

International IDEA Terms of Reference for Global Payroll Provider

Introduction

The International Institute for Democracy and Electoral Assistance (International IDEA) is an intergovernmental organization established in 1995, with Member States across all continents, which aims to support sustainable democracy world-wide and assist in the development of institutions and the culture of democracy. At the interface between research, fieldwork and the donor community, IDEA provides a forum for dialogue, builds networks of experts, develops training materials, and provides strategic advice at international, regional and national level, cooperating with a range of organizations.

International IDEA now invites proposals from qualified global payroll firms for *Global Payroll Services*. This service will entail the licensing of tax compliant software that International IDEA will utilize in a variety of locations where we have offices around the globe which will enable us to manage and maintain our payrolls.

Scope of Work

The Global Payroll Provider should possess the following:

- Proven experience in providing global payroll services in a variety of locations.
- A software system which complies with relevant local and international payroll regulations, specifically in relation to pay as you earn (PAYE) or similar tax calculations and any other compulsory legislated tax deductions.
- Ability to provide software to handle payroll processes in multiple currencies across multiple jurisdictions (including non-state jurisdictions).
- Strong data security and privacy protocols.
- Excellent client references and track record of successful project delivery.

Deliverables

The Global Payroll Provider software system is expected to deliver the following:

- Access to International IDEA staff to input staff payroll data from multiple locations
- Monthly payroll reports for all employees, including gross and net salaries, deductions, and taxes.
- Annual tax statements for employees as required by local laws.

- A dedicated support channel for employee queries and issue resolution.

Qualifications and Experience

The ideal Global Payroll Provider should possess the following qualifications and experience:

- Proven track record in managing global payroll services.
- Comprehensive knowledge of international payroll laws and regulations.
- Capability to handle payroll for employees in multiple countries with varying legal requirements.
- Experience in integrating payroll systems with HR and financial software.
- Strong customer service orientation and ability to provide timely support.

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Adequacy:** Detailed description of the firm's approach to delivering the required payroll services, including technology platforms, processes, reporting and capabilities of their services. International IDEA would like to have access to a system and manage the payroll using its staff, including the actual payment into the staff bank accounts.
- **Geographical footprint:** A detailed listing of the locations in which the bidder can provide this software should be provided. The bidder must show their ability to take on new locations within reasonable time frames.
- **References:** Contact information for at least three client references (non-profit International Organisations) who can attest to the firm's capabilities and performance.
- **Data Security Plan:** Description of measures in place to protect employee payroll data.

Submission Guidelines

Submission guidelines are outlined in the EOI notice.