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Tender

## **GWR - HRMS & Payroll Systems**

First Greater Western Limited

F05: Contract notice – utilities

Notice identifier: 2024/S 000-038230

Procurement identifier (OCID): ocds-h6vhtk-04c043

Published 26 November 2024, 4:59pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

First Greater Western Limited

MILFORD HOUSE 1 MILFORD STREET,

SWINDON, WILTSHIRE,

SN1 1HL

#### **Contact**

Ejaz Kamal

#### **Email**

[ejaz.kamal@firstrail.com](mailto:ejaz.kamal@firstrail.com)

#### **Telephone**

+44 2072910505

#### **Country**

United Kingdom

**Region code**

UKK14 - Swindon

**Companies House**

05113733

**Internet address(es)**

Main address

[www.gwr.com](http://www.gwr.com)

**I.3) Communication**

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

<http://redirect.transaxions.com/events/KNu9s>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.6) Main activity**

Urban railway, tramway, trolleybus or bus services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

GWR - HRMS & Payroll Systems

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

- 48450000 - Time accounting or human resources software package

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

Supplies

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

FirstGroup Holdings Ltd. (Known as FGH), on behalf of its subsidiary company, "First Greater Western Limited (GWR)", is approaching the market to procure an HRMS & Payroll System.

GWR's HR department is responsible for managing and developing an organization's workforce. HR departments handle various tasks, including recruitment, employee onboarding, training and development, performance management, employee relations, benefits administration, policy development, and compliance with UK labour laws and regulations. The HR function focuses on the overall management and well-being of employees, ensuring that they are engaged, productive, and supported within the organization.

Whereas the GWR Payroll department specifically pertains to the process of calculating and distributing employee compensation. It involves tasks such as calculating wages or salaries, factoring in deductions (e.g., taxes, benefits, retirement contributions), processing payroll payments, maintaining payroll records, and ensuring compliance with payroll-related laws and regulations. Payroll departments handle the financial aspect of employee compensation, ensuring accurate and timely payment to employees.

Payroll accuracy and timeliness are non-negotiable, especially when navigating the complexities of HMRC regulations in the UK.

FGH will procure an HRMS & Payroll solution provider on a master service agreement for GWR depending on the commercial terms offered.

GWR is seeking to procure the best in class solution offering the following characteristics

not limited to;

- \* - Comprehensive Functionality
- \* - Analytics for Informed Decision-Making
- \* - Employee Self-Service
- \* - Customisation for Unique Business Needs
- \* - Support for Remote Workforce
- \* - Cost-effective and provides measurable value to GWR.

These features collectively enhance the efficiency, accuracy, and user experience of HR and payroll management.

HR and payroll applications should offer significant advantages for First GWR, particularly in terms of efficiency, compliance, and cost-effectiveness.

Here are some key benefits:

- \* - Efficiency and Timesaving
- \* - Compliance with UK Labor Laws
- \* - Cost-Effectiveness
- \* - Improved Efficiency
- \* - Scalability
- \* - Improved Employee Experience
- \* - Self-Service
- \* - Data Security

#### Business Coverage

GWR has c6,500 employees, of which approximately 33% have laptops/desktops, 100% have company mobile phones/PDAs and 0% without connectivity. Whilst every employee has a mobile phone/PDA the uptake of usage for company processes and the IT maturity of employees varies, as is typical with any frontline/operational business. Our employees

are either categorised as Onboard, Station, Engineering or office/HQ based.

#### **II.1.5) Estimated total value**

Value excluding VAT: £6,000,000

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

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48450000 - Time accounting or human resources software package

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

NUTS codes

- UKK14 - Swindon

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

First Rail Holdings Ltd. (Known as FRH) on behalf of its subsidiary company, "First Greater Western Ltd (GWR)" is approaching the market to procure an HRMS & Payroll Systems Solution.

FRH currently operate multiple Payroll and HR solutions. The predominant solution is Cyborg Payroll, PDS for HR and LMS which are procured from SumTotal, which are now owned by Cornerstone. The implementation of this solution started over 20 years ago and due to the outdated nature of the systems, current functionality and the ability to develop it further to meet changing business needs is constrained.

In particular, the current Payroll system is vulnerable to Cyber security threats, due to the age of the application, and technical upgrades or updated functionality are costly or not possible. Regular payroll processing requires manual manipulation, outside of the system, using Excel spreadsheets that pose both a contingency and security risk.

Since the introduction of the current systems, increased complexities in HR and Payroll management have meant that the current systems are outdated, manual and prone to errors. This also hinders our ability to attract, retain and develop top talent at GWR and efficiently manage HR and pay-related processes. In addition, there is a risk that the existing suppliers may terminate our contracts early or not agree to any extension for technical support beyond December 2026.

There are numerous systems and interfaces that hold and process HR people's data across GWR. This does not support Line Managers to effectively manage employee data via self-service functionality.

The current systems are also unable to meet new regulations or legal requirements as changes to functionality will be limited or not able to be implemented. As the payroll system is old technology, there is an ever-decreasing number of technical experts who can make changes or troubleshoot issues that arise.

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £6,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

An option for a period of 3 years and a further period of up to 2 years.

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

Variants will be accepted: No

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

Options: No

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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**

Date

27 November 2024

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

27 December 2024

#### **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: No

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

- no PQQ documentation will be available until shortly after the expiry of this Contract Notice
- only suppliers shortlisted at the PQQ Stage will receive a copy of the Tender.

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

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

First Greater Western Limited

SWINDON, WILTSHIRE,

Country

United Kingdom