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Contract

G-Cloud12 HR ServiceNow Implementation

Post Office Limited

F03: Contract award notice

Notice identifier: 2022/S 000-006021

Procurement identifier (OCID): ocids-h6vhtk-031e1e

Published 4 March 2022, 12:38pm

Section I: Contracting authority

I.1) Name and addresses

Post Office Limited

Finsbury Dials 20 Finsbury St, London

London

EC2Y 9AQ

Email

alistair.price@postoffice.co.uk

Country

United Kingdom

NUTS code

UKI - London

National registration number

2154540

Internet address(es)

Main address

<https://www.postoffice.co.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Postal and Associated Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

G-Cloud12 HR ServiceNow Implementation

Reference number

C101615

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

This is to put in place a contract for HR ServiceNow Implementation at Post Office. Post Office has found an implementation partner to support in implementing People SNow with a target rollout in August 2022.

Background

The People Support Services Centre (PSSC) team are managing many workflows via Outlook and manual processes, and accountability, service levels, risk profile and performance was remaining sub-optimal and outdated until we have now addressed this.

Various solution options were looked at but with ServiceNow already widely accepted within POL, and the possibility of it being easily integrated with SuccessFactors (which is the key HR tool used within POL HR/People team), Post Office has purchased licences for the ServiceNow HR module (People SNow).

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: £292,701.60

II.2) Description

II.2.2) Additional CPV code(s)

- 72263000 - Software implementation services
- 72262000 - Software development services
- 72261000 - Software support services
- 72253000 - Helpdesk and support services
- 72253200 - Systems support services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKI - London
- UKI - London
- UKI - London
- UKI - London

II.2.4) Description of the procurement

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Background

The People Support Services Centre (PSSC) team are managing many workflows via Outlook and manual processes, and accountability, service levels, risk profile and performance was remaining sub-optimal and outdated until we have now addressed this.

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In line with the proposed end state People Target Operating Model, People SNow will allow Post Office to:

- Track customer requests at a Tier 1 level to enhance knowledge-based articles at Tier 0 requests for information (self service), driving further efficiency through quality self-service tools. The Change element of the product also fits with the Culture Change programme to drive changes in behaviour towards self-service.
- Progress tickets through the People Team where necessary, to ensure efficient, right first-time resolution through the right team
- Measure individual and team performance in relation to requests for information/change.
- Greater efficiency in providing full transparency and the ability to ensure that documents are filed in employee files to meet audit and compliance requirements.
- Align with the rest of the organisation who already utilise SNow to drive efficiency and improved customer service (Finance, Risk, IT, Network etc) Ensure we have a fit for purpose infrastructure that will enable the delivery of service across multiple contract types (e.g. workers, contractors, employees etc)

This was run via G-Cloud12 where we reduced our supplier search using our specified key words. We contacted the suppliers and held a clarification session about their Service Description in line with the digital marketplace guidelines and assessed which service best met with our requirements. From these findings we awarded the contract to Engage ESM who we felt best met our needs and would be the best implementation partner for Post Office. This is for implementation of ServiceNow HR.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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 procurement falls outside the scope of application of the regulations

Explanation:

Use of CCS G-Cloud12 public sector framework which has awarded fairly and compliantly.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Title

G-Cloud12 HR ServiceNow Implementation

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 March 2022

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Engage ESM Ltd

71 MidCity Place, High Holborn

London

WC1V 6EA

Email

sian.boland@engage-esm.com

Country

United Kingdom

NUTS code

- UKI - London

National registration number

04176016

The contractor is an SME

No

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

Total value of the contract/lot: £292,701.60

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Post Office Limited

London

Country

United Kingdom

