# G-Cloud 14

## Fully Managed Payroll, HR Administration and Consultancy Services

Service Definition Document

**Lot 2 - Cloud Software**


**Commercial Services Kent Limited**

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Company No. 05858177 VAT No. GB985408677

Commercial Services Group is a trading style of both Commercial Services Trading Ltd (Reg No. 5858178) and Commercial Services Kent Ltd (Reg No. 5858177) – companies wholly owned by Kent County Council.

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# Introduction

## Our history

Commercial Services Kent Ltd (part of Commercial Services Group) is one of the largest Local Authority owned trading organisations (LATCo) in the UK. Since its inception over 70 years ago as a division within Kent County Council, the business has grown to become a leading supplier of products and services to the public sector.

Our unique heritage provides us with a rare blend of commerciality, backed by social conscience and integrity. Social value is at the core of our business, with our profits flowing back into re-investment within front-line services. Our success is achieved through:

Delivering a wide range of services, including a product range of over 20,000 lines, with a supply chain of over 400 organisations and a worldwide educational supplies business.

Offering a comprehensive portfolio of support services, with a proven track record of sustainable solutions.

## Our solution

### HR Connect Fully Managed Payroll, HR Administration and Consultancy Services

HR Connect provide fully managed, CIPP accredited, HR administration and Payroll services that supports your full employee lifecycle. As a trusted partner to organisations within both the public and education sector, our offer includes  recruitment and onboarding, payroll, issuing of contracts, management of changes to employment, supporting annual pay reviews, fulfilling requirements for statutory leave, pension auto enrolment (and 3 yearly re-enrolment), monthly pension reporting, RTI submissions and all year end processes, such as pension year end reporting and the issuing of P60s and P11Ds.

Our dedicated, UK-based staff are responsible for processing over 90,000 payslips each month, delivering exceptional levels of quality and accuracy consistently achieving accuracy rates of more than 99.98%.

Our team's expert knowledge is supported by formal certifications, including professional qualifications and memberships, such as the Chartered Institute of Payroll Professionals (CIPP) and Chartered Institute of Personnel and Development (CIPD).

## Service features and benefits

| Features | Benefits |
|---|---|
| • A complete solution for all Payroll, HR Administration and Associated Services.<br>• Manager and Employee Self-Service.<br>• Comprehensive reporting package.<br>• Dedicated onboarding team with expert implementation support.<br>• Advice and support on terms and conditions.<br>• Up to date with statutory, legislative requirements.<br>• Full processing of new starters, leavers and running of your payroll.<br>• Pension administration/reporting and auto-enrolment responsibilities.<br>• Annual leave booking module<br>• Integrated recruitment and onboarding modules<br>• Pre-built API connectors for Arbor (MIS) and Bromcom (MIS)<br>• Integrated E-signatures module<br>• Multi-factor authentication (MFA) support | • CIPP and CIPD accredited staff.<br>• Fast and efficient implementation of HR & Payroll services.<br>• A truly integrated system; data entered and updated instantly: no sync process needed.<br>• Improved productivity - reduction in workload, errors, and query time.<br>• We continuously deliver against Service Level Agreements (SLAs)<br>• Employee self-service allows staff to easily view and maintain their own details and timesheet information i.e. additional hours and expenses – delivering great employee satisfaction.<br>• Managers self-service provides access to approve/enter all requests, e.g. timesheets/expenses/absences and also allows Managers to view/change real-time employee information e.g. contractual hours/pay information.<br>• Seamless end-to-end employee lifecycle management |

## Service overview

Our robust and compliant, Payroll and HR service enables our customers to maximise efficiency, reduce administrative costs and ensure full statutory compliance, encompassing the following areas of service:

- Monthly payroll
- RTI submissions to HMRC
- Auto and re-enrolment responsibilities, including reporting and guidance
- Electronic payslips
- Electronic reports and access to tailored reports
- File transfer and data export
- Instant access to the payroll to view live information

- A comprehensive HR administration service, including the provision of contracts of employment and support of the full employee life cycle.
- Pension administrative responsibilities
- Processing new starters, changes and leavers documentation
- Absence Management – e.g. we will notify you of staff reducing to half and/or nil pay
- Access to Manager and Employee Self-Service and Finance Manager
- An online customer service management platform.
- Access to a HR Help Desk and web chat.

## Service delivery

As part of our fully managed offering, we include the following service provisions:

| Managed Service Provisions | Included |
|---|---|
| Plan and deliver the actual process of payroll, including provision of defined standard reports, and key balances | ✓ |
| Run pre-payroll reports each month, sent within agreed deadlines, to review and approve before the final payroll processing happens | ✓ |
| Contract management, including issuing initial contracts, processing variations, e.g., hours, extensions, pay increases, job regrading, allowance changes, pay awards, and more | ✓ |
| Process the payment of salary and allowances to employees | ✓ |
| Calculate arrears and subsequent payment where required | ✓ |
| Run post-payroll reports each month, sent within agreed deadlines | ✓ |
| Create/close/amend payroll records of employment | ✓ |
| Keep records for all members of staff on a cumulative basis including, gross and net salary Income Tax, National Insurance, Pension and any other salary deductions | ✓ |
| Keep a record of all job titles, job history and dates including where employees work more than one role for the Trust | ✓ |
| Manage sickness absence and the correct payment of statutory sick pay (SSP) and contractual payments | ✓ |
| Prepare, file and provide appropriate P45s, new starter declarations, P11D's and P60's | ✓ |
| Provide all appropriate information to HMRC and any other Statutory Authority | ✓ |
| Application of PAYE, attachment of earnings, student loans, salary sacrifice schemes, RTI submissions, controls and audit validations, pension auto and re-enrolment | ✓ |
| Application of statutory absence schemes e.g. maternity/adoption leave and the correct payment of statutory and contractual entitlements | ✓ |
| Pension administration e.g. opt in and opt out, including liaising with your pension provider, monthly and end of year reporting as required and as stipulated by your pension provider | ✓ |
| Provide central reporting such as temporary/permanent staff split reports when requested, such as gender pay, sickness absence, headcounts, audits, pensions | ✓ |
| Ensure legislative and policy compliance | ✓ |
| Provide ad-hoc reports ie. retention reports, when requested | ✓ |
| Consider and unless otherwise agreed, implement audit recommendations | ✓ |
| A dedicated Control Team, ensuring quality of data input | ✓ |

| | |
|---|---|
| Information and support on your Gender Pay Gap obligations | ✓ |
| A HR Help Desk providing advice and guidance and access to a range of knowledge base articles. | ✓ |
| Bespoke Contracts* | |
| Bespoke Reports* | |
| P11Ds* | |

*Available upon request

## System functionalities

We deliver our fully managed Payroll service using the industry-leading, web-based application, HR Connect Pay. The system is highly secure, HMRC-accredited, and offers everything you need to run an efficient and effective HR and Payroll function across your organisation.

## Key system features include

- Accessed anytime – 24/7/365, through any PC, laptop, tablet or smartphone and from any location. All a user needs is a unique username, password and access to the internet.
- Instant access to Payslips and Payroll documents.
- Personal identifiers and pronouns – to improve inclusivity and insight for HR reporting purposes, HR Connect Pay provides the ability to record a person's chosen pronouns in both the main HR Connect Pay application and employee self-service.
- Ability for Managers to insert new starter information directly into HR Connect Pay, with a full 100% check performed by us to ensure data accuracy and compliance
- Ability for staff to customise their home page to crease a bespoke view to suit their needs.
- Multi-factor authentication (MFA) support.

## User-friendly navigation

- The system provides users with clear and consistent interface and navigation links.
- Simple bookmarks to access favourites for quick and easy access.
- A news feed displaying system alerts or message of the day.
- Extensive search capability.
- User-friendly 'find forms' functionality to quickly search for user guides.
- Configurable display: customise with cover images/colour schemes.

## Manager self-service functionality

- A simple and intuitive user interface, providing managers access to approve requests, such as timesheets, expenses and absences.
- Managers can access non-sensitive personal and position related information about their teams.

- Managers can view/change real-time employee information, e.g., employee non-sensitive personal details/contractual hours/pay information/update fixed term contracts/enter sickness absences/monthly claims and expenses/run reports/end the employment of staff, etc.
- Online forms for managing timesheets/ and expenses.

## Employee self-service functionality

- A simple and intuitive user interface, providing your employees access to the most up to date information on their record.
- Easy access to key areas, e.g. to check a payslip. Employees can view and maintain their own details, such as bank details, name, address, marital status, contact details, date of birth, emergency contacts/monitoring information/mileage/expenses/P60s/P45s and input timesheet information.
- Access to current and all previous payslip details, with the ability to print.
- Absence management functionality, allowing absence requests to be made by your employees.

## Finance Manager self-service functionality

- Finance Manager allows nominated administrations/users to view a read-only version of the payroll system in real-time.
- Users can view personal information, including an employee's address and bank details.
- Users can also view contractual information, including hours, salaries and working weeks.
- Users can also view the cost codes for each individual role.
- Historic payslips for employees can also be viewed within the system.
- Users can also run a range of comprehensive reports, including position and structure reports and absence reports.
- Customisable access rights to prevent unauthorised people from accessing information that is safeguarded in the interests of the company or the individual.

## System alert features

The system contains a Workflow Tasks Manager which alerts HR Connect Pay users of pending tasks by priority and completion due date. Workflow tasks are system-defined alerts and prompt the manager to progress critical tasks, such as holiday requests, review feedback, etc.

## System reporting features

The system contains a comprehensive suite of standard reports, providing access to the necessary analyses and information required for completion and audit of final accounts. Reports can be created in various file forms, including PDF, CSV and text file. If CSV output is selected, then this type of file may be used with Microsoft Excel or any other application which CSV as a form of input.

## Quality assurance

We operate robust, fully compliant processes and controls to ensure we deliver an on-time, highly accurate and efficient payroll, ensuring our service is delivered in line with all relevant statutory legislation and any other arrangements affecting the payments of salaries and expenses. We send friendly reminders of processing deadlines and due dates to keep you informed and on schedule.

We work with you through the implementation phase to understand your own internal control processes and ensure alignment to our stringent and fully compliant payroll and HR process.

# Service Management Approach

## Service support levels

We deliver our fully managed HR and Payroll Service to a clear and robust Service Level Agreement (SLA), providing complete transparency on the service levels delivered ensuring our response is timely and meets expectations.

Tailored service specifications will be agreed as part of the Service Level Agreement (SLA), designed to meet all your needs. The agreement details all the relevant activities and the party responsible for their performance.

## Support commitments

We provide expertise, advice and information on policies and procedures, offering interpretation as well as managing operational activities.

Our HR and Payroll Helpdesk is the first point of contact for managing all enquires, providing a friendly, responsive, and customer-focused support service.

## Hours of support

| Helpdesk support | Availability |
|---|---|
| Telephone Support | 08:30 to 17:00 (UK time), Monday to Friday<br><br>(Excluding English Bank Holidays) |
| Email Support | 08:30 to 17:00 (UK time), Monday to Friday<br><br>(Excluding English Bank Holidays) |
| Web Chat | 08:30 to 17:00 (UK time), Monday to Friday for Live Agents.<br><br>(Excluding English Bank Holidays)<br>Virtual Agent available 24/7/365. |

## Resolution targets

Our aim is always to resolve enquiries at first point of contact, but if this is not feasible, for more complex queries, the following target times apply:

| Measure | Target |
|---|---|
| Telephone enquiries | Our aim is to resolve most enquiries at first point of contact, but if the enquiry is more complex this will be resolved within 3 working days |
| Respond to Emails/Online enquiries | Within 5 working days |
| Non self-service operational work to be processed | Within 20 working days or if received by the current month's submission deadline, we guarantee to action in the next available pay period. |
| Web Chat | Our aim is to resolve the majority of LiveChats straight away, but the added benefit of web chat is the instant connection to the Virtual Chatbot Agent, which allows users to obtain information on common questions quickly and easily, so you can resolve straight away. |

## Availability and resilience

We recognise our Support Service as a critical element of our customers' success and are committed to providing a reliable, high-performance service. Access to our team of experts is provided via our online customer service portal, webchat, email, or phone.

## Financial recompense for not meeting service levels

Please refer to our terms and conditions of sale for financial recourse arising from default by either party. Service credits are not included in this framework offer, unless defined within the service or product Service Level Agreement (SLA).

## Data backup, data restoration and disaster recovery

## Backup and restore

Our service will be delivered to you from MHR's data centres, which are provided from a dedicated application server from a dedicated database. All data is backed up using duplication on a second site. In the event of disaster recovery, files can be replaced or restored swiftly.

There is restricted physical access for both primary and back up sites, ID/Swipe cards for staff and CCTV. Both sites have visitor access control procedures and are manned 24/7/365.

HR Connect Pay is provided as a SaaS solution from a customer dedicated instance, this means no environment is multi-tenanted or shared.

MHR host the system from their own private UK data centres. These are fully managed and maintained by MHR. All servers (Application, Web and Database) are backed asynchronously, at SAN level, over our point-to-point dark fibre connections between our primary and DR datacentres.

In addition, databases are backed up nightly to disk (which is then replicated to the DR site) and then replicated to tape and stored for 30 days in a secure vault at MHR's Ruddington Hall Office.

The environments are also replicated at 4-hour snapshot points, along with the database transaction log backups, this allows us to perform point in time restorations if needed. As none of the environments are multi-tenanted or shared, the backups are not encrypted as part of the standard service offering. Data at Rest Encryption service is available if required.

HR Connect Pay is a date effective system and changes can be made in the past, present or future. This functionality eliminates the requirement to perform infrastructure level restores for the majority of issues.

## Business continuity and disaster recovery

Our approach to Business Continuity Management is aligned with industry best practice and standards including ISO 22301:2019. It provides a framework for corporate and service level management of business continuity to ensure that we are resilient and able to continue to deliver our services and recover effectively from a significant business disruption.

Our Business Continuity and Disaster Recovery (BCDR) plan details the processes and arrangements we (and our subcontractors) will follow to:

- Ensure continuity of the customer's business processes and operations supported by the services following any failure or disruption of any element of the deliverables; and
- Recover the deliverables in the event of a disaster.

Our BCDR plan is tested regularly to ensure its effectiveness in the event of a failure or disruption to the services.

## Business continuity and disaster recovery objectives

Our Business Continuity and Disaster Recovery plan supports the delivery of the following objectives:

- To ensure continuity of provision of the deliverables in accordance with the Contract at all times during and after invocation of the BCDR plan.
- To minimise, as far as reasonably possible, the adverse impact of any disaster.
- To provide a process for the management of disaster recovery testing.

- To ensure compliance with security standards is maintained for any period during which the plan is invoked.
- To ensure BCDR arrangements are upgradeable and sufficiently flexible to support changes to the deliverables and business operations supported by them.
- To recover to standard operation mode with minimal disruption to services.
- To ensure lessons are learned and inform the continuous improvement of BCDR arrangements.

We undertake due diligence on subcontractors to ensure adequate BCDR arrangements are in place before engaging them as part of our supply chain and review this on an ongoing basis.

Where elements of the services are supported by our subcontractors, Commercial Services and the subcontractor will notify the other party in the event their respective BCDR plans are invoked. We will work together with the subcontractor to manage any failure or disruption in line with the BCDR arrangements in our contract with the subcontractor.

# Onboarding and Offboarding

## Onboarding support

We prioritise establishing a clear and effective onboarding strategy with every new customer. We will ensure that every migration to a new application, software, or service is performed with the least possible disruption and highest possible satisfaction.

Our Onboarding methodology is designed to maintain service levels and quality of service during the Service Transition.


You will be appointed a named Onboarding Officer, who will manage the service transition alongside Operational Delivery teams to ensure the quality and effectiveness of each stage during the transition. They will act as the co-ordinator and point of contact, remaining responsible for managing a cohesive and highly effective project team during all phases of the project implementation and transition.

Our Onboarding team has extensive experience of managing the process and what is required at each stage, to ensure you are ready to access the service from day 1. The team will also provide you and your staff an extended period of early life support for 2 months from date of commencement, to ensure you are happy before fully passing you onto our operational teams and business as usual support.

## Service transition project plan

Your Onboarding Officer will fully project manage your service transition and will quickly arrange a transition kick off workshop with you to start scoping the project and advising on any steps needed to make the switch as smooth as possible.

During the transition kick off workshop, the Onboarding Officer will remain responsible for completing a client checklist from which they will produce a project plan that is specific for each customer and takes into consideration any anomalies which could impact the delivery timeframes, amending the project plan accordingly.

The project plan will be maintained by the Onboarding Officer and will be reviewed weekly. They will regularly meet with all stakeholders and communicate with you, highlighting any risks and issues to ensure service continuity during this critical period.

## Setup and migration

We will provide a standard template for easy data collection and migration. Once completed with all the required information, we can start building your HR/payroll and individual records. We undertake a thorough validation process to ensure this is 100% accurate, checking every record for complete accuracy before the final payroll run is processed.

## Outcomes and deliverables

From project commencement and during the initial implementation process, you are guided and supported, with the Onboarding Team working in close partnership with you. By the time you get to business-as-usual, your HR and Payroll will be running seamlessly and efficiently.

Defined Outcomes and Deliverables can be established with our Onboarding Team and tailored to your unique requirements.

## Training

Your Onboarding Officer will be your main point of contact throughout your transition to the cloud service. They will provide you with training and support on Manager self-service and Finance Manager as well as the online customer portal to enable our stakeholders to feel confident and self-sufficient in the navigation and functionality of the system/s.

Depending on the level of IT competency, it is likely that you will only need between half a day to two days training to be fully competent and comfortable with using all areas of the system/s.

Users of our service will not require formal training as the systems we use are intuitive and user friendly. We always engage with our customers to understand their ways of working and will assist to streamline where possible by demonstrating the automation and live chat functionalities.

### Trial availability

There is no trial available for this service.

### Offboarding support and exit management

We take Offboarding and Exit Planning seriously, ensuring that our transparency and flexibility at the end of your service matches that of the beginning.

When offboarding, all property, data and information held in connection with the Framework or Call Off Contract will either be returned or destroyed as per our Secure Disposal Policy.

An Exit Plan specific to the individual customer's service requirements will be agreed as part of the Onboarding process, ensuring that you receive a bespoke service and will be issued as part of the call-off contract.

Your Offboarding plan will include:

- A dedicated Offboarding Officer who will be responsible for fine-tuning the offboarding process.
- A clear data return policy, defined as part of your original Onboarding process. All your data will be either returned or destroyed, in line with our Secure Disposal Policy and your own individual needs.
- Clear communication throughout the contract termination process.
- Clear advice and support during any migration.

End-of contract data extraction is provided in an agreed format at the end of the contract through our established offboarding process. This will include repatriation of any property, data storage and destruction periods in accordance with our Secure Data Disposal Policy.

We operate a standard process which includes a predefined set of data reports containing HR and Payroll recording information in MS Excel format. If additional/bespoke reporting requirements are requested, this would be costed on a POA basis and provided as required.

# Responsibilities and Requirements

### Customer responsibilities

To ensure service mobilisation is achieved as quickly and efficiently as possible, there are key activities and deliverables required by both parties. Detailed key roles, responsibilities and dependencies will be included in our tailored implementation plan. All responsibilities will be agreed upon before the implementation plan is executed and clearly outlined in the SLA.

### Technical requirements

The service utilises a cloud-based system and is accessible through a wide-range of web-enabled devices, such as desktops, laptops, tablets and via a mobile responsive version of the system; making it available to your users 24/7.

The system is compatible with all common web browsers and technology; this includes:

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari 9+
- Opera.

## Prices, Invoicing, and Contracts

### Pricing model

Further details are provided in the separate G-Cloud Rate Card Document.

### Ordering and invoicing

Customers will be required to complete and sign the G-Cloud framework offer terms and conditions order form.

All customers will be required to apply for a trade account and provide supporting evidence relating to all financial due diligence enquiries requested by Commercial Services.

Trade account payment terms are 30 days from issue date of an undisputed invoice.

While this is our standard approach, our aim is to make partnering with us as simple as possible. If you would like to discuss further options, please contact us by email: bids@hrconnect.org.uk .

### Contract termination

For details relating to Contract Termination, please refer to G-Cloud framework terms and associated Commercial Services standard Terms and Conditions of sale for rights to terminate.

## Security and Resilience

### Information security

We commit to ensuring that all personal and sensitive data processed on behalf of our customers is done so in accordance with Data Protection legislation, information governance and security best practice

## System security controls

We work with customer key stakeholders in preparation of any Data Protection/Privacy Impact Assessments (DPIA) prior to commencing any personal data processing.

The systems we use include a range of in-built security measures such as password access, secure servers, firewalls/virus management, and a range of identify and authentication options including:

- Username and password
- 2-Factor Authentication
- Single Sign-On (SSO) via a Security Assertion Mark-up Language (SAML 2.0) protocol
- Public key authentication
- Identity federation with existing provider (for example Google Apps).

These optional/additional identity and authentication options will be subject to a scoping exercise and may incur system development costs. This can be established early in the implementation phase to ensure full visibility of associated costs and timescales.

The systems will include a comprehensive audit trail which will show when any alteration was made to any file within the system, as well as which employee made the changes offering you full-service transparency. Plus, as part of managing your records appropriately, we will ensure any outdated information is removed from the system and destroyed in agreement with your internal control processes and in line within legally compliant robust policies and procedures.

## Our organisational controls

We will maintain appropriate organisational and technical measures to ensure the services we provide are secure and fully compliant with UK Data Protection legislation. These include, but are not limited to, the following:

- Data Protection, Information Security, Information Governance and related policies and procedures are in place and reviewed regularly. Copies of these can be provided upon request.
- All staff are required to complete mandatory Cyber Crime/Security, GDPR/Data Protection and Financial Crime e-learning which is renewed every two years.
- Physical access controls including swipe card/ID card access to buildings, buildings opened and locked by security each day, clear desk and screen policy and control of access to secure areas.
- All staff contracts of employment include a clause detailing the responsibilities required of every individual when handling data of any kind.

## Security management

We have a range of established policies and processes to support the controls mentioned above, meaning you can feel safe in the knowledge that we have the necessary controls already in place to deliver a fully secure and compliant service. These include, but are not limited to:

- Statement of Applicability for Security Measures
- Acceptable Use Policy
- Access Control Policy
- Cyber Security Incident Management Policy
- Disposal and Destruction Policy
- Information Security Policy
- Password Policy
- Safe Use of Removable and Online Storage
- Software Update and Patch Management Policy
- Supplier Security Policy

## Safeguarding internal fraud and collusion

We care about keeping your money safe and take security and the prevention of Payroll fraud and collusion very seriously. We have several measures to guard against this within our payroll.

These include:

- User audit report is produced and checked on a quarterly basis
- Audit trails are run on input
- Segregation of duties which means the Operational team are unable to run the payroll and the Payroll Control cannot input
- Duplicate bank details report is produced each month
- Customers receive post-payroll information
- A range of training for staff including Financial Crime e-learning.

## Access permissions

We will ensure only authorised users are granted rights to access data and systems across our environment, ensuring there is no risk of them accessing other people's payroll data. Other system features such as employee self-service and online payslips, provides your staff further reassurance that their information can only be accessed by logging in via a secure server.

## Data protection and GDPR

We are committed to fulfilling our obligations under the UK General Data Protection Regulation 2018 (GDPR) and any subsequent data protection legislation, incorporating any appropriate additional obligations as required by the customer.

We are registered with the Information Commissioners Office (ICO) and have appointed a Data Protection Officer to monitor compliance with data protection legislation across our business activities.