[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 |
|  |  |
|  |  |
|  |  |

**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 Managed Services.doc | The Service Listing template for payroll-related managed/outsourced services |

|  |  |  |
| --- | --- | --- |
| NZ Govt Logo | Payroll Professional Services – Service Listing Marketplace Framework: Consulting & Professional Services: Payroll Professional 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 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.

**This Service Listing:**

|  |  |
| --- | --- |
| Service Name: | Payroll Professional Services  [replace with any other branding(s) you have for your professional services] |
| Supplier: |  |
| Service Components: | (tick all boxes that apply – *do NOT remove any lines*):  Payroll Requirements and 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 |

**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 | Changes |
| [0.1] |  | [Supplier to complete e.g. First Draft] |
|  |  |  |

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## Service Summary

[this section can be pre-populated from the application form and updated during development of the Service Listing]

|  |  |
| --- | --- |
| **Describe your overall service at a high level** | This is an opportunity to market your service to agencies. |
| **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. |
| **Service and personnel availability** | Please provide information on when this service could be available after procurement by an agency. |
| **Website for general information** | Please provide url(s) for the product/service |

## Supplier Experience and Capacity

### Experience

[you may insert a copy of the responses to Steps 4 the application process]

|  |
| --- |
| **Description** |
| **Organisation Experience** Please describe your organisation’s experience in providing the service(s). Include where your services are based, and whether any of the services are provided by a third-party. |
| **Case Studies or Use cases** Please 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 these services. |

### 

### Capability and Capacity

[you may insert a copy of the responses to Steps 4 the application process]

| **Description** |
| --- |
| **Resource Availability**  Please set out your organisation’s approach for selecting, maintaining and managing the availability of its resources so that requests from agencies can be met in a timely manner. |
| **Capability Development**  Please set out your organisation’s approach for developing and maintaining the capability of its resources, including the nature and level of investment in individual resources for keeping up-to-date with trends and techniques of their respective discipline and knowledge of the public-sector environment. |
| **Knowledge Management** Please set out your organisation’s approach for managing the retention and transfer of knowledge created by its resources, including: knowledge management practices that ensure transfer of knowledge within the organisation’s resources and agency staff, how resources will identify opportunities to improve agency systems and processes, and how resources will add value over and above the contracted service. |

## Payroll Professional Services

#### Payroll Requirements and Scoping

|  |
| --- |
| **[Service 1 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| **[Service 2 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| [add more sections as necessary] |

#### Payroll Related Implementation

|  |
| --- |
| **[Service 1 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| **[Service 2 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| [add more sections as necessary] |

#### Payroll Data Migration

|  |
| --- |
| **[Service 1 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| **[Service 2 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| [add more sections as necessary] |

#### Payroll Administration

|  |
| --- |
| **[Service 1 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| **[Service 2 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| [add more sections as necessary] |

#### Payroll Consultancy

|  |
| --- |
| **[Service 1 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| **[Service 2 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| [add more sections as necessary] |

#### Payroll Configuration Health Check Services

|  |
| --- |
| **[Service 1 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| **[Service 2 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| [add more sections as necessary] |

#### Payroll Functional Audits

|  |
| --- |
| **[Service 1 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| **[Service 2 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| [add more sections as necessary] |

#### Payroll Related Project Management

|  |
| --- |
| **[Service 1 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| **[Service 2 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| [add more sections as necessary] |

#### Payroll Related Training and Support

|  |
| --- |
| **[Service 1 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| **[Service 2 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| [add more sections as necessary] |

#### Payroll Other

Tell us about additional payroll-related professional services or support you provide.

|  |
| --- |
| **[Service 1 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| **[Service 2 Name]** – e.g. Payroll Consultant, Payroll Analysis |
| **Service Description**  Please give an overview of the service you provide |
| **Competency/ Experience**  Please describe the typical experience level and skills of your resources that provide these services |
| **Relevant Systems**  Please state if this service is limited to specific vendor systems |
| [add more sections as necessary] |

## Security

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

|  |  |
| --- | --- |
| **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 |
| **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 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 |
| **Security Breach Notifications** | State whether 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 |
| **Other Security Information** | Provide any further information |

## Professional Services Pricing Model

|  |  |
| --- | --- |
| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please describe the pricing models available for your professional services.  Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW 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 * Fixed price * Outcome based pricing options |

## Appendices [add as required]