[Note to suppliers: this page will be deleted prior to publication to agencies]

Version History:

|  |  |
| --- | --- |
| Version/Date |  |
| 0.9 15 Nov 2020 | Final draft for release with NOI |
| 1.0 30 Nov 2020 | Final for release |
| 1.1 12 May 2021 | Definition updated on page 1 |
|  |  |
|  |  |

Context Notes and Completion Instructions:

* This is a template for the Service Listing that suppliers will complete and then made available to agencies for secondary procurement
* This template is pre-populated with a set of Requirements issued by DIA, which must not be removed
* The format of the Service Listing may not be changed
* Supporting and additional information can be added in-line or as Appendices
* Following being approved as a member of the AoG Payroll Services panel, the service provider will complete its Service Listing with:
  + Information from the supplier provided during the online Application Process
  + Additional information provided by the Supplier
* The completed Service Listing is not published until it has been approved by DIA through its approved Assessment Framework/Process
* The completed Service Listing is only available to eligible government agencies. It is not available to other suppliers or the public.

Related documents:

|  |  |
| --- | --- |
| Document | Comment |
| Standing Invitation to On-board Payroll Services Marketplace | This document describes how the Marketplace works, and the information required to complete the online application, which precedes the submission of Service Listings. |
| Service Listing Template Payroll Enterprise Software.doc | The Service Listing template for payroll-related enterprise software and support services |
| Service Listing Template Payroll Professional Services.doc | The Service Listing template for professional payroll-related professional services |

|  |  |  |
| --- | --- | --- |
| NZ Govt Logo | Managed Payroll Services – Service Listing Marketplace Framework: Managed Services: Managed Payroll Services | Company logo |

[Words in blue font are guidance notes for suppliers completing this template, and should be deleted prior to publication]

#### Service Definition

Payroll related services comprising both software functionality and a range of associated services, provided and managed “as-a-service” by a supplier. Typically referred to as outsourced and/or bureau services. The functionalities of a payroll solution must include the payroll component of the taxonomy and may also include some or all of time & attendance, award interpretation, rostering, human resources (HR), workforce management, self-service and data management.

This Service Listing:

|  |  |
| --- | --- |
| Service Name: |  |
| Supplier: |  |
| Supplier Address: |  |
|  |  |

**Service Contact Details** [include generic contact details in case the nominated person becomes out of date]

|  |  |
| --- | --- |
| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

This version of this Service Listing:

|  |  |  |
| --- | --- | --- |
| Version | Date |  |
| 0.1 |  | First Draft created by [supplier name] |
|  |  |  |

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## Service Summary

Payroll related services comprising both software functionality and a range of associated services, provided and managed “as-a-service” by a supplier. Typically referred to as outsourced and/or bureau services. The functionalities of a payroll solution must include the payroll component of the taxonomy and may also include some or all of time & attendance, award interpretation, rostering, human resources (HR), workforce management, self-service and data management.

[Some of following sections can be populated from the application form, and updated here as required]

### General

|  |  |
| --- | --- |
| **Managed Service Overview**  Describe your overall service at a high level | This is an opportunity to market your service to agencies. |
| **Service constraints** | Describe any constraints to your service e.g. minimum feature sets, readiness etc |
| **System Functionality** | Confirm the functionality included in your offering:  (tick all boxes that apply):  Payroll  Time & Attendance  Award Interpretation  Rostering  Human Resources  Workflow Management  Self Service  Data Management  Reporting  Other Functionality |
| **Associated Services** | Confirm the payroll related services included in your offering:  (tick all boxes that apply):  ☐ Payroll Administration  ☐ Configuration Consultation  ☐ Payroll Service Performance Management  ☐ Payroll Metrics  ☐ Advice and guidance  ☐ Process optimisation  ☐ 3rd party disbursements  ☐ Disaster Recovery and Business Continuity  ☐ Payroll Functional Audits  ☐ Other |
| **Other Services** | Please describe any other payroll related services you provide |
| **Service benefits and outcomes** | What benefits does your service provide agencies?  What outcomes can/does it facilitate? |
| **Dependencies, exclusions, and limitations** | Please provide any further information relevant to the scope of your service, in particular if any dependencies, exclusions, or limitations apply. |
| **Typical customer size and complexity** | Confirm the size and complexity your offering supports:  (tick all boxes that apply):  ☐ Agencies less than 500 employees  ☐ Agencies 500 to 2000 employees  ☐ Agencies with more than 2000 + employees  ☐ Complex agency hierarchies (multiple organisational structures and payrolls)  ☐ Complex agency agreements (Multiple MECA’s, CEA’s, IEA’s) |
| **Typical customer engagements** | What are the typical types of engagements for this Managed Service? |
| **Service and personnel availability** | Please provide information on when this service could be available after procurement by an agency. |
| **Website for general information** | [url(s) for the product/service] |
| **Transition** | Describe how you transition a new client onto your service, including what roles the client needs to perform. |
| **Customer satisfaction** | Does your company undertake regular customer satisfaction surveys? If yes, please provide a sample report based on your last customer satisfaction survey |
| **Customisation** | Describe any customisation options available under your outsourced arrangements. |
| **Service functionality limitations** | Describe any differences in system functionality that may arise depending on how the service is provided? i.e. on-premise vs cloud, self-service, specific features etc |

### Supplier Experience

|  |  |
| --- | --- |
| **Organisation Experience** | Describe your organisation’s experience in providing the service(s) included in this application. |
| **Case Studies or Use cases** | Provide at least one case study.  If you do not have any case studies, then please provide use cases that are relevant to the services. |

### Supplier Capability and Capacity

|  |  |
| --- | --- |
| **Staff Capabilities, Service Continuity and Quality** | Please describe your approach to maintaining staff capability and ensuring service continuity and quality. |
| **Continuous Improvement** | Please describe your methodology and approach to continuous improvement. |
| **Training** | Please describe your approach to end user training. |
| **Change Management** | Please describe your change management approach including your change and release frequency and process. I.e. what and when can agencies expect change. |
| **Testing** | Described your testing approach for outsourced solutions. |
| **Incident Management** | Please describe your approach to incident management and reporting. |
| **Support Organisation** | Describe any formal support arrangements you have with support partners or third-party organisations to provide this support either on your behalf (sub-contractors) or as accredited partners that need to be engaged under a separate arrangement |
| **Support Location** | Outline the location(s) of your system support resources and hours of operation |

### Legislative Requirements

|  |  |
| --- | --- |
| **Description** |  |
| **Legislative Requirements**   Your solution should support current and future NZ legislation and requirements including but not limited to accurate time capture and payroll recording, calculations, and specifications such as those provided by IRD and various superannuation schemes. | Confirm that your solution meets this requirement  ☐ Yes  ☐ No  ☐ Partially  If you respond “No” or “Partially” provide further explanation in the **Legislative Requirements, Compliance and Capability Exceptions** section below |
| **Legislative Compliance:**  Confirm that your payroll system is:   * consistent with the **Holidays Act 2003**, rather than other non-legislative systems or practices * able to be configured in such a way that all calculations performed by the system meet the requirements set out in the Holidays Act 2003 * able to be kept up to date, and to account for changes * able to re-determine/recalculate relevant entitlements | Confirm that your solution meets this requirement  ☐ Yes  ☐ No  ☐ Partially  If you respond “No” or “Partially” provide further explanation in the **Legislative Requirements, Compliance and Capability Exceptions** section below |
| **Legislative capability**  Confirm that your payroll system can:   * accurately record time worked, and days and dates worked * accurately record leave and holidays entitled, taken and paid out, and remuneration paid (unless this information is clearly recorded elsewhere) * reflect how the business operates, including complexity or changes in employee work patterns, (sometimes unique) * be configured to reflect additional entitlements agreed by the employer in employment agreements and workplace policies (e.g., allowances, other benefits). | Confirm that your solution meets this requirement  ☐ Yes  ☐ No  ☐ Partially  If you respond “No” or “Partially”, provide further explanation in the **Legislative Requirements, Compliance and Capability Exceptions** section below |
| **Legislative Requirements, Compliance and Capability Exceptions**  Does your solution have any known exceptions**?** | (Please describe, including any workarounds that may be in place) |
| **Flexible by default**  Flexible by default references the agencies approach to normalise flexible working. This will require systems and processes to fully support and manage accurate time and record keeping, and legislatively correct calculations. | Advise how you would approach this changing need. |

## System Functionality

### Response to Government Functional Requirements

Confirm that you have completed the spreadsheet for all the relevant service areas

### General

|  |  |
| --- | --- |
| **Functional Requirements** **Note:** Items noted as (M) Mandatory are required on the basis that they have either a) been legislated for or b) have been identified as current practice in agencies. If you are unable to meet as (M) Mandatory requirement, each agency will assess the importance of any non-compliance against their specific requirements during their secondary procurement process. | Can you meet all the Mandatory(M) requirements, as stated in the Service Listing template for the service listings you have applied for?  ☐ Yes  ☐ No  ☐ Partially |
| **Service Listing Requirements Exceptions**  If you answered No or Partially to the ‘Service Listing Requirement’ please provide an explanation here.  Note: Each agency will assess the importance of this against their specific requirements during their secondary procurement process. | Please describe any requirement Mandatory(M) you cannot meet along with any workarounds that may be in place. |
| **Overview** | Provide an overview of the system/service functionality e.g. make it clear what service comprises. |
| **Key Benefits** | Describe the key benefits of your offering. |
| **Service constraints** | Describe any constraints to your service e.g. minimum feature sets, readiness. |
| **Third party connectivity** | Describe any accredited third-party systems that you interface with. |
| **Functionality differences** | Describe any differences in system functionality that may arise depending on how the service is provided? i.e. on-premise vs cloud, self-service, specific features etc |

[delete any of the following sections that do not apply to your system/service]

### Payroll

|  |  |
| --- | --- |
| **Overview** | Provide an overview of this function |
| **Staff Movements** | Explain how 52weeks payroll history, as part of moving between agencies to ensure accuracy of Holiday pay calculations, can be achieved in your solution? |
| **System Set up/Global configuration** | Key fields to be audited. Explain any impacts on system performance. |
| **Allowances** | What is the maximum number of allowance codes and payment codes? |
| **Transactional Processing** | Explain what capability your product has to highlight and manage Transaction/Processing errors during payroll processing. |
| **Date Effective Transactions** | Explain how your system handles changes to effect (automated) backpay or overpayment processing. |
| **Back Pay Overpayment Processing** | Backpay may cause under or overpayment. Explain your systems back pay and overpayment processes. |
| **Banking** | List overseas banking options available |

### Time & Attendance

|  |  |
| --- | --- |
| **Overview** | Provide an overview of this function |

### Award Interpretation

|  |  |
| --- | --- |
| **Overview** | Provide an overview of this function |
| **Configurable Rules** | Integration with payroll occurs immediately or can be defined (Daily and/or weekly) transfer of data. Please describe options available. |

### Rostering

|  |  |
| --- | --- |
| **Overview** | Provide an overview of this function |

### HR

|  |  |
| --- | --- |
| **Overview** | Provide an overview of this function |
| **Positions/Roles** | Are there any character limitation for Positions/Titles? If so, please state the limitation |
| **Staff Movements** | Public servants can move from one system to another and carry forward all employment conditions. Explain how this can be achieved in your solution in the instance of a person moving onto your payroll and one moving from your payroll. |
| **Remuneration** | Explain how provisions included and recorded, such as leave purchasing, are recorded and paid |

### Workflow

|  |  |
| --- | --- |
| **Overview** | Provide an overview of this function |
| **Workflows** | Explain standard workflows available within your system. |

### Self Service

|  |  |
| --- | --- |
| **Overview** | Provide an overview of this function |
| **Alerts** | Subscription based Notifications for employees/managers, and response services e.g. Leave Request/approve. Please describe the mechanisms by which these alerts will be disseminated. |

### Data Management

|  |  |
| --- | --- |
| **Overview** | Provide an overview of this function |
| **Data Integrations** | Explain the types of integration, format, process and frequencies your solution offers for sending and receiving data from payroll related systems |
| **Data Integrations** | Describe any additional data capability your solution may offer |
| **Data Integrations** | System must support Integration to banking. Explain the types of integration including any specific banking institutions, format, process and frequencies your solution offers. |

### Reporting

|  |  |
| --- | --- |
| **Overview** | Provide an overview of this function |
| **Reporting General** | Describe capability for adhoc, user defined reporting. |
| **Reporting General** | Describe standard reporting formats for PAYE, Kiwi saver, other superannuation, medical insurances etc |

### Other Functionality

|  |  |
| --- | --- |
| **Other functionality** | Describe any other payroll related system functionality you have. |

## Associated Services

Services that can cater to variations of agency needs ranging from fully outsourced to bureau and mixed services. This includes upgrades, secure access, 3rd party disbursements, support and reporting capabilities. All offerings are expected to support current and future NZ legislation.

### Payroll Support Services

On site (agency) or remote payroll and payroll related administration support services.

|  |  |
| --- | --- |
| **Payroll Administration** | Describe the administrative services, and variations, that support your outsourced services |
| **Configuration Consultation** | Describe your process for determining appropriate configuration to ensure the appropriate agency outcome(s) |
| **Payroll Service Performance Management** | Describe your process for managing Payroll Service Performance |
| **Payroll Metrics** | Describe the varying payroll metrics offered. Please include examples as an attachment or appendices |
| **Advice and Guidance** | Describe the type of payroll advice and guidance you offer as part of this service |
| **Process Optimisation** | Describe processes and methodologies used to determine process optimisations |
| **3rd Party Disbursements** | Describe arrangements and processes for managing 3rd party disbursements. |
| **Disaster Recovery and Business Continuity Services** | Describe your disaster recovery and business continuity service, reflecting the level of service model required by the agency, and the testing of these services |
| **Payroll Functional Audits** | Describe your process and testing to facilitate functional audits, including the nature/type of audits provided for in this service |
| **Other** | Describe any other functionality/services you provide |
| **Service exclusions** | Describe services not included in your outsourcing model(s) that would be additional cost to agencies, e.g. adhoc reporting |

## System Non-Functional Details

### General

|  |  |
| --- | --- |
| **Upgrades** | Describe your change and release frequency and process. I.e. what type of changes and when can agencies expect change |
| **Access to Database** | Describe how access to the payroll and/or payroll related systems is provided, including descriptions of suitable levels of access as they relate to potential agency’s needs, e.g. role based etc |
| **Access Protocols** | Describe all access protocols your software supports |
| **Access Control** | Describe Access control, the enforcement of defined access rights and permissions for individual users, groups and roles to information assets, within the system. |
| **Archiving** | Describe archiving and retrieval processes of your solution. |
| **Version Control** | Describe your software and data management version controls. |
| **System Auditability** | Describe the tracking and reporting of transactions that occur within the system. |
| **Search** | Describe your solutions search capability, e.g. by name (surname/first name), employee number, other search capability |
| **Browser versions** | Please list all browser versions your software supports |

### Support Services

#### Support Accessible by (tick all that apply):

Email

Portal

Phone

Online chat

Social media

Self-service help requests

End-user knowledge base

#### Location of Support (tick all that apply):

New Zealand (on customer premises)

New Zealand (on supplier premises)

|  |  |
| --- | --- |
| Outside New Zealand | Please specify the name of the country/region |
| Details of Support | Please describe your overall support arrangements |

## Security

### Security Assessment

Provide a copy of your GCIO-105 Security Assessment as completed during the application process.

[You may copy the security responses in the application process, together with any updated information]

|  |  |
| --- | --- |
| **Cloud Declaration** | Confirm you will supply an updated GCIO-105 form on request by an agency. |
| **Legal Jurisdiction(s)** | If the services include the processing, transmission, or storage of Citizen &/or Agency data, please confirm in which legal jurisdiction(s) this will occur  Provide further details |
| **Foreign Laws or Requests** | If any of the service could be subject to foreign laws or requests by foreign governments to access Citizen &/or Agency data in a way which could affect the security or privacy of the data, state which jurisdictions  Provide further details |
| **Personnel Vetting** | Confirm you have a personnel vetting process which includes the New Zealand Ministry of Justice criminal record checks or equivalent, covering all staff and that this covers any sub-contractors or 3rd parties who will deliver the proposed Service(s) |
| Confirm relevant high-level supporting documentation can be made available on request |
| **Ownership of Data** | Please confirm that your organisation has internal policies and processes to ensure that customers retain ownership of their data, including personal information, stored and processed by your services, and that this data is not used for any other purpose than delivering the services which are offered via the Marketplace.  Provide further details |
| **Security Awareness training** | Please confirm you have a formal staff security awareness training policy which includes aspects related to privacy, information management, confidentiality and prevention of financial fraud.  Provide further details |
| **Physical Security** | Please provide details of the physical security controls that are in place for;   1. Office location security controls 2. Other location(s) security controls   Provide further details |
| **Security Breach Notifications** | Please confirm incident response and customer notification processes are in place for handling breaches of security including but not limited to; unauthorised access to systems/services or data; unauthorised physical or remote access; or exposure of customer data.  Provide further details |

|  |  |
| --- | --- |
| The following questions do not need to be answered if the solution is approved as Tier 3 | |
| **Encryption** | Please confirm that the encryption protocols and algorithms used when processing, transmitting, or storing Citizen &/or Agency data, for any of the services being applied for, comply with guidelines provided in the current version of the NZISM (for example refer to NZISM v3.3 sections 17.2, 17.3 and 17.4 at <https://www.nzism.gcsb.govt.nz/>).  Provide further details |
| **International Standards** | Tick to confirm if you meet any of the following Industry data security and privacy standards  ISO/IEC 27001:2013 – Provider information security  ISAE 3402 SOC 2  IRAP Certification  Confirm you can supply documentation on request |
| **Security Audit Reports** | Tick to confirm you are willing to share with Agency CISOs copies of any recent external and/or internal audit reports covering the implementation and management of security measures, designed to protect the service and the data held within it |
| **APIs** | Tick to confirm that all relevant system/service Application Programming Interfaces (APIs) and mechanisms for bulk data transfers including using physical storage media have processes and technology to guarantee the confidentiality and integrity of the information and undergo regular security reviews.  Provide further details |
| **Identity Management** | Tick to confirm that personnel access to the services being applied for is covered by your own robust identity management and protection processes. And that these are applied and managed to ensure privacy and security of Citizen &/or Agency data.  Provide further details |
| **Passwords** | Tick to confirm that all relevant system/service access passwords enforce complexity in compliance with the guidelines provided in the current version of the NZISM and that multi-factor authentication is used for access (as a minimum) by system/service administrators  Provide further details |
| **Business Continuity and Disaster Recovery** | Tick to confirm that the proposed Service(s) include comprehensive and up to date ‘business continuity’ and ‘disaster recovery’ plans which are regularly tested, and that these also provide for recovery of any Agency data.  Provide further details |
| **Secure Disposal / Destruction** | Tick to confirm that defined processes are in place and managed for secure disposal or destruction of any ICT equipment and storage media that contains Agency data relevant to the proposed Service(s); if applicable  Provide further details |
| **Other Security Information** | Provide any further information |

## Managed Service Pricing Model

|  |  |
| --- | --- |
| **Standard Rate Card** | Please provide your standard rate card if applicable |
| **Describe the pricing models available.** | Describe the different ways in which the managed services can be purchased e.g.  • modular pricing,  • transaction-based pricing (e.g. per payslip  • monthly/annual fees and the basis of the fee (e.g. no. of employees)  Include:  • support pricing  • cost of upgrades |

## Appendices

[add as required]