

ANNEX I

REQUEST FOR PROPOSAL

1. Proposal Minimum Requirements

1.1 Geneva Call intends to enter into a Contract for payroll management services to provide a highly professional, responsive, and client-oriented service to all their employees worldwide. The proposed contract with the payroll management company shall cover:

- End-to-end payroll service, statutory knowledge/compliance for all countries in scope (Afghanistan, Belgium, Burkina Faso, Colombia, DRC, Iraq, Libya, Myanmar, Philippines, Sudan, South Sudan, Switzerland, Syria, Thailand, Türkiye, Ukraine, and Yemen).
- Comprehensive reporting and analysis (Statutory, mandatory, external audits, HR reporting, Finance reporting, GL reports, vacation accrual, etc.)
- Flexible in case requirements change.
- Internal security (GDPR, Data Protection, Audits, etc.)
- System interfaces (between HR and payroll system)
- User training
- Employee training / Q&A sessions
- Specialised services, if available, such as tax advice, and legal services.
- Notification of country legislation changes and managing those changes as and when impacted.
- Manage all new hire/leaver/changes as required for statutory reporting.
- Product solutions: i.e. online payslips.
- Consideration on things they can improve to make the transition a success.

1.2 The Contractor should be willing to incorporate technology into the Geneva Call's HR programme, providing technology or enhancements that are suited to Geneva Call's needs. The Contractor should also be prepared to work with Geneva Call in the implementation of new technologies and process improvements as mutually agreed.

1.3 The Contract is required for an initial period of three (3) years with an option to renew for two (2) additional years at the sole discretion of the Geneva Call, subject to changes in operational requirements, availability of funds, and satisfactory performance of the Contractor.

1.4. The commencement of full operational services is expected to take place from **1 January 2024 for Switzerland, 1 April 2024 for Burkina Faso, Myanmar, and Yemen, and 1 June 2024 for the rest of the countries.**

1.5. The Contract shall be all-inclusive. The Contractor shall be responsible for providing all the necessary personnel, supervision, material, consumables, supplies, and all necessary arrangements, to ensure the fulfilment of its obligations of the Contract for its entire duration. The Contractor shall be fully responsible for the sustainment of all its personnel and ensuring that all the staff, material, and supplies are in place by the date required.

1.6 System used by the Contractor must:

- Have an interface with our finance system (MS Dynamics 365) via API's or a similar module is mandatory.



- Efficient and seamless system to allow importation and extraction of information from the system provided (to update lists of employees, locations, department, etc.) and to generate reports with our own reporting tools.
- Have the SSO (single Sign On) authentication available as a plus.

1.7 The description of the services is as follows:

- Provide prompt, courteous and efficient payroll services, exercising all reasonable skill, with due care and diligence, in a professional manner.
- The Contractor shall provide continuity of quality services and guarantee that, at all times, the number of assigned personnel shall be sufficient to meet the required standards and services.
- Observe and comply with all legal requirements including Statute, Local Government and Public Authorities, and undertake compliance with all relevant Codes of Practice and Conduct, Local/Regional standards, professional standards, and the organisations' own terms/requirements in the provision of the services.
- Maintain and make available to Geneva Call on demand all records and evidence of compliance for the duration of the contract and for 10 years after the termination of contract.
- The Contractor shall be required to maintain in electronic format a detailed history of the entire payrolls.
- Not assign or sub-contract any part of this contract without prior written consent of Geneva Call.

2. Implementation Plan

2.1 During the implementation / "ramp-up" period the Contractor is required to:

- Set-up required communication systems and network services to ensure a smooth transition.
- Agree on standard communication templates to be used by both parties.

3. General

3.1 **Profiles.** The Contractor will create and update employees' profiles and verify the accuracy of the information with the HR contact at the time each new payroll entry is initiated. Profile data should be maintained as in compliance with applicable Government or International regulations.

3.2 **Customer Satisfaction.** A formal method to measure customer satisfaction of all employees will be agreed upon between the Contractor and Geneva Call on an annual basis. The Contractor will cooperate with periodic satisfaction surveys conducted by Geneva Call.

3.3 **Complaint Tracking and Resolution.** The Contractor will respond within 24 hours to all complaints. The initial response will offer possible steps for resolution and an estimated timeframe for completion. Complaints will be investigated and explained in writing. The Contractor will make a good faith effort to resolve disputes and misunderstandings in favour of Geneva Call's payroll management. Final response to the HR Contact will explain the causes of the problem, and detail specific steps that have been taken or will be taken to prevent recurrence of the problem.

4 Processing

4.1 **Enhancements.** The Contractor will provide prompt notice of, and access to, new technology enhancements at no charge to Geneva Call.



5. Personnel

5.1 **General.** The Contractor shall provide all necessary personnel to deliver prompt, courteous, and efficient service.

5.2 The Contractor is requested to provide sufficient staffing to support the efficient delivery of service to Geneva Call requests.

5.3 Upon request and in consultation with Geneva Call, the Contractor will address any issue regarding the performance of individual staff.

5.4 Staff must also be fluent in English, and it is an advantage to have the following language capability: French, Arabic and Spanish.

5.5 The Contractor must have a plan to provide trained backup for all staff assigned to Geneva Call in the event of illness, vacation, emergency, or any other absences.

6 Key Performance Indicators

6.1 **Simulated Payments** - At least 98% of simulated salary payments are calculated accurately and on time.

6.2 **Legal obligations** - Stay up to date with any changes in legislation and update payroll promptly. Ensure all taxes due to the relevant authorities are paid correctly and on time.

7. Third Party Performance Reviews and Audit

7.1 **Performance Review.** In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of Contractor performance. Geneva Call may contract with independent third parties to audit the contract service levels. The Contractor will cooperate fully with any third-party audit and agrees that all information shared with Geneva Call may be shared with such third-party contractor.

7.2 **Financial Audit.** Geneva Call requires the Contractor to retain all financial documents related to the costs and revenues of its account for the standard financial data retention period in the country of incorporation.

8 The Contract

8.1 **Term of Agreement.** The Agreement resulting of this solicitation shall be for an initial period of three (3) years with the option to extend, at the sole discretion of Geneva Call, for an additional two (2) two-year period.

8.2 **Termination** Geneva Call may terminate the Agreement resulting from this solicitation, or any services under such Agreement, without prejudice to any other rights or remedies, by giving ninety (90) days written notice to the Contractor.

9 Disclaimer.

9.1 Geneva Call does not guarantee any minimum quantity of employees under this Statement of Work.