Local Government organisation if possible or in respect of an integration with Microsoft Dynamics HR |
| **Response:**  |
| **D2** | **Product Roadmap**What are your plans for future development and innovation in payroll solutions and for remaining compliant with statutory changes? |
| **Response:**  |
| **D3** | **Features and Integrations**What are the key features and functionalities of your payroll system and your solutions for integration with a separate HR system such as Microsoft Dynamics |
| **Response:**  |
| **D4** | **Licence/Commercial Arrangement**Suggest the most appropriate licence/commercial arrangement to achieve optimal value at BCP Council with indicative pricing models for software, licenses and support |
| **Response:**  |
| **D5** | **Implementation and Support**What is your typical implementation timeline for a new payroll system?Describe examples of any scenarios that can cause issues during implementation. Describe the methodology behind moving data from non-production to production environments  |
| **Response:** |
| **D6** | **Security and Access**Provide information on your documented network security policies and procedures, ISO frameworks etc including the prevention of malicious attacks through unmonitored ports, external firewalls etc.Please outline your Business Continuity/Disaster Recovery Plan in the event of a severe event eg cyber attack |
| **Response:**  |
| **D7** | **Additional Topics and Suggestions**Please share any additional matters, concerns or topics relevant to the Payroll software that you would like to discuss with the reviewing team that would benefit from discussion |
| **Response:**  |

## Deadline and Contact Information Page

All EME documents must be submitted via the <https://www.supplyingthesouthwest.org.uk/> by [17:00 on Wednesday, 7th August 2024]. Late submissions may not be considered. For inquiries or assistance, please contact the Strategic Procurement team at BCP Council at procurement@bcpcouncil.gov.uk or 01202 128989.

Upon receiving and analysing supplier responses, we may schedule follow-up discussions to delve deeper into specific areas of interest or clarification. Your participation is crucial in shaping the success of our project and any potential procurement initiative.

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| If you wish for your organisation to be considered to hold a demonstration as part of the Early Market Engagement, please provide contact details for up to two participants.**Please note that depending on the number of responses to the EME, the Council may not be able to arrange meetings with all suppliers.** |
| **Name:**  |  |
| **Email Address** |  |
| **Name:**  |  |
| **Email Address** |  |