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Not applicable

## **Employee Benefits Portal**

Wales & West Utilities Ltd

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-018699

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

Published 8 July 2022, 9:16am

### **Section I: Contracting authority/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/>

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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.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2022/S 000-018698](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Instead of

Date

5 August 2022

Read

Date

6 August 2022

Local time

3:00pm