Supplier Frequently Asked Questions (FAQs)

The following FAQs are designed to complement existing information available on Marketplace and Procurement sites.   If you require additional support, please contact the Marketplace Team.

Contents

What is Marketplace, and how does it differ to other procurements?

The Marketplace is a panel of suppliers set up under the NZ government procurement rules. The panel fulfils the requirements of a "primary procurement" but does not go so far as to select preferred supplier(s). Instead, it identifies qualified suppliers to shorten the process for agencies and avoid suppliers having to respond to multiple RFPs canvassing the same territory.

Under these rules, each agency still needs to undertake a formal procurement exercise ("secondary procurement"), but they do not need to openly advertise their intention and can use a truncated form of assessment based on the information available to them from the Marketplace listings. The choice of method, and the level of detail required to achieve a selection of a supplier is over to each agency (within the government rules, of course).

Refer to the Government Procurement Rules. They are quite extensive, but rules 14.9.i and 57 deal with this scenario.

Our expectation is that the Marketplace will become the first choice of government agencies when looking for payroll-related products and services.

I have a payroll offering that is new in the market. How do I apply?

Visit the Marketplace website for instructions on how to apply.

I have several systems that fit across the payroll related taxonomy. What do I need to do?

It depends. If your products are supplied as part of a 'bundled solution', for example time recording and payroll, then you can apply to list this under one application. If you also provide these products as individual modules/systems, then you should complete a separate application for each module/system you intend to supply via Marketplace. This will result in your offering being listed under each channel multiple times. Example of 3 possible listings under the same channel and catalogue:

Channel: Enterprise Software
> **Catalogue**: Payroll Enterprise Software
>> **Service:** Payroll software- Provider Hosted
>>> - Product A
>>> - Product B
>>> - Product A & B bundle

I am a company based overseas. Can I apply to be on the panel?

Yes, but you must have an Australian Business Number (ABN) or Global Location Number (GLB). Entry criteria and application requirements can be found here.

My information has changed. How do I do to update the information

If you are in the application process, you can update your information at any time prior to submitting your application

If you have already been approved and listed, it may depend on what the update pertains to. Generally, you can update your service listings as and when required. The updates will be checked and uploaded by the Marketplace team. If the change relates to your company, we suggest contact the Marketplace Team for guidance.

My system functionality has changed with a new upgrade. What should I do?

This may depend on what the upgrade pertains to. Generally, you can update your service listings as and when required, and we encourage this to ensure agencies have the best-available information. The updates will be checked and uploaded by the Marketplace team. Contact the Marketplace Team for any guidance you may require.

Changes that affect existing clients will be governed by your agreements with them.

I have commenced providing outsourced services. What do I need to do?

You will need to make a separate application to list your services in Payroll Managed Services catalogue. Visit the Marketplace website for instructions on how to apply.

I now integrate with another product on the panel what must I do?

This may depend on who owns the products. If they are owned by your company, you may choose to list them separately or as part of a bundle. If you are integrating with another supplier's product, ideally both suppliers and their products should be listed on Marketplace with a clear description of who is managing the integrations between the products.

My system is a people-based system but not one mentioned, can I apply?

If your system meets the requirement of the taxonomy and is 'payroll-related', then you can. If you are unsure, please contact Marketplace to clarify.

I wish to leave the NZ market what do I need to do?

The Collaborative Marketplace Agreement sets out Marketplace membership. You remain a member of Marketplace until you withdraw by providing 3 months' notice. This can be done by completing the online contact form.

I only do payroll when I really must, should I apply?

The decision to apply is yours alone. There are many advantages to joining Marketplace such as:

- Buyer agencies can easily access information about your services or products.
- Commercial terms are standardised.
- Marketplace is open to all businesses that meet the specific entry criteria for the channel they want to join.
- Joining Marketplace acts as a primary procurement process, reducing the time and effort you need to spend to engage with government clients.
- You can join at any time, because the whole application process is done online through Marketplace.
- Once you are a supplier, you can add to your offerings within your selected Marketplace service without having to apply again.
- You can modify your online catalogue offerings whenever you wish.
- Some catalogues offer a simple online purchasing process that makes these services easily accessible to buyers.
- You can respond quickly to changes in agencies' requirements.
- Our expectation is that the Marketplace will become the first choice of government agencies when looking for payroll-related products and services.

Read more on why suppliers join Marketplace.

I was previously declined on the panel but have changes. How do I re-apply?

You will need to complete a new application. This is to ensure that any changes, updates or improvements are assessed on their own merits. Commence your application here.

I am on other panels already. What's the advantage of being on the payroll one?

Each government panel is for a specific purpose. In addition to the general benefits of joining Marketplace, many agencies are actively using Marketplace to search for payroll and payroll related providers. Read more on why suppliers join Marketplace.

What is the overall process and how long should it take?

The overall process is determined by your ability to submit your application (your time), the assessment undertaken by the Marketplace Team (treated with priority) and your capacity to respond to any clarifications sought. To ensure a smooth speedy process, our advice is to collect all the information you need, write up your responses (using the Word version of the Appendices as your guide) and copy these to your online application. Just remember, that any application needs to be completed within 30 days of online application commencement.

Will you get back to me if there is something wrong?

If we require any clarifications, we will be in touch by email. If there is a need for a meeting to resolve any items, then that will be arranged at the time.

Will agencies still go to RFP? Will there be any notification on GETS when they do?

Use of the Marketplace is not mandatory but is strongly encouraged and expected to become the mechanism of choice of most agencies. Under the government procurement rules, if agencies are using a panel such as the Marketplace, they are not compelled to openly advertise their intended procurement or issue a formal RFP. Please refer to the detailed MBIE procurement rules.

How long do I get to submit my application?

You have 30 days to complete your application, after which time it will expire.
We will endeavour to contact you if your application is about to expire. At that time there may be options to extend but that can't be guaranteed. You can contact the Marketplace team anytime if you have any issues or concerns.

I started my application, now I can't get back to it. How do I find it again?

If you progressed your application to the end of Step 2 in your first session, your nominated administrator would have received an email with a link that enables you to resume your application. If you did not get this far, you will need start a new application.

Another reason might be that the 30-day period to complete your application may have expired. Contact the Marketplace team if that's the case and they may be able to recover the application for you.

I'm part way through a step and can't complete it as I'm waiting for a file to be ready for uploading. Is there a way around this so I can proceed with other parts of the application?

We recommend ensuring you have all your documentation ready to go before you start the application. If you do need to commence while waiting for documents, you can upload a temporary file as a placeholder. You will need to remember to replace this at the final review step before submitting your application or processing of your application will be held up.

Payroll Taxonomy – Minimum Viable Product Reference

Channel		
Enterprise Software	**Managed Services**	**Consultancy & Professional Services**

Catalogues		
Payroll Enterprise Software	Managed Payroll Services	Payroll Professional Services

Definition

Payroll Enterprise Software is payroll and payroll-related software that is procured by agencies, along with related software support services. The functionalities of a payroll software include 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).	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.	Payroll related Services and deliverables that are delivered by a professionally qualified individual or business. Usually provided in support of payroll implementation, support or administration on an ad hoc or agreed-term basis. Usually where the agency will look for specific roles or activities e.g. payroll admin officer, payroll training courses.

Service Listings

Enterprise Software

Payroll
- System Set up/Global Configuration
- Agency Structure
- Employee Master Data
- Pay Elements
- Configurations
- Business Rules
- Deductions
- Allowances
- Employee Reimbursements
- Leave Management
- Taxation Compliance
- Holidays Act Compliance/Capability
- Pay Cycle Processing
- Termination Processing
- Payroll Processing
- Transactional Processing
- Date effective transactions
- Back Pay Processing
- Payslips
- Banking

Time and Attendance
- Capture Actual Time
- Configurable Rules

Award Interpretation
- Configurable Rules
- Award Interpretation Validations
- Assess and Report on rules
- Calculation Capabilities

Rostering
- Roster Configuration
- Shift Configuration
- Build Roster
- Publish Roster
- Manage Roster
- Load Balancing
- Attendance Recording
- Leave Recording
- Licences
- Qualifications

HR
- Position & Roles
- Staff Movements
- Onboarding
- Terminations
- Remuneration
- Learning
- Agreements

Workflow Functionality
- Workflows

Self Service
- Privacy Administration
- Display Online
- Alerts
- Mobile Apps
- Payslips
- Help/Support Documents

Data Management
- Data Integrations

Reporting
- General Reporting
- GL Reporting
- Control Reports
- Statutory Reporting
- Leave Liability Reporting
- Adhoc Reporting capability

Non-Functional
- Upgrade
- Access to Database
- Access Protocols
- Access Control
- Archiving
- Version Control
- Software Auditability
- Search
- Browser Versions

Other:
- Disaster Recovery & Business Continuity
- Payroll Functional Audits
- Other Functionality

Managed Services

System Functionality:
- Functional Requirements
- Payroll
- Time & Attendance
- Award Interpretation
- Rostering
- Human Resources
- Workflow
- Self Service
- Data Management
- Reporting
- Other Functionality

Associated Services:
- 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

Associated Services:
- Other

Consultancy & Professional Services

Payroll Consulting and Professional Services including:
- Payroll Requirements & Scoping
- Payroll Related Implementation
- Payroll Data Migration
- Payroll Administration
- Payroll Consultancy
- Payroll Configuration Health Check Services
- Payroll Functional Audits
- Payroll Related Project Management
- Payroll Related Training and Support
- Other