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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): ocds-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

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

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 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 -

sourcing4wwwu.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.

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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

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

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

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