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Planning

People Services Transformation Non-Call for Competition - Request for Information (RFI)

NATIONAL GRID UK LIMITED

F04: Periodic indicative notice – utilities
Periodic indicative notice only
Notice identifier: 2021/S 000-030452
Procurement identifier (OCID): ocds-h6vhtk-02fe6b
Published 8 December 2021, 7:13am

Section I: Contracting entity

I.1) Name and addresses

NATIONAL GRID UK LIMITED

National Grid House

Warwick

CV34 6DA

Contact

Claire Hogan

Email

Claire.hogan@nationalgrid.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.nationalgrid.com

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Other activity

Gas Transmission

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

People Services Transformation Non-Call for Competition - Request for Information (RFI)

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

National Grid currently supports the Gas Transmission business for all its Peoples Services covering approximately 2000 employees, inclusive of a significant Field force. As part of the formal separation of Gas Transmission & associated entities from National Grid, Gas Transmission seeks information to enable shaping their future strategy specifically around transforming and implementing a Payroll and People Service. It is aspired that the future strategy will allow Gas Transmission workforce to have a seamless

end-user experience with emphasis on an intuitive self-serve capability. Gas Transmission shall be a UK based company. As such, it is looking for information from potential suppliers of Payroll and People Service solutions able to manage and support more than 8 complex categories of employee Terms & Conditions and being inclusive of Employees, Contractors and Managed Service Providers with differing access management.

We see the role of the Payroll and People Service as a critical enabler in allowing our workforce to be empowered in this area by removing multiple interfaces of systems which creates complexities and user frustrations. We will also look to extend the solution to include, but not limited to, Operations Competency management and Colleague Listening.

This RFI therefore seeks to solicit information from Payroll and People Services solution providers to understand how they can support such requirements.

This is not a formal tender process and is not being undertaken in accordance with the Utilities Contracts Regulations 2016.

Please ensure responses to all questions and any supporting documentation is clearly referenced to the question they are answering.

National Grid will not be shortlisting suppliers based on their submissions and any future sourcing activities will be subject to a new event.

The RFI seeks suppliers to provide answers to the points and questions detailed in section II.2.4) of this document - "Description of the procurement".

Please provide your response to each question in a separate Word document clearly stating the question number that your response relates to. If providing any supporting information in separate documents as appropriate, state the question reference number in the file name using the following naming convention:

document name - supplier reference - question number - date

Please submit your responses to:

Claire.hogan@nationalgrid.com

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Warwick

II.2.4) Description of the procurement

RFI QUESTIONS

As part of this RFI National Grid would like you to provide answers to the following questions: (For A-D please provide Yes/No answers with extended responses for Product, System Integration, Hosting, Business Process Outsourcing and Other)

QUESTIONS

A. Do you own the product technology solution? YES/NO

B. Are you able to provide a team to implement your technology solution? YES/NO

C. Does your solution reside in the Cloud? YES/NO

D. Are you able to resource a team to provide Application Management Support post implementation? YES/NO

PRODUCT

1. Based on your product capability, what experience do you have to be able to support in the following areas? Please provide a brief overview of the capability within each area inclusive of integrations between capabilities (e.g. Core HR to Payroll or Recruiting). Within your response please reference how your solution is able to support a mobile first / field force population.

a. Payroll, inclusive of pensions

b. Expense Management

c. Learning & Development

d. Employee Central (core HR)

e. Onboarding

f. HR reporting and analytics

g. Recruitment

h. Absence

i. Time Sheeting

j. Compensation and Benefits

k. Performance and Appraisal Management

l. Talent planning and Succession

m. Linkage to Operations Competency Management (enabling updated certification for engineers)

n. HR Support / HR Case Management

o. Employee Engagement & Communication

2. For any above areas that your technology does not support within a single system please suggest partner / add-on technologies that you would advise National Grid to utilise in combination with your solution to deliver the full capability suite. Please provide examples of where you have seen this integration work well in the past to deliver the desired capability.

3. Describe how your solution will support our workforce to have Self Service capability? Please provide previous credential in relation to the above capabilities to support your answer.

4. Describe a unique selling point for your product or service and how this would add particular value in developing a seamless end-user experience with emphasis on an intuitive self-serve capability.

5. Describe the features available to manage federated identity such as single sign-on (SSO) or Multi Factor Authentication (MFA) for access between multiple backend systems, including any identity protocols supported.

6. Please describe how your product will help the business to manage and support the complex 8 categories of Terms and Conditions including the sub-categories of 150+ individual T&Cs. Please provide previous credentials to support your answer.

SYSTEM INTEGRATION

1. Based on the overview provided, what experience and capability do you have in acting as the implementation System Integration (SI) and migration partner for your technology or would you advise the use of a 3rd party SI, if so please advise on your top 3 suggestions? Please provide previous credentials to support your answer.

2. Describe how your solution can be configured / customized to integrated with real time Service Management Tool in order to meet the specific process / policy or data requirements of your clients. We understand that each company is different and therefore a level of configuration will be necessary for every client case however we also interested to understand the level of customization that could be achieved if necessary to meet specific process or policy requirements.

HOSTING AND TECHNICAL

1. Provide details of your territories where your data repositories reside including if it's owned or shared with other providers.

2. Can you describe your typical service availability for your solution across different implementation methodologies?

3. Please describe any experience you may have with migrating from on premise products (SAP / SAP ECC) to the cloud?

4. Explain the DR capabilities your product has, including how this varies by the implementation options e.g. private DC, shared DC, private cloud, public cloud, standalone application installed on a PC/Laptop.

5. Explain what certifications your product has achieved where those have been assessed and certified externally, including but not limited to Security, Accessibility.

6. Describe your approach in relation to data security/encryption and how it supports the safety of the DC and customer data. What service levels do you typically provide?

7. Explain what Development and Testing environments you typically provide for your products, and how this varies by the implementation options e.g. private DC, shared DC, private cloud, public cloud, standalone application installed on a PC/Laptop...

BUSINESS PROCESS OUTSOURCING

1. Based on the overview provided, what experience and capability do you have in acting as the post implementation Application management support partner for your technology or would you advise the use of a 3rd party? If third party please advise your top 3 suggestions. Please provide previous credentials to support your answer.

2. Based on your previous implementation experience please outline how you have seen a hybrid in-house / outsource model for HR functions to operate utilising your technology solution? Please provide previous credentials to support your answer, inclusive of suggested parties to engage to provide this HR admin outsource support where relevant.

OTHER

1. Based on your experience, please provide a Rough Order of Magnitude (ROM) pricing model for the product costings, implementation to similar size clients previously. Include information on the licence cost models and flexibility generally applied. Inclusive of SI and/or BPO partnership if possible.

2. Based on your experience, please advise on where you have used your solution to support simplification of HR process and policies aligning to 'out of the box' solutions as much as possible.

3. Do you have any further critical information that would support a review of your product?

4. Include any information on the SLAs that are provided for your solution including how resilience is achieved in the event of service failure.

5. Describe how your solution supports customer consent, privacy management and GDPR compliance.

6. Provide details of any out of the box connectors provided by your platform to enable integration with 3rd party products and services.

7. Provide details of past experience providing HR / payroll services to a regulated / energy client and the particular challenges and considerations that should be considered.

II.2.14) Additional information

RFI SUBMISSION

The submission deadline for responses to this RFI is by 12:00pm GMT Wednesday 12th January 2022.

Submissions must be received by the submission deadline. Submissions should be sent to the Procurement representative for this RFI, as follows:

Claire Hogan

Contact Details: Claire.hogan@nationalgrid.com

All communications and queries arising from this RFI should be conducted on email through the representative detailed above. Please ensure all emails on this RFI include the following in the subject box:

People Services Transformation

Any queries must be submitted no later than [12:00pm GMT Wednesday 15th December 2021] for this RFI.

LANGUAGE

All responses must be in English or a full English translation must be provided at no cost to National Grid.

RFI EXPENSES

National Grid shall not be responsible for or pay for any costs or expenses that may be incurred by the supplier in the preparation and submission of a response to this RFI.

CONFIDENTIALITY

All details of this RFI and associated documents must be treated as private and confidential and shall not be disclosed to any other party, except where this is necessary for you to prepare and submit a response. You must ensure that you have an adequate confidentiality agreement in place with any subcontractors, consultants or agents before issuing them with any information concerning the requirements of this RFI.

Details of your response to this RFI shall not be disclosed to any third party unless such disclosure is required by law or court.

II.3) Estimated date of publication of contract notice

30 June 2022

Section IV. Procedure

IV.1) Description

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

English