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Tender

ACE - Provision of Integrated HR & Payroll System

Academies for Character & Excellence

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-016036

Procurement identifier (OCID): ocds-h6vhtk-060bed ([view related notices](#))

Published 23 February 2026, 12:28pm

Scope

Reference

ACE01.75

Description

Trust requires a fully integrated HR and Payroll platform operating from a single, authoritative dataset. The solution must enable compliant payroll and workforce administration in accordance with relevant legislation, HMRC requirements, Teachers' Pension Scheme (TPS) and Local Government Pension Scheme (LGPS) regulations, statutory employment obligations, and sector best practice. It must also provide the transparency, reporting capability, and internal controls necessary to support efficient Trust-wide operations. The Trust is seeking a platform that provides operational flexibility, allowing payroll processing to be delivered either in-house or via a managed service within the same system environment. The Trust may transition between these delivery models during the contract term and therefore requires a solution that enables this without system replacement or material disruption.

Total value (estimated)

- £450,000 excluding VAT
- £540,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2030
- Possible extension to 31 August 2032
- 6 years

Description of possible extension:

4 Year Term with the option of 2 further 1 year extensions.

Options

The right to additional purchases while the contract is valid.

To enable schools who join the Trust to be added to the Contract and for additional modules or services to be included that relate to HR&Payroll

Main procurement category

Services

Additional procurement category

Goods

CPV classifications

- 48450000 - Time accounting or human resources software package
- 48000000 - Software package and information systems
- 79211110 - Payroll management services
- 79631000 - Personnel and payroll services

Contract locations

- UKK - South West (England)

Participation

Legal and financial capacity conditions of participation

Financial Capacity Assessment: Bidders must demonstrate that their financial position is sufficiently robust to support both the implementation and ongoing delivery of the Finance System. Bidders must provide their audited financial statements for the previous two financial years. Where audited accounts are not available, bidders should provide certified accounts or equivalent financial information. Bidders should disclose any known events that may materially impact their financial position during the contract term (for example, planned sale, refinancing, or restructuring). Minimum Turnover Requirement The bidder's annual turnover must be at least two times the estimated annual contract value. Net Asset Position Bidders must demonstrate a positive net asset position in their most recent financial statements Liquidity and Access to Financial Resources Bidders must demonstrate access to adequate financial resources to support ongoing business operations and contractual commitments. Revenue Model Stability Bidders must describe their revenue model, including the proportion of income that is recurring, contractually committed, or otherwise predictable. The Trust will assess the economic and financial standing of bidders to ensure that the successful supplier has the financial capacity and resilience required to deliver the contract for its full duration. The Trust is seeking a financially resilient supplier capable of sustaining long-term service delivery. The

assessment is designed to ensure resilience rather than favour organisations of a particular size. The assessment will be conducted in accordance with the principles of proportionality, transparency, and equal treatment. Insurance requirements - can commit to obtain, prior to the award of the contract, the levels of insurance cover indicated below

a. Employer's (Compulsory) Liability Insurance* = £5m
b. Public Liability Insurance = £5m
c. Professional Indemnity Insurance = £1m
d. Product Liability Insurance = £1m
e. Cyber and Data Protection Insurance = £1m

Technical ability conditions of participation

Relevant experience and contract examples Please provide details of up to three contracts to meet conditions of participation relating to technical ability set out in the relevant notice or procurement documents, in any combination from either the public or private sectors (which may include samples of grant-funded work). The examples must be from the past three years. To constitute a pass, the minimum of two contract examples provided shall be relevant to the complexity of the requirement, with a sufficient level of detail that provides confidence in the Tenderer's established past experience in similar and relevant projects/contracts.

Organisational Standards Please provide details of the organisational standards and certifications your organisation holds that are relevant to the delivery of this contract, including (but not limited to) Quality Management and Information Security standards such as ISO 9001 and ISO 27001, or equivalent internationally recognised certifications. You must confirm that the scope of these certifications explicitly covers the services proposed within this procurement. Where equivalent standards are offered, please explain how they meet or exceed the requirements of the specified ISO standards. Bidders must submit the following evidence:

- Copies of current certification issued by an accredited certification body.
- A copy of the certification scope statement demonstrating that the services being procured fall within the accredited scope.
- Confirmation of certification validity dates.
- Details of any non-conformities identified during the most recent audit and the corrective actions taken.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

30 March 2026, 12:00pm

Tender submission deadline

30 March 2026, 12:00pm

Submission address and any special instructions

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=102573&TID100107787&B=

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

29 May 2026

Recurring procurement

Publication date of next tender notice (estimated): 31 August 2032

Award criteria

Name	Type	Weighting
Software Functionality	Quality	40%
Price	Price	35%
Quality of People & Support Team	Quality	5%
Quality of Managed Payroll Service Provision	Quality	5%
Implementation & Transition Delivery	Quality	4%
Customer Retention & Client Success	Quality	4%
Service Support Model & Responsiveness	Quality	2%
Contract Management & Strategic Partnership	Quality	1.5%
Service Performance Monitoring & Continuous Improvement	Quality	1.5%
Innovation, Product Roadmap & Future Fit	Quality	1%
Complaint Resolution & Escalation	Quality	1%

Other information

Payment terms

The Trust requires the following payment profile: a. Implementation Costs • 25% invoiced upon Contract Signature • 25% invoiced upon completion of the build • 25% following completion of testing • 25% following go live plus 1 month b. Table B All Inclusive Cost • Monthly invoice in arrears Where it has been identified, and agreed, that adjustments are required (in respect of service credits, additional works, errors or omissions), these will be taken account of within the next invoice.

Description of risks to contract performance

1. Data Accuracy & Input Risk: Inconsistent or late inputs from academies can cause payroll errors. 2. Integration & Systems Compatibility Risks: Unclear or evolving integration requirements may disrupt operations. 3. Implementation & Transition Risks: Complex migrations, legacy data, and tight timelines can cause failures. 4. Compliance & Legislative Risk: High risk of non-compliance with LGPS, TPS, HMRC, and sector requirements. 5. Governance & Approval Chain Risk: Multi-level approvals may delay payroll runs. 6. Service Reliability & Business Continuity: Outages or poor resilience may cause missed pay dates. 7. Vendor Performance, Capacity & Resourcing Risks: Under-resourcing can slow turnaround and increase errors. 8. Query Management & Support Risk: Insufficient helpdesk responsiveness impacts accuracy and staff satisfaction. 9. Contractual & Liability Risks: Liability caps may be insufficient for high-impact payroll errors. 10. Scalability & Expansion Risks: Onboarding new schools can be delayed or inaccurate. 11. Cultural, Process & Change Management Risk: Low adoption and inconsistent processes increase error likelihood. 12. Trust Control & Visibility Risk: Reduced visibility or audit access undermines governance.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Academies for Character & Excellence

- Public Procurement Organisation Number: PYNM-4868-XBBN

Pathfields

Totnes

TQ9 5TZ

United Kingdom

Contact name: Laurence Evans

Email: Laurence.Evans@acexcellence.co.uk

Region: UKK43 - Devon CC

Organisation type: Public authority - central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

PHP Law LLP

Summary of their role in this procurement: Procurement Process Support

- Public Procurement Organisation Number: PPRM-9434-VNYQ

Unit 3 The Brutus Centre Station Road Totnes

Totnes

TQ9 5RW

United Kingdom

Contact name: Claire Jones

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Region: UKK43 - Devon CC

Contact organisation

Contact [PHP Law LLP](#) for any enquiries.