



INVITATION TO TENDER

External Payroll Provider

1. CONTEXT

On behalf of the Trust Board of the Girls' Learning Trust, we are writing to offer you an opportunity to tender to become the external payroll provider for the organisation. We currently operate three large secondary schools located in the London Borough of Sutton, with potential to expand further in the future:

- Carshalton High School for Girls
- Nonsuch High School for Girls
- Wallington High School for Girls

Our organisation, in common with other state funded multi academy trusts, is both a company limited by guarantee and an exempt charity. We have a turnover of c£30m, approximately 500 staff (a mixture of full time, part time and casual), and around 4,500 students. We have a range of shared infrastructure services that span all our schools, and are supported by a dedicated team of members, trustees and governors.

Our latest accounts and other key documents can be found here: www.girlslearningtrust.org/our-governance/key-reports

2. TENDER SCOPE & REQUIREMENTS

We are inviting tenders for a fully outsourced (full bureau) payroll provider to include the following areas of work:

- Calculating and processing payroll on a monthly basis.
- Calculating and processing PAYE tax, pensions, National Insurance and other required payments.
- All relevant submissions for pensions, HMRC etc.
- Calculating and processing changes to payroll (for example pay increases).
- Providing payslips for all employees.

In terms of features for any successful tender, we have identified ten priority areas that should be covered in any submission:

1. *Customer Support*: we are looking for responsive and knowledgeable customer support for addressing queries and resolving issues promptly. Our outsourced payroll provider must offer reliable customer support to assist us with concerns, ensuring a smooth payroll process and maintaining a positive client-provider relationship.
2. *Staffing Structure and Team*: we are looking for a team of professionals, and an organisation that can adapt to change during challenging periods. Our outsourced payroll provider must demonstrate it has a clear team structure in place, with escalation points, and an ability to scale up resource when workload increases (for example during periods where pay increases are processed).
3. *Expertise and Knowledge*: payroll is a complex function with lots of different regulation and technical requirements. Our outsourced payroll provider must demonstrate specific knowledge of the education sector (or an ability to draw on this knowledge) including pensions.
4. *Compliance*: staying compliant with employment law and education sector-related regulation is paramount. Our outsourced payroll provider needs to have a deep understanding of relevant UK regulations and reporting requirements.

5. *Data Accuracy*: accurate payroll processing is crucial to ensure that employees are paid correctly and on time. Our outsourced payroll provider must maintain precise records of working hours, deductions, and benefits to avoid errors that could lead to dissatisfaction among employees and potential legal issues.
6. *Data Security*: payroll data contains extremely sensitive information. Our outsourced provider must demonstrate robust data security measures to protect this sensitive information from unauthorized access, ensuring confidentiality and compliance with data protection regulations.
7. *Efficiency and use of technology*: a streamlined and functional portal for the payroll processes is vital for efficiency. Our outsourced payroll provider should employ automated systems and technologies to enhance the speed and accuracy of payroll processing. This not only saves time but also reduces the likelihood of errors associated with manual data entry.
8. *Scalability and change management*: our Trust is certain to evolve over time, and our payroll needs will change with this. Our outsourced payroll provider should offer scalable solutions that can adapt to our growing or changing requirements. This scalability should ensure that the payroll system remains efficient and effective, regardless of the size or complexity of our Trust.
9. *Reporting and Analytics*: comprehensive reporting and analytics tools are crucial for organisations like ours to gain insights into our payroll data. Our outsourced provider should offer detailed reports that help us make informed decisions, monitor trends, and maintain transparency in financial processes.
10. *Value for Money*: as a publicly funded organisation it is critical that we obtain maximum value for money. Our outsourced payroll provider should help us manage costs effectively, and reduce the need for duplication within the organisation to manage key tasks.

3. TENDER EVALUATION CRITERIA

All tenders will be broadly evaluated using the following six criteria with the weighting for each area of your bid specified as the following:

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|-------------------------------------------------------------|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service proposal and key features | 30% | The proposal outlines your approach to delivering the required services. It includes details on the technology, processes, and methodologies they plan to employ. |
| Organisation and team structure | 10% | The team structure (and roles) you would have delivering the contract, and how this fits into the wider organisation. |
| Track record of providing services to similar organisations | 25% | The proposal gives detail on past performance and experience with similar organizations – and expertise within the education sector. |
| Changeover timeline and process | 10% | The timeline and process you would envisage if we are transitioning from the current system to your proposed service. |
| Cost and value for money | 25% | The detailed costs associated with the service, and how does it represent good value for public money. |

4. TENDER APPLICATION INFORMATION

Application Deadline

The deadline for a written proposal is Monday 25 March at 11am. Please provide this in a consolidated PDF format and send it to: tflynn@girlslearningtrust.org.

Shortlisting

Shortlisting will take place on Thursday 28 March. Firms successful at this stage will be invited to interview.

Interviews

Interviews will take place in the w/c 15 April. This will involve a 10-minute presentation and a series of structured questions from the panel. We will also ask for details of references we can approach of current clients.

We will try to accommodate timing preferences, but we won't be able to offer an alternative date.

5. FURTHER CONTACT DETAILS

If you have any questions on this tender, please contact the following member of staff in the first instance:

Hamish Lungany

Director of Finance

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