



Applying to list your Payroll related products & services on Marketplace

Information Pack

February 2021



Te Tari Taiwhenua
Internal Affairs

Common Capabilities

- DIA is the Lead Agency for managing ICT Common Capabilities for NZ Govt
- Marketplace.govt.nz is our preferred platform for delivering common capabilities
- Marketplace is NZ Govt's digital procurement portal, which currently has 4 channels, 22 catalogues and 107 services – you can see a full list of products and services here: <https://marketplace.govt.nz/supplier-form/select>
- This info pack is designed to give suppliers, looking to list payroll and payroll-related service products and services in Marketplace, tips on the application process and setup of service listings. Diagrams in black outline are screen-shots of what you will see in the process.
- If you have any questions, reach out to Marketplace@dia.govt.nz
- This document is in two parts:
 - Part A: The on-line Application Process (slides 4-14)
 - Part B: Creating a Service Listing (slides 15-20)

Becoming a Supplier on Marketplace

There are two steps to listing your products and services on Marketplace:

- A. Complete the on-line application for each product or service.
- B. Complete the Service Listing for each product or service. These are the descriptions of your products and services that only agencies will see.

On-line Application

Service Listing

Pae Hokohoko Marketplace

Home » Register As A Supplier

1. Company details 2. Authorised personnel 3. Financial viability 4. Minimum requirements 5. Experience 6. Capability and capacity 7. Service summary 8. Security 9. Confirm

1. Company details

Your information will be **saved for 30 days** to allow you to complete your application at a later stage.

You must answer all questions marked with an asterisk (*)

New Zealand Business Number
Enter your 13 digit New Zealand Business Number (NZBN)

New Zealand Business Number

Look up your New Zealand Business Number at <https://www.nzbn.govt.nz>.

Business name
Trading name *

Your trading name is the name you do business under.

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 include some or all of payroll, time & attendance, award interpretation, rostering, human resources (HR), workforce management, self-service and data management.

This Service Listing:

Service Name:	
Supplier:	
Supplier Address:	

Part A: Application Process

To become a supplier in the Marketplace, you must complete the online application and meet our minimum criteria, including:

- You must first accept the Collaborative Marketplace Agreement
- Company information, authorised personnel, legal counsel, financial viability, insurance information
- Relevant experience, specific questions related to the products/services
- Security questions relevant to the products/services
- Service summary – describing your services at a high level

A separate application is required for each channel you wish to list in.

Your applications may be for 'bundled' products and services, as well as individual applications for individual products and services.

The application is assessed by our specialist team, who will engage directly with you if we require more information or clarity with the information you have supplied to us.

Application Tips

- Prepare your answers in advance. This will minimise errors and ensure you can complete your application within the allowed timeframe (usually 30 days)
- The application requires upfront acceptance of the marketplace agreement (CMA). The earlier you engage your legal advisors in reviewing these documents, the more quickly you can progress your application (see slide 11).
- Be clear who from your organisation will complete the online form, ensure their name is captured as the administrator, and that they have received the link which allows you to resume your application.
- Ensure that your responses are relevant to the products and services you are submitting in your application to list in Marketplace.
- Once you submit your application, it is locked (can't be edited).
- If your application is declined, you can re-apply by contacting the team for more information to address the recommendations to progress the application again, you can apply again at any time, once you are in a position to resubmit.
- If you have any questions, contact the team: Marketplace@dia.govt.nz

How to see the questions in advance

1. Review the GETS Standing Invitation for Payroll Services:


- This document is equivalent to an RFP and tells you everything you need to know about the requirements, acceptance criteria and related information.
- This is available on the government electronic tenders website (GETS):
<https://www.gets.govt.nz/DIA/ExternalTenderDetails.htm?id=23700412>
- The questions you will need to answer are in the Appendices

2. Download Word versions of the questions

(Appendices) from the Marketplace website:

- <https://marketplace.govt.nz/suppliers/operational-templates/payroll-related-services/>
- These will allow you to compile your answers in advance and then copy into the online forms

3. **Online:** You can also see the questions in the online form (see slide 13)



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Standing Invitation to On-board Payroll Services Marketplace

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Application Tips - Security Specific

- Seek the assistance of a security advisor if you do not feel comfortable with answering the security questions and their technical aspects.
- Answer the questions from your organisation's perspective. If you rely on third-party service providers to deliver your services (e.g. for hosting or software development), identify them clearly. The responsibility of the services' security remains with your organisation at all times.
- If, in order to deliver your services, there are dependencies on third parties which are not contracted by your organisation, but must be directly contracted by the consuming agency, identify them clearly. They will not be considered part of your application.
- If your services consist of several components that may be consumed independently, please consider whether separate applications should be submitted instead of a bundle. A single application will be treated as ONE for security reviews including for Tier 1 certification. If appropriate security assurance cannot be provided for one specific component, the whole application may be declined. The Marketplace team can help you decide on the best approach for your application, please ask them.
- Minimum security tier requirements vary based on the nature of the services. They may be changed using a risk-based approach during the review of your application.

Selecting your services

Commence your application here:

<https://marketplace.govt.nz/supplier-form/select>

Payroll-related products and services can fall under one of these channels:

- Consultancy and Professional Services
- Managed Services
- Enterprise Software

Register as a supplier

Please select below one Channel, one Catalogue, and any number of Services which you would like to apply for.

If you wish to apply for Services in more than one Catalogue or Channel, please submit a separate application for these.

If you are unsure which Services are open for applications, you can use the keyword search box below to discover available Services in the Marketplace.

Choose services to apply for

[Can't find a channel, catalogue or service?](#)

Search for a service

Channel	Catalogue	Services
SaaS >	Payroll Enterprise Software >	<input type="checkbox"/> Payroll Software Agency-Hosted 1
Consultancy and Professional Services >		<input type="checkbox"/> Payroll Software Provider-Hosted 1
Managed Services >		
Enterprise Software >		

Start over

CONTINUE

Selecting your services cont.

- Similarly for Payroll Professional Services and Payroll Managed Services:

Choose services to apply for
Can't find a channel, catalogue or service?

Search for a service

Channel	Catalogue	Services
SaaS >	ICT Professional Services >	<input checked="" type="checkbox"/> Payroll Professional Services 1
Consultancy and Professional Services >	Construction Consultancy >	
Managed Services >	Digital Experience Professional Services >	
Enterprise Software >	Data & Information Services >	
	Information Security Professional Services >	
	Payroll Professional Services >	

Choose services to apply for
Can't find a channel, catalogue or service?

Search for a service

Channel	Catalogue	Services
SaaS >	Infrastructure Managed Services >	<input type="checkbox"/> Managed Payroll Services 1
Consultancy and Professional Services >	Service Integration and Aggregation Management >	
Managed Services >	Cloud Service Brokerage >	
Enterprise Software >	Content Services >	
	Digital Experience Services >	
	Managed Payroll Services >	

Service Definition

- When you check the box for any Service, a service description will pop up at the bottom of the page.
- The service description defines the scope of the service category.
- Service providers should check these service descriptions to confirm where their products and services best fit.
- Ask the Marketplace team if you need help.

Payroll Software Provider-Hosted

Payroll software is payroll and payroll-related software that is procured by agencies, along with related software support services. The functionalities of a payroll software includes some or all of payroll, time & attendance, award interpretation, rostering, human resources(HR), workforce management, self service and data management. It can be hosted either in the cloud (private, public or hybrid) by the software provider (**Provider Hosted**) or on agencies own infrastructure (**Agency Hosted**).

Administration Fee

The Administration fee for this service is 1.0%. Enterprise Software Channel suppliers will collect this fee on behalf of the relevant Lead Agency by invoicing the Purchasing Agency.

The method of calculation is Administration Fee x invoice amount, exclusive of GST.

Collaborative Marketplace Agreement (CMA)

- Acceptance of the CMA requires you to read and accept the relevant contracts. The earlier you engage your legal advisors in reviewing these documents, the more quickly you can progress with your application
- You need to accept the CMA to enter the application process.
- This is not a "binding" acceptance. It only becomes that after you have submitted your completed application.

Home » Register As A Supplier

Marketplace Agreement

Based on the services you have selected for your application there are some Terms and Conditions that you will need to accept.
You **must** answer all questions marked with an asterisk (*)

Note: You need to be the authorised person to accept these terms on behalf of your organisation.

Although you have accepted the T&Cs they do not come into effect until your completed application is approved.

Does your organisation accept these terms?

I confirm that my organisation understands and recognises the terms and conditions associated with the provision of our services on the Marketplace *

Part 1 - General terms

These Terms cover your participation in the Marketplace and apply to all services.

I have downloaded, read and accept the terms and conditions * [Download pdf](#)

Part 2 - Channel terms

Managed Payroll Services

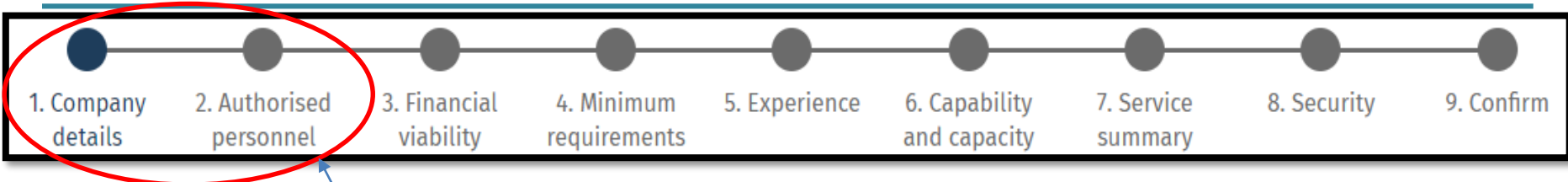
Part 2 contains the Channel Terms for Managed Services which apply to all of the Services that you have selected to be considered for. The Terms can be downloaded from the link below.

Please read these Terms and ensure you fully understand and accept them before continuing with your application.

I have downloaded, read and accept the terms and conditions * [Download pdf](#)

[Start over](#) [BACK A STEP](#) [CONTINUE](#)

Completing the questions (Steps 1-2)



- Complete steps 1 & 2 in your first session (in order to receive a continuation link via email)
- This will allow you to close your session and resume later

Notification

<https://diemarketplace-uat.cwp.govt.nz/>

Wednesday 17 February, 2021

Supplier Form Resume Email

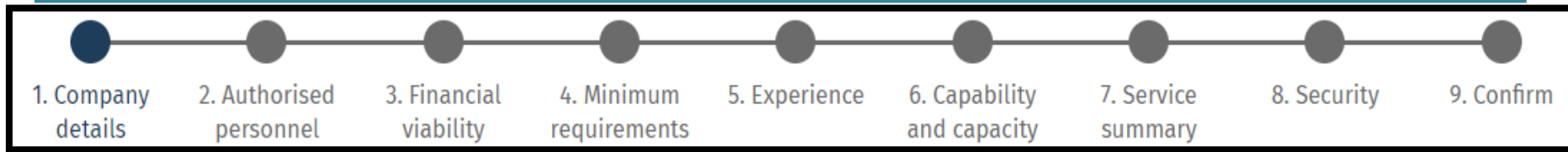
To resume your application use the link below.

[Continue my application](#)

Or copy and paste link below into your browser.

<https://Marketplace.govt.nz/supplier-form/resume/djgh567jgmcn5k7vddkbhskjh6hnvskbvn8910jgmcn5k7vddkb>

Completing the questions (Steps 3-8)



- You can see the questions in advance by clicking on a step (the questions will be greyed out until the previous steps are completed).
- Enter the details requested on each page and upload any files
- When the page is ready click the Continue button to save your info and move to the next step

5. Experience

In order to process your application, your organisation's experience in providing Managed Services needs to be assessed. Please complete the information requested below for the service(s) included in this application. You must answer all questions marked with an asterisk (*)

Organisation Experience
Describe your organisation's experience in providing the service(s) included in this application.

Organisation Experience *

Limit 2000 characters.

Case Studies or Use Cases
Provide at least one case study to support your application. If you do not have any case studies, then please provide use cases that are relevant to the services included in this application.

Case study or use case description *

Limit 2000 characters

Case study or use case file
Choose File No file chosen

Case study or use case link
Please insert URL here (optional)

ADD EXTRA CASE STUDIES OR USE CASES

Start over Print < BACK A STEP CONTINUE

Completing your application

- Once all the questions have been completed you can review and edit any part of your application
- Once you are happy with the details, press the Submit button
- Your application will then be locked
- The Marketplace team will process your application and be in touch if they need further information
- Once your application has been approved, you can then submit your draft Service Listings(s) for the approved services (see Part B of this pack)

1. Company details 2. Authorised personnel 3. Financial viability 4. Minimum requirements 5. Experience 6. Capability and capacity 7. Service summary 8. Security 9. Confirm

9. Confirm

Please make sure all the information is correct before proceeding.

Overview [EDIT DETAILS](#)

Channel: Managed Services
Catalogue: Managed Payroll Services
Service(s): Managed Payroll Services
Accepted Terms & Conditions: Yes

1. Company details [EDIT DETAILS](#)

New Zealand Business Number
New Zealand Business Number: 1234567890123

Business name
Trading name: Payroll Company Unlimited
Legal name: PayMe Quick

Registered Address
Address line 1: 17 Nosuch Street
Address line 2: Anyburb
City: Wellington

Business Continuity and Disaster Recovery
Please confirm: Yes
Please provide a high-level summary: Sample-file-v2.docx
Please describe your approach to BCP and DR: empty

Secure Disposal / Destruction
Please confirm: Yes
Please provide a high-level summary: Sample-file.docx
Please describe how you manage this: empty

[Start over](#) [< BACK A STEP](#) [SUBMIT](#)

Part B: Service Listing Setup

- The Service Listing is the document that agencies will use to review your offering and determine whether they wish to engage with you during their procurement process.
- Once your applications have been approved, you will receive an email containing instructions on how to create your service listing entries for those services
- The email will contain a template for you to create a service listing entry, but it is up to you to best describe the services and call out relevant competencies, capabilities and experience.
- The service listing templates are also available for viewing/download at <https://marketplace.govt.nz/suppliers/operational-templates/payroll-related-services/> . You can use these to start preparing your listing at any time.
- Additional supporting material you wish agencies to see can also be submitted with your service listing
- Please keep your audience in mind, and only use as many words as necessary to get your point across
- We will review your service listing entry before we publish it, and will provide feedback, if rework is required
- You can update your Service Listing at any time by request to the Marketplace team.
- If you have any questions, reach out to Marketplace@dia.govt.nz

Service Listing – template example

- This is an example of a service listing service template
- Cut and paste your company logo here
- Provide your contact details here

	<h2>Managed Payroll Services – Service Listing</h2> <p>Marketplace Framework: Managed Services: Managed Payroll Services</p>	Company logo
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[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 include some or all of payroll, 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:	

Service listing – template example (2)


- Opportunity to describe your service in your own words
- Please tick boxes as appropriate and then complete the relevant sections with the detail of your product/service.

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): <ul style="list-style-type: none"><input type="checkbox"/> Payroll<input type="checkbox"/> Time & Attendance<input type="checkbox"/> Award Interpretation<input type="checkbox"/> Rostering<input type="checkbox"/> Human Resources<input type="checkbox"/> Workflow Management<input type="checkbox"/> Self Service<input type="checkbox"/> Data Management<input type="checkbox"/> Reporting<input type="checkbox"/> Other Functionality

Service listing – template example (3)



- “Other Services” is an opportunity to set out any other relevant services, service benefits or limitations



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.

- Provide examples to support your experience and competencies

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.

- Provide case studies – options to attach file or provide a link

Service listing – template example (4)

- Think about your audience and how much information they can use when searching for offerings
- You would have answered these questions as part of your application, but you may wish to revise your answers for the audience

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

Service listing – template example (5)

- Pricing is indicative and final pricing will be negotiated when you conclude the scope of work with each agency
- Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as
 - Rate card
 - Blended rates
 - Volume discounts
 - Outcome based pricing options

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. <ul style="list-style-type: none">• modular pricing,• transaction-based pricing (e.g. per payslip• monthly/annual fees and the basis of the fee (e.g. no. of employees) Include: <ul style="list-style-type: none">• support pricing• cost of upgrades

Questions

- Additional help is available at the following locations:
 - GETS:
 - The Standing Invitation for Marketplace Payroll Services has supplier tips in each section:
<https://www.gets.govt.nz/DIA/ExternalTenderDetails.htm?id=23700412>
 - The GETS notice also has a Supplier Tips document which summarises these.
 - Marketplace website:
 - Payroll-related FAQs: <https://marketplace.govt.nz/suppliers/operational-templates/payroll-related-services/>
 - General FAQs: <https://marketplace-govt-nz.groovehq.com/help/faq-suppliers>
- If you have any questions, contact Marketplace@dia.govt.nz . The team is there to help.