

20250903 Copy of BPO QUDM Questionnaire_v5

Type	Question Text	Answer Type
Section	General Information & Requirements	
Question	National Grid operates in the UK and US. Do you have any restrictions in service delivery or support in these countries?	Yes / No
Question	Category of Service(s)	Multiple choice
Requirement	<p>Policies & Procedures:</p> <p>Please click on the links below to access & read the documents listed under each link.</p> <p>Code of Ethics & Ethical Business Conduct - Click HERE</p> <p>Code of Ethics Anti-Financial Crimes Policy National Grid Group Policies – Click HERE</p> <p>Environmental Operations Policy Group Safety Policy National Grid’s Privacy Policy – Click HERE</p> <p>If there are any details in the document(s) that you would like to clarify, please contact National Grid via the message board.</p>	Information only
Question	<p>Please answer 'Yes' to confirm that you have read, understood and agree to comply with the Policy documents contained in Section 2.2 Policies & Procedures.</p> <p>If you answer 'No', then you will not be allowed entry into this dynamic market and your membership application will not be considered further.</p> <p>If there are any details in this document you would like to clarify, please contact National Grid via the message board.</p>	Yes / No
Question	If you answered 'No' to agreeing to National Grid's Policy documents contained in section 2.2, please provide details on which policy and why you have answered 'No'	Text (multiple lines)

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Type	Question Text	Answer Type
Question	<p>Confidentiality Agreement:</p> <p>Please review the attached agreement relating to the confidentiality of this QUDM and all procurement events run under it.</p> <p>Please select 'Yes' to confirm that you agree to be bound by the terms and conditions of the agreement for the duration of the QUDM and your membership of it.</p> <p>If you answer 'No', then you will not be allowed entry into this dynamic market and your membership application will not be considered further.</p> <p>If there are any details in this document you would like to clarify, please contact National Grid via the message board.</p>	Yes / No
Question	<p>Non-Collusion Agreement:</p> <p>Please review the attached statement regarding non-collusion in relation to this QUDM and all procurement events run under it.</p> <p>Please select 'Yes' to confirm that you agree to this statement for the duration of the QUDM and your membership of it.</p> <p>If you answer 'No', then you will not be allowed entry into this dynamic market and your membership application will not be considered further.</p> <p>If there are any details in this document you would like to clarify, please contact National Grid via the message board.</p>	Yes / No

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Type	Question Text	Answer Type
Requirement	<p>Background Check Requirements:</p> <p>Suppliers working with National Grid are required to use a 3rd Party Background Checking Provider. The 3rd Party Provider must be able to meet National Grids requirements as a minimum. They must also have a reporting facility available to share for auditing purposes. Inhouse HR background checking facilities are no longer an acceptable option. Background checks are expected on all workforce provided to supply a service to National Grid including any sub-contractors. Minimum checks include the following (Please be aware this list may be updated periodically to suit business needs): ID check Right to work (regardless of location) Address Checks Employment/University Checks Basic Criminal checks (Unspent convictions only) International Fraud and Sanctions NSV (where applicable)</p>	Information only
Question	<p>Please answer 'Yes' to confirm that you can comply with National Grid's Background Check Requirements.</p> <p>If you answer 'No', then you will not be allowed entry into this dynamic market and your membership application will not be considered further.</p>	Yes / No
Question	Confirm that you agree to complete all National Grid's Background Checks for any contract that is awarded under this dynamic market during Mobilisation and prior to starting any work.	Yes / No
Question	Do you currently directly deliver Functional Services to a multinational company of a similar size as National Grid?	Yes / No
Question	Have you run Record to Report (R2R) operations for a multinational company of a similar size and scope as National Grid for at least 3 years?	Yes / No
Section	General Category Questions	
Question	How many years have you delivered Functional Services in India for a multinational company of a similar size, scope and industry as National Grid?	Multiple choice

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Type	Question Text	Answer Type
Question	<p>Have you run upstream operations for a Source to Pay (S2P) operation to a multinational company of a similar size, scope and industry as National Grid for at least 3 years?</p> <p>Supplier, catalogue and contract master data management</p> <p>Purchase requisition and order</p> <p>Shopping cart sourcing fulfilment</p> <p>Operational procurement</p> <p>Running tender events</p> <p>Data & reporting dashboards</p> <p>System maintenance and process improvements including any relevant financial reporting</p>	Yes / No
Question	<p>Have you run downstream operations for a Source to Pay (S2P) operation to a multinational company of a similar size, scope and industry as National Grid for at least 3 years?</p> <p>Accounts payable / vendor payment</p> <p>Vendor invoicing and exceptions</p> <p>Invoice & payment processing</p> <p>Receipt of goods and services</p> <p>Expense payments</p> <p>Card expense administration/payments</p> <p>Business and supplier facing customer service support</p> <p>Manage, maintain and operate SOX controls and systems maintenance</p> <p>Support testing for system upgrades, new systems migration</p>	Yes / No
Question	<p>Have you run Join to Leave (J2L) operations for a multinational company of a similar size, scope and industry as National Grid for at least 3 years?</p>	Yes / No
Question	<p>Have you run Order to Cash (O2C) operations for a multinational company of a similar size, scope and industry as National Grid for at least 3 years?</p>	Yes / No
Question	<p>Have you run SAP ERP Security operations for a multinational company of a similar size, scope and industry as National Grid for at least 3 years?</p>	Yes / No

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Question	Have you provided Data Management & Analytics capabilities for a multinational company of a similar size, scope and industry as National Grid for at least 3 years?	Yes / No
Question	Have you provided Learning and Development capabilities (e.g. delivering training and learning curricula internally) for a multinational company of a similar size, scope and industry as National Grid for at least 3 years?	Yes / No
Question	Do you currently run operations on SAP S4?	Yes / No
Question	Do you currently run operations on SAP Ariba?	Yes / No
Question	Do you currently run operations on Coupa?	Yes / No
Question	Do you currently run operations on Success Factors EC?	Yes / No
Question	Do you currently run operations on ServiceNow?	Yes / No
Question	Do you currently run operations on the following platforms?	Multiple choice
Question	In the past 2 years, have you experienced any weather-related events or natural disasters that have disrupted service for more than 5 hours?	Yes / No
Question	Focusing only on your offshore BPO operation, what is the most value you have delivered to a single client in the past 12 months through continuous improvement initiatives?	Multiple choice
Question	Focusing only on your offshore BPO operation, what is the most value you have delivered to a single client in the past 12 months by leveraging Artificial Intelligence?	Multiple choice
Question	Focusing only on your offshore BPO operation, what is the most value you have delivered to a single client in the past 12 months by leveraging RPA and/or IPA?	Multiple choice
Question	How many customers do you deliver Functional Services to?	Multiple choice
Question	In the past 2 years, how many customers have not renewed their contract?	Multiple choice

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Type	Question Text	Answer Type
Question	<p>Considering BPO operations similar to National Grid's size, scope and industry based in India, please tell us your voluntary attrition rate using the formula</p> <p>(Number of Employees Who Left During the last 12 months / Total Number of Employees at the Beginning of the Period)</p> <p>Please note you should focus on business process outsourcing in India, excluding contact centres when preparing your answer.</p>	Multiple choice
Section	Record to Report (R2R)	
Question	Have you orchestrated and executed global preparation and distribution of all IFRS, statutory and standard management reporting, both internally and externally, to the Controllershship group to a multinational company of a similar size, scope and industry as National Grid for at least 3 years?	Yes / No
Question	Have you orchestrated and executed finance systems and processes that enable accurate and timely period-end closes across IFRS, statutory and tax frameworks, including the delivery of management reporting to a multinational company of a similar size, scope and industry as National Grid for at least 3 years?	Yes / No
Question	Are you experienced in working within an environment that is fully compliant with SoX requirements, ensuring the integrity and transparency of our financial reporting across all dimensions of R2R?	Yes / No
Question	Have you delivered the financial month end process for revenue, cash and commodity accounting, including any relevant financial reporting supporting general ledger for a multinational company of a similar size, scope and industry as National Grid for at least 3 years?	Yes / No
Question	Have you provided project accounting for a multinational company of a similar size, scope and industry as National Grid for at least 3 years?	Yes / No

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Question	Do you have experience in processing journal entries, reconciliations and tasks in Blackline?	Yes / No
Question	Do you have experience in processing journal entries, reconciliations and tasks in S4?	Yes / No
Question	Do you have experience in processing journal entries and reconciliations in E5 financial ERP system?	Yes / No
Section	Source to Pay (S2P)	
Question	How many clients do you have where you process >50,000 invoices a year through either Coupa or Ariba?	Multiple choice
Question	How many clients do you process over 80% of invoices electronically?	Multiple choice
Section	People Support (Join to Leave J2L)	
Question	Have you managed pre-employment checks (including background, medical & right to work, employment visa management, contract management of the third parties used as part of your clients' onboarding process) for a multinational company of a similar size, scope and industry as National Grid for at least 3 years?	Yes / No
Question	Have you managed payroll and all pay related activities (including Tax filings, Management of Company / Salary Sacrifice car payments, educational aid, Administration of Flexible Benefits including health and welfare benefit plans, Administration of Employee Stock Purchase programme, Administration of Global Expat/Inpat assignments) for a multinational company of a similar size, scope and industry as National Grid for at least 3 years?	Yes / No
Question	Have you administered pension schemes and pension scheme accounting to a multinational company of a similar size, scope and industry as National Grid for at least 3 years?	Yes / No
Section	ERP Security	
Question	Have you performed user and role administration tasks using SAP GRC Access Control (e.g. BRM)?	Yes / No
Question	Do you have experience managing firefighter IDs and emergency access reviews within SAP GRC?	Yes / No

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Question	Have you previously operated IT General Controls for SOX clients?	Yes / No
Section	Controls and Compliance	
Question	Have you previously operated SOX controls for enterprise clients?	Yes / No
Question	Have you conducted independent testing of SOX controls?	Yes / No
Question	Do you have experience operating and testing SOX controls within an SAP environment?	Yes / No
Section	Additional Information	
Question	In British Pounds, what is the total annual revenue for your smallest Functional Services customer?	Decimal Number
Question	In British Pounds, what is the total annual revenue for your largest Functional Services customer?	Decimal Number
Question	What percentage of your BPO outsourcing contracts are based on hybrid and/or outcome-based pricing models?	Percentage
Question	How many clients do you have where you provide control operation and independent control testing activities for companies listed in the UK (LSE) and US (NYSE) subject to Sarbanes Oxley?	Whole Number
Question	For your Sarbanes Oxley clients what is the revenue of the lowest client?	Money
Question	For your Sarbanes Oxley clients what is the revenue of the highest client?	Money