

Could you please share the headcount breakdown for all countries, including Finland and any joint entities that require support? How many starters and leavers do you approx. have in each country per year?

Country | Headcount | Starters | Leavers | Belgium | 11-20 | 1-4 | 1-4 |, Finland | 1-10 | 0 | 0 |, France | 21-30 | 5-10 | 5-10 |, Germany | 21-30 | 5-10 | 5-10 |, Luxemburg | 1-10 | 0 | 0 |, Poland | 21-30 | 5-10 | 5-10 |, Portugal | 1-10 | 1-4 | 1-4 |, Spain | 31-40 | 5-10 | 5-10 |, Sweden | 21-30 | 5-10 | 5-10 |, The Netherlands | 41-50 | 16-20 | 16-20 |, USA | 11-20 | 5-10 | 5-10 |

Who is currently providing necessary data. Is it locally or globally?

Both

Who should oversee data entry in the future? Local or Global?

Both

Who is currently approving the payroll sign off in each country? Locally or globally?

Payroll sign off is approved by our CFO.

Are there specific plans or timelines for expanding to additional countries or regions beyond the current 10?

There are no specific plans or timelines.

The document mentions potential changes to the happy flow process in the future. Can you elaborate on what level of customization or flexibility you might expect during the contract period?

As global payroll providers are expert in their fields, we are open to recommendations to further improve our process.

Are there any additional compliance requirements related to data protection, particularly with employees in the US and the EU?

As we are EU based, we mandatorily need to comply with the European General Data Protection Regulation as implemented and complemented by national regulations in the different member states where we operate (al such regulations jointly: GDPR). Mostly depending on your circumstances (where are the data processed, where are they stored, etc.) GDPR could very well dictate that we enter into an additional data processing agreement with you. If so, and because of the mandatory nature of GDPR, we must do so. We base such additional agreements on the models published by the EU.

Is there a preferred structure for the financial offer (e.g., annual fixed fees, per-employee-per-month pricing)?

There is no preferred structure. Please provide us with the different options, which we will review and assess.

Can you confirm if it is a requirement for the chosen vendor to use your provided agreement template?

We would like to use our standard Service Agreement and adjust this, if needed.

Is there a specific minimum insurance coverage requirement for liability and professional indemnity?

There is no minimum insurance coverage for liability and personal indemnity. Please share with us your current insurance coverage.

Is there a preferred start date or specific milestones for the implementation timeline?

We would like to start as soon as possible and finalized implementation before Q4 2025.

What level of ongoing support is expected post-launch (e.g., dedicated account manager, 24/7 support, multilingual support)?

At a minimum, a designated entry-point (contact name and phone#) for urgent incidents. Should be covered in the SLA. For service hours, I think, normal business hours (8/5 support) should be sufficient in this case. Multilingual would be nice to have but, as English is our business language, that should be OK.

While not a selection criterion, would you like us to include information on our diversity and inclusion policies?

Information is welcome and will be considered, although in this case not strictly part of the formal selection criteria for this application.

Are you willing to work with our standard contract?

We would like to use our standard contract and adjust this, if needed.

Can you give us more information about the current situation. Hours and costs on current vendors for payroll.

We cannot share this information.

Do you have any BCR's in place?

We currently do not have any BCR's in place.

How does your organization ensure compliance with EU GDPR and data protection regulations in the current situation?

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Could you specify the current challenges you have with the current payroll solution.

Currently we do not have integration with our HR system, Hi-bob which requires a lot of manual work in payroll process. We have multiple payroll providers which leads to different level of customer experiences in different locations.

What are your main goals you want to achieve with this global RFP?

Currently we are working with local payroll providers for our locations. To have a more centralized and consolidated approach, we are looking for a company that will provide global payroll services with SaaS platform for our employees. We aim to have an efficient global payroll process with help of automations.

Are there specific technical or security standards required for the integration with your HR management system, HiBob?

Data Security: Hi Bob emphasizes the importance of data security. This includes using encryption protocols for data in transit and at rest, ensuring secure API connections, and implementing robust access controls. API Integration: Hi Bob provides APIs for seamless integration with other systems. In practice: in the Hi Bob system a `service user` is created who gets access to user data and folders. The administrator can edit which sections and document folders are shared for upload/download.

Authentication: Use secure authentication methods, such as OAuth, to manage access to Hi Bob's APIs. This helps in maintaining secure and controlled access to the system.