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Tender

## Employee Benefits Portal

Wales & West Utilities Ltd

F05: Contract notice – utilities

Notice identifier: 2022/S 000-018698

Procurement identifier (OCID): ocids-h6vhtk-034fb2

Published 8 July 2022, 9:11am

The closing date and time has been changed to:

**6 August 2022, 3:00pm**

See the [change notice](#).

## Section I: Contracting entity

### I.1) Name and addresses

Wales & West Utilities Ltd

Wales & West House, Spooner Close, Coedkernew

NEWPORT

NP108FZ

### Contact

Rebecca Crisp

### Email

[Rebecca.Crisp@wwutilities.co.uk](mailto:Rebecca.Crisp@wwutilities.co.uk)

**Country**

United Kingdom

**NUTS code**

UKL - Wales

**Internet address(es)**

Main address

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

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

**I.6) Main activity**

Production, transport and distribution of gas and heat

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**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

Employee Benefits Portal

Reference number

WWU1205

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

- 79900000 - Miscellaneous business and business-related services

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

Services

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

Wales & West Utilities Limited (WWU) is looking to appoint a Supplier to provide an Employee Benefits offering which provides our colleagues with a suite of competitive benefits, and also provides a benefit hub/portal where colleagues can access their benefits and make selections.

WWU's current contract for these services is due to expire on 30th June 2023.

Financial wellbeing is at the core of our wellbeing strategy for 2022, and therefore our benefits provider is critical to the successful implementation of our vision. Our benefit provider therefore needs to be able to support our wellbeing strategy, our current benefit offering, and equally be accessible and user friendly to maximise usage.

The Tenderer is asked to submit a bid to deliver services to host our Employee Benefits offering via a benefit hub/portal. There will be circa 1800 employees that will need individual log ins to access their benefits and make personal selections.

We need a supplier that can work closely with our internal Payroll, HR & Communications teams to make sure that all aspects of the hub/portal have the correct information, data validation and branding, and also our external suppliers who you will host from the hub/portal. We will expect to receive monthly MI updates on how many colleagues have signed up to what benefit and the appropriate payroll file to be sent through. This would be required prior to payroll being run, to maintain the correct levels of deductions.

It's important that the implementation runs smoothly and to time so that our employees are not impacted. The supplier should be able to provide us with an appropriate project plan of the transition process and timeline, this should include a resource plan. We currently have a provider in place and therefore it is imperative that our current benefit portfolio transitions over to the new provider seamlessly, and consideration should be made to this throughout your bid.

It's also important that there is a clear and simple leaver and joiner process.

IT / Security Requirements -

Due to the type of data you hold, it is important that the solution has appropriate IT and security controls as detailed below -

- Data must be hosted in Europe, but ideally in the UK.
- Must be capable of Cloud Services integration using REST APIs
- Must comply with WWU's Security standards (please see attached 'Security Architecture Principles')
- Must allow Single Sign On via SAML2
- Data must be encrypted in transit and at rest
- Your portal must work seamlessly on Microsoft Edge.
- If there is a mobile app available, it must be available on iOS
- Ideally the solution will be compatible or seamless integrate with SAP / Employee Central / Payroll

The intention is to contract for an initial term of 3 years with the option to extend for a further 2 years via 2 x 12-month increments.

Participants wanting to participate in this sourcing activity must confirm their expression of interest and ability to provide the service required by e-mailing [rebecca.crisp@wwutilities.co.uk](mailto:rebecca.crisp@wwutilities.co.uk) before the deadline of 6th July 2022.

Please include the following information in your email:

- 1) Full company name;
- 2) Main contact details (name, job title, email address, and telephone numbers).

Please note the the tender will be run via our procurement portal Bravo which requires suppliers to be registered to participate, failure to register will result in the supplier not being able to participate in the sourcing event. You can register for Bravo here -

[sourcing4wwu.bravosolution.co.uk](https://sourcing4wwu.bravosolution.co.uk). In your expression of interest, please also include -

- 3) Bravo registered email address and contact name.

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKK - South West (England)
- UKL - Wales

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

#### **1. Overview**

Wales & West Utilities Limited (WWU) is looking to appoint a Supplier to provide an Employee Benefits offering which provides our colleagues with a suite of competitive benefits, and also provides a benefit hub/portal where colleagues can access their benefits and make selections.

#### **2. The Requirement**

Financial wellbeing is at the core of our wellbeing strategy for 2022, and therefore our benefits provider is critical to the successful implementation of our vision. Our benefit provider therefore needs to be able to support our wellbeing strategy, our current benefit offering, and equally be accessible and user friendly to maximise usage.

The Tenderer is asked to submit a bid to deliver services to host our Employee Benefits offering via a benefit hub/portal. There will be circa 1800 employees that will need individual log ins to access their benefits and make personal selections.

We need a supplier that can work closely with our internal Payroll, HR & Communications teams to make sure that all aspects of the hub/portal have the correct information, data validation and branding, and also our external suppliers who you will host from the hub/portal. We will expect to receive monthly MI updates on how many colleagues have signed up to what benefit and the appropriate payroll file to be sent through. This would be required prior to payroll being run, to maintain the correct levels of deductions.

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over to the new provider seamlessly, and consideration should be made to this throughout your bid.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Two renewal options in 12 month increments

### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Selection criteria as stated in the procurement documents



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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Originally published as:

Date

5 August 2022

Local time

3:00pm

Changed to:

Date

6 August 2022

Local time

3:00pm

See the [change notice](#).

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Approximately 6 years.

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

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

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

Wales & West Utilities

Newport

Country

United Kingdom