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Contract

## **Provision of a System to manage HR Queries and HR Cases**

Hertfordshire County Council

F03: Contract award notice

Notice identifier: 2024/S 000-003484

Procurement identifier (OCID): ocids-h6vhtk-0436ad

Published 2 February 2024, 11:12am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Hertfordshire County Council

PEGS LANE

HERTFORD

SG138DQ

#### **Email**

[strategic.procurement@hertfordshire.gov.uk](mailto:strategic.procurement@hertfordshire.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKH23 - Hertfordshire

#### **Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of a System to manage HR Queries and HR Cases

Reference number

HCC2315010

#### **II.1.2) Main CPV code**

- 72212780 - System, storage and content management software development services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This is an Award Notice for the Provision of a System to manage HR Queries and HR Cases. This is a direct award because competition is absent for technical reasons.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £241,087

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

#### **II.2.4) Description of the procurement**

This is an Award Notice. Hertfordshire County Council have awarded a contract for the Provision of a System to manage HR Queries and HR Cases.

The system will have the capability to manage both HR queries and HR cases and enable workflow between several HR teams to improve efficiency. In addition, the system will provide a self-service access to a platform to raise queries and replace the use of email. The self-service provision will be available to all Council department employees and approx. 18,300 School, Herts Living and Herts at Home employees.

The system will manage the following:

#### HR Queries

- HR Payroll - quick queries related to pay, leave and family leave (approx. 2,500 per month)
- HR Advisory - more complex employee relations queries needing ongoing support (e.g., relating to ill health, disciplinary, grievance, performance, probation, flexible working, wellbeing), approx. 1000 per month.

#### HR Cases

Queries that have become cases as they need formal support through a specialist team, to manage through to a conclusion (e.g., ill health, disciplinary, grievance, probation, performance). These are escalated by the Service Desk (approx., 40 per month) with associated case notes and key documents. The system will be able to track these cases in detail including durations for both live, on-hold and closed cases.

The Council have procured a system to deliver the requirements of the HR Service Desk to support the Council in improving the manager and employee journey and deliver business needs including tracking and responding to call and queries efficiently even where hand offs to other teams are required.

### **II.2.5) Award criteria**

Price

#### **II.2.11) Information about options**

Options: Yes

Description of options

There is provision for an extension of 12 months. The value stated in II.1.7 is inclusive of this.

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

Explanation:

Hertfordshire County Council (HCC) is relying on Regulation 32(2)(b)(ii) of the Public Contract Regulations 2015 in making this award without prior publication. Regulation 32(2)(b)(ii) permits such an award where competition is absent for technical reasons.

The Council's HR team currently uses a highly modified electronic query & case management system provided by Sunrise Software Ltd. The modified software has been developed and meets the specific needs of the Council to provide critical functionality in support of the traditional HR services provided to the Council, schools, fire services and Council trading entities. The Council has been unable to source similar functionality and personalisation of services from alternative software available on the market.

The Council has therefore awarded a contract to Sunrise Software Ltd. This represents a best value approach to ensure the ongoing service delivery of a critical software system to support the HR functionality.

#### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

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## Section V. Award of contract

### Contract No

HCC2315010

### Title

The Provision of a System to manage HR Queries and HR Cases

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

24 January 2024

### **V.2.2) Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

Sunrise Software Limited

70 Barwell Business Park Leatherhead Road

Chessington

KT9 2NY

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

Companies House

02972424

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £241,087

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court Royal Courts of Justice

The Strand

London

Country

United Kingdom