



Corus International Request for Proposal for Global HR and Payroll Administration

08/19/2020

FY20-133-HQ-HR-002

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I. Introduction

Welcome to Corus International's Request for Proposal (RFP). This RFP consists of needs, expectations, and specifications for selecting a vendor who will supply the requested services. The RFP scope only consist of international staff of Corus International that reside in countries where Corus (or any subsidiaries) is not registered in.

A. Company Overview

Corus International (Corus) is an international non-governmental (INGO) humanitarian organization headquartered in Baltimore, Maryland, and Washington, D.C. We are a family of organizations who believes that those who were born into impossible circumstances deserve the possibility of a better life. Corus currently operates in 22 countries and employs about 500 local national, across Latin America, Africa, Asia and the Middle East, Corus was created out of a merger of two organizations and continues to conduct business under the legacy company names.

Due to the nature of the work that Corus conducts, Corus must recruit staff in countries prior to the start of new projects. As projects are assigned and owned at an organizational level, one of our subsidiaries may be registered in a country that a new project initiative has be awarded, however the organization, e.g. Corus, is not registered. additionally, Corus employs staff in countries that Corus have no plan to be registered in as there are no project initiatives in that country.

As each country's project initiatives may be different, there are different project budgets and the structure of the international HR staff may be broken out differently, e.g. a regional HR staff member oversees multiple countries in a region, while other countries only have a local HR staff.

B. Organizational Goals

Corus is looking for a long-term partnership with an experienced administrator who has proven operations and IT infrastructure. Corus needs a global professional employer organization (PEO) partner that enables Corus to legally engage one or more individuals in many countries worldwide. From a legal, HR and tax perspective, this partner should bring the capacity to hire employees, onboard staff, or pay personnel in local currency in Asia, Africa, Latin America, and the Middle East, including, but not limited to, the following countries: Panamá, Madagascar, South África, India, Honduras, Jordan, Lebanon, Costa Rica.

The employees will be managed by Corus on a day to day basis, where Corus maintains the substantive working relationship, makes all decisions on compensation, position duties, performance, etc. but legally the individual(s) will be the employees of the selected bidder. The selected bidder will be responsible for all statutory, human resources, and payroll requirements as dictated by the local labor laws in each country for which Corus has a need to hire an employee, contractor, fellow, or grantee.

Applicants should also be a guide and strategic partner to Corus in understanding the labor-related rules and regulations in every country and any upcoming changes, while being simultaneously responsible for ensuring that the engagement of CCNs and TCNs is compliant with local labor, tax, and related laws and regulations in each country. The applicant should be able to provide a range of international PEO and employer of record services including:

- I. Project Management Support:
 - a. Analysis, reports, and consulting services with respect to country entrance and exit parameters
 - b. Anticipatory guidance on issues/needs based on each country's requirements

- c. Around the clock operations support
 - d. Troubleshooting
 - e. Templates readily available for locally compliant employment contracts
 - f. A network of business contacts in each country that will be made available to Corus if needed
 - g. Assistance with background checks, work permits, and business visas
 - h. Cultural consulting (e.g. advice on interviewing laws, etiquette, language, diversity, salary scales, etc.)
 - i. Recommendations on competitive benefits packages—which include legal, regulatory, and statutory requirements as well as what other international organizations and non-profits are offering in country
 - j. Strategic guidance and support regarding legal and compliance requirements to register a new entity in a country and/or maintain compliance with existing registrations in a country
 - m. Host country staffing solutions and recruitment support
 - n. Other project management support, as necessary
- II. Administration and Finance Support:
- a. Compliant on-boarding/off-boarding of TCNs and CCNs
 - b. Processing local payroll
 - c. Detailed payroll calculations including gross-to-net payroll calculations,
 - d. Validating the integrity and reconciliation of the payrolls
 - e. Pay slip distribution
 - f. Local tax filings and payments
 - g. Submitting reports to local authorities
 - h. Production of bank and G/L files
 - i. Fully consolidated financial reporting
 - j. Year-end filings
 - k. Benefits compliance
 - l. Other as necessary

II. RFP Process

This RFP is not an offer to contract with any provider participating in this process. Corus shall have no financial responsibility for any costs with responding to this RFP. Corus reserves the right to enter into an agreement with any provider or no provider at its sole discretion.

All information provided in this RFP and subsequent communications is considered proprietary and confidential and may not be shared except for the purpose of completing a response to this RFP. Corus will maintain all response information confidentially and will not disclose to any third party.

Service Provider's signature on the proposal submitted guarantees that the prices quoted have been established without collusion with other eligible organizations and without effort to preclude Corus from obtaining the best possible competitive proposal.

A. Contacts

Submit all questions, response and exhibits to the primary contact listed below.

Sonnie Chamberlain
Senior Manager, Global Total Rewards



schamberlain@imaworldhealth.org
407-615-0299

B. Timeline

The following is an outline of key milestones and due dates for all providers participating in this RFP.

Project Schedule	Date

C. Proposal Format Requirements

The questionnaire and requested attachments provided in this RFP provide information necessary for each Service Provider to prepare a detailed response. Responses to all questions must be complete and returned, in English and as indicated. Requested attachments should be provided in separate documents.

III. RFP Questionnaire

The purpose of this document is to explain Corus’s requirements and to provide instructions for the preparation of a response. This document will establish a common framework within which the final terms of a commercial agreement may be reached. Corus reserves the right, in its sole discretion, to accept an offer without further discussions and without any additional opportunity to amend, supplement, or revise a submitted offer.

You are encouraged to give full, complete, and accurate answers and information from the outset.

A. Company Information

Question	Response
Total number of employees in your company (Indicate numbers by W-2 versus contract employees)	
Company Headquarters?	
What is the primary location of the core service team (i.e. those performing day-to-day administration) that would be servicing Corus?	
The three most important items that distinguish you from your competitors (please limit this response to 150 words or less)	
What you consider your biggest challenge and describe why (please limit this response to 150 words or less)	
What is your average client size?	

Question	Response
Describe your Professional Employer Organization (PEO) model (or equivalent) for both payroll and timekeeping functionality.	
Describe in detail both the client and service provider shared responsibilities for both payroll and timekeeping functionality. Please provide a response per shared responsibility.	
Describe in detail all of the tasks that are managed by the service provider in a for both payroll (including processing support both from an infrastructure and participant service center perspective) and timekeeping.	
Within the past three years, have there been any significant developments in your company, such as changes in ownership, restructuring or personnel reorganizations?	
Do you anticipate future significant changes in your organization? If yes, please describe.	
Are there any current or pending litigations or administrative actions against your company? If yes, please describe them.	
How many current clients do you support that is comparable to Corus, an INGO, with headquarters in the United States.	
Please confirm your willingness to provide three (3) client references within 5-business days of the request. At least two references should be current clients of similar size and/or complexities as Corus, while a third reference should be are recent client.	
Please provide the names of at least two clients who have terminated services in the last three (3) years. In each case, please detail the reason the organization ceased to be a client.	
Describe the type of access Corus will have available to them to review and confirm employee's information such as payroll and time keeping?	
Describe the reporting access that Corus will have available to them?	

B. Geographic Coverage

Please confirm your ability to support the following countries and are in legal compliance.

Country / Entity	# Staff	Country Covered? (Yes/No)	Country covered in-house or through in-country partner?	Legal compliance ensured according to country law? (Yes/No)
Panamá	1			
Madagascar	1			
South África	1			
India	1			
Honduras	4			
Jordan	1			
Guatemala	2 or 3			
Erbil, Iraq	2			
Lebanon	3			
Costa Rica	2			

C. Platform Capabilities

This section should provide a full description of the contract management and payroll services you provide. As well as all associated fees; to include any start up fees. Please make sure the following items are addressed:

Question	Response
Please describe how timecard entries are uploaded into your portal for payroll?	
Please describe the onboarding and employee contract management process.	
Please describe the payroll process	
Please describe your process for withholding appropriate taxes and benefits from employees and remitting payment to governing agency.	
Please describe the year end processing for employees.	
Please confirm the ability to create custom payroll reports and if there are any associated fees	

D. Implementation

Question	Response
Please provide/describe your standard implementation timeline.	
Please provide/describe your standard implementation methodology and client specific responsibilities.	

E. Security, Privacy and Confidentiality

This section should address your companies view on privacy and confidentiality of client and participant information. It should also describe the measures that have been taken to protect client and participant data. The following questions and topics should be addressed:

Question	Response
Describe your security and technical audits, tests and reviews including the following (be sure to list internal or external and if external performed by whom) conducted over the last 24 months: <ul style="list-style-type: none"> • IT Risk Assessment Audited (to which standard) • Application Code Reviews • Penetration or Vulnerability Scans • Security Audits 	
Is your organization able to support breaking down the invoice to subgroups?	
What is your privacy policy regarding sharing client or account information with a third party?	
What steps have been taken to ensure privacy and confidentiality of client and participant information?	
Do you provide training to your account representatives regarding privacy and confidentiality?	
What steps have been taken to prevent unauthorized access or alteration to client and participant confidential information?	
What steps have been taken to prevent fraud, theft, misuse, physical damage to hardware, software, communications networks, and data?	
Have you ever been required to disclose a data breach of information for a client's employee population? If yes, what steps were taken to resolve? If yes, was your breach 1) Unintentional (Stolen Laptop), 2) Intentional (Disgruntled Employee), or 3) Outside Breach? Do you have a data breach plan in place?	
Have you ever had a breach of information? (If data is encrypted, you are not required to report a breach. If data is not encrypted, please identify any and all breaches)	
Describe your process for storing client data (i.e., servers, cloud, etc.). What redundancy and security processes are used to ensure continuity of service?	
What is the physical location of the data centers?	
Regarding your General Liability insurance, please provide the following: 1) name of your carrier; 2) coverage level (both per occurrence and aggregate); and 3)	

Question	Response
confirmation that the policy is paid in full and currently in force.	
Regarding your Tech Errors & Omissions insurance, please provide the name of your carrier and the coverage level (both per occurrence and aggregate).	
Regarding your Cyber Crime insurance, please provide the following: 1) name of your carrier; 2) coverage level (both per occurrence and aggregate); and 3) confirmation that the policy is paid in full and currently in force.	
Regarding your audited financials, please provide the following: 1) name of the auditor; 2) date of the last audit; 3) period covered; and 4) opinion type (e.g. unqualified, qualified, adverse, etc.).	
If you are a privately held firm, are you willing to share your last two years of audited financial statements, if selected for the short list of vendors?	

F. Requested Documents

Please provide the following documents as part of the proposal:

- Cover Letter – PDF
- Completed RFP Questionnaire – Microsoft Word or PDF
- A list of all countries you currently support for employer of record services
- Document outline your proposed form of compensation for employer of record services (i.e. commissions, annual retainer, fee-for-service), including pricing differences dependent upon country
- Contractual Agreements and Languages
 - Standard contract - Microsoft Word or PDF
 - Standard service level agreement and Performance guarantees
 - Implementation timeline and other implementation documents
 - Administrator training documents
 - Sample reporting package and listing of all reports available
 - Security, private policies, and procedures