



PLAN
INTERNATIONAL



INVITATION TO TENDER



Invitation to Tender Dossier

ITT FY24 0188- UK & International Staff Payroll Services

Tender Main Facts Table	
Tender reference	ITT FY24 0188 UK and International Staff Payroll Services
Tender launch date	28 th November 2023
Clarifications /Questions	To be submitted by 7 th December 2023 to procurement@plan-international.org
Contract Manager	Stephanie Hindmarch
Deadline for submission of offers	12 th January 2024
Interviews	17 th to 26 th January 2024
Submissions:	Tender responses are to be submitted with the above reference and to: procurement@plan-international.org
Estimated date of award of contract(s)	19 th February 2024
Duration of Contract	Up to 3 years (Initial term of 1 year)

Queries related to this tender must be addressed to procurement@plan-international.org

Please include the tender reference “[ITT FY24 0188 UK and International Staff Payroll Services](#)” above in all correspondence

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1. Introduction:

Tender for the provision of UK and International payroll services

Plan International's headquarters office (also known as Global Hub (registered as Plan Limited) are calling for interested parties to bid as part of a negotiated tender process for the provision of payroll services for Plan staff based in the United Kingdom and Expatriate internationally based staff. This may be on an exclusive or non-exclusive basis depending on the offers evaluated. We are interested in proposals which include the below requirements as a single partner providing an end-to-end service. This contract would include all HMRC/ IRS required reporting.

Payroll & Benefits for UK based staff (Plan Ltd.): Approx. 260 staff members. Circa £1 million per month. Staff run through this payroll are contracted to Plan Ltd registered in the UK. Staff are required to pay tax and National Insurance as required in the United Kingdom.

Plan Limited (Plan International's Global Hub) is a private company limited by shares, registered in England and Wales with company number 3001663, and registered at Dukes Court, Block A, Duke Street, Woking, Surrey GU21 5BH. Plan Limited is a wholly owned subsidiary of Plan International, Inc. (PII), a not-for-profit organisation incorporated in the state of New York, USA.

Plan Inc Payroll & Benefits (PII) International staff run through this payroll are contracted to Plan International Inc. which is incorporated in the state of NY, USA. There are approximately 170 international/expatriate staff based in 55 countries and a monthly payroll value of \$1.3m.

Bids will be assessed by a procurement panel against set criteria, including bid eligibility, the extent to which the Requirements have been met, the overall value for money proposition and the bidder's approach to gender equality (see Gender Responsive criteria in section 5). Bids should include detailed information on the following technical requirements for each category

Plan International are inviting interested parties to bid as part of a negotiated tender process for the provision of UK and International payroll services. Successful Tenderers will be expected to enter into a formal contract with Plan International.

Each successful Tenderer is intended to be a Provider, but the contract pertaining to this tender shall not constitute an exclusive contract and Plan International, at its sole discretion, reserves the right to enter into agreement with other suppliers, for the same type of services at any time, whenever it deems it necessary.

This tender dossier has been issued for the sole purpose of obtaining offers for the supply of goods or services against the specification contained within this document and Annexes. Plan International reserves the right not to enter into or award a contract as a result of this invitation to tender.

Any attempt by the Tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Plan International during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its offers and may result in the termination of a current contract where applicable.

2. Background Information on Plan International

Plan International is an independent development and humanitarian organisation that advances children's rights and equality for girls.

We believe in the power and potential of every child, but this is often suppressed by poverty, violence, exclusion and discrimination, and its girls who are most affected. Working together with children, young people, our supporters and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children.

We support children's rights from birth until they reach adulthood, and we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge.

We have been building powerful partnerships for children for over 85 years and are now active in more than 75 countries.

Read more about Plan International's Global Strategy: **Girls Standing Strong** at <https://plan-international.org/strategy>

3. ITT Overview and Instructions

3.1 Overview

Plan wishes to make a sourcing decision for all of the works involved in this tender, creating an agreement with a single supplier.

The successful Tenderers will be expected to enter into a long-term agreement with Plan International for a period of up to 3 years with an initial term of 1 year. The continuation of the contract after each anniversary, will be subject to a successful annual performance review.

3.2 Instructions to Tenderers

These instructions are designed to ensure that all Bidders are given equal and fair consideration. It is the Bidders responsibility to ensure their offer is complete and that you provide all the necessary information asked for in the format specified, or risk your offer being rejected. Further details can be found in section 14 of this ITT document, '**Submission Checklist.**'

Women-owned businesses and companies actively engaged or advancing gender equality and women empowerment in the workplace are especially encouraged to apply.

Documents comprising this tender pack are as follows:

- **ITT FY24 0188 UK and International staff Payroll Services:** Plan Tender Dossier
- ANNEX A – Technical Requirements Form
- ANNEX B – Supplier Questionnaire
- ANNEX C – Non-Staff Code of Conduct

Tenderers are required to submit their proposal, inclusive of all required annexes, via email to procurement@plan-international.org. Offers must be received by the deadline specified in the section '**3.3 Key Dates and Timelines.**'

The offer and all correspondence and documents related to the tender must be written in English language.

Each Tenderer or member of consortium or sub-contractor may submit only one offer.

Unless stated otherwise, all communications from Bidders in relation to this tender, including Clarification Questions, must be directed to procurement@plan-international.org and must include the ITT reference “ITT FY24 0188 UK and International staff Payroll Services”

3.3 Key dates and Timeline

The following table outlines the key dates and timelines associated with this tender process. Plan International reserves the right to change these at any time as the tender progresses. To maintain transparency, fairness, and adequate time to prepare your offers, Plan International will inform all interested Parties of any changes to these key dates and timelines simultaneously and in a timely fashion.

Activity	Deadline Date
Issue of Invitation to Tender	28 th November 2023
Deadline for supplier submission of clarifications questions	7 th December 2023
Deadline for Plan to respond to clarification questions	10 th December 2023
Deadline for submission of offers	12 th January 2024
Plan Review of Offers	15 th - 19 th January 2024
Supplier short-list notification	19 th January 2023
Supplier interviews	23 rd to 29 th January 2024
Contract Award	By 19 th February 2024
Implementation Period	26 th February to April 2024

Please send any questions relating to the tender via procurement@plan-international.org and by the date indicated above. These will be consolidated and responded to in a consistent and fair manner to all tenderers by the deadline.

3.4 Period Validity

It is expected that prices will be fixed for the duration of the contract and quotes valid for a maximum period of 90 calendar days following the Closing Date of this tender. If for any reason you are unable to guarantee fixed pricing for the duration of the contract, any projected price increases should be clearly stated in your tender.

To ensure a fair and transparent process, Plan International will not be able to divulge budget information relating to this tender or associated Projects. It is expected that Bidders submit their best possible financial offer at the point of submission.

The successful Bidder will be required to pay their staff who work on this contract **at least** the National Living Wage as applicable.

3.5 Confidentiality

The contents of this document are confidential and have been disclosed to you in strict confidence. Tenderers must not disclose the contents of this document to any third party except to those of your team (including staff members, consultants and advisers) who need to see the information on a need-to-know basis in order to assist you with your submission. Tenderers are responsible for any breaches of confidentiality by your team.

4. Termination and Transfer (applicable to Incumbent Suppliers)

By submitting a proposal return, your Company agrees that:

- Should you be unsuccessful in gaining our Source Decision(s), no fees would be payable by Plan as a result of the termination of any existing contracts and/or agreements.
- As an incumbent supplier to any of the contracts under tender, should you be unsuccessful in gaining our sourcing decision, Plan expects your support to de-mobilise the existing contract to minimise the effects. As part of this de-mobilisation process, all outstanding issues, including (but not limited to) the provision of any reports, outstanding agreed works, certification and statutory obligations must be completed in line with existing contractual obligations

5. Specification and Scope of Requirement

This ITT covers both our UK and International payrolls. Plan are keen to explore building an interface between different systems and would welcome information around provider experience in this area of interfacing with various HRIS platforms. We are particularly interested in those who currently run payrolls for clients who have automated interfaces coming from SuccessFactors.

6. General Service Requirements:

6.1 UK Payroll

Approx. 260 staff value approx. £1m per month.

General Requirements

- Advising on required forms for compliance (HMRC starter checklist/ P45)
- Processing of monthly payroll based on data provided by Plan Ltd, HMRC and any other relevant third parties
- Inputting of payroll data into a system, calculating trial runs, input reconciliation, calculating live run, checking payroll output
- Preparation of pays lips for employees to be electronically available on a secure portal
- Preparation of required reports made available on a secure portal (further report requirements are detailed below in section 6.3)
- Full Automatic Enrolment compliant administration of pension scheme on 3rd party system on a monthly basis including reporting the relevant provider and arrangement of payment
- Distribution of reports to 3rd parties as required.
- Compiling reports and sending to Plan International Global Hub Finance
- Delivery of pay to staff via BACS (if possible)
- Any year end compliance reconciliations or reporting as required (i.e. balancing year end HMRC and pension figures)

- Year -end tasks such as P11D and Employee P60 and submission of final return for the tax year to HMRC
- Ad-hoc advice on how to correctly payroll secondees and other less common employee groups
- Ensuring compliance with all relevant laws
- Ability to run a shadow payroll as required for compliance
- Provision of audit data as and when required
- Provision of Gender Pay Gap reporting data
- Account Management for Plan International: Ideally a dedicated account management team with payroll financial accounting knowledge as point of contact for queries and escalation point.
- Full compliance with Data Privacy regulations
- It is expected that a shadow payroll will be required (we recommend 2 months)
- UK staff is paid on 21st of each month

Additional services to be quoted for separately if available:

- Outsourced benefits administration for items such as salary sacrifice schemes, season tickets, relocation etc.
- Policy advice on UK benefits as per established policies

6.2 International Payroll (Plan International Inc.)

Approximately 170 staff members in up to 85 countries (currently circa 55 countries). Circa \$1.3 million per month. Regions include Asia Pacific, Middle East, Eastern and Southern Africa, West and Central Africa, the Americas and limited European countries.

General Requirements:

- Sending of monthly email to employees notifying them of payroll deadline
- Gather documentation from sources and calculate salaries, allowances, and staff changes etc.
- Data entry and reconciliation in payroll system
- Prepare spreadsheets for wire transfers, pension transfers and the input reconciliation.
- Transmitting pension information to 3rd party suppliers via their systems
- Calculating reimbursements per tax policy for individual staff members
- Process the payroll through payroll system including reports as needed by the Finance team
- Filing and payment of any required US taxes to US authorities on a monthly basis
- Performing year-end fringe reconciliation and processing the taxable fringe payments
- Filing any statutory tax filings as per IRS regulations/ production of W-2 forms as required/ producing payroll related information for 990 filings such as number of W2's issued
- Compiling reports and sending to Global Hub Finance Treasury team (i.e. for wire transfers). Reports to be made available in Excel as well as PDF
- Making payments to non-wire employees through payroll system (direct deposit)
- Ensuring compliance with all relevant laws
- Provision of audit data as and when required

- Full compliance with Data Privacy regulations
- Implementation and post-implementation services
- International staff to be paid on 15th of each month

Additional Tasks

- Bi-annual COLA and other allowance calculations and implementation of the same on spreadsheet and payroll
- Communicate COLA and other allowance review data to staff
- Generating/ sending of staff letters.
- Provision of data for annual WC audit
- Provision of data to Finance to support the Directors Emolument reporting
- Answering staff queries based on established policies and procedures and managing compliance against these.
- Liaising with internal contacts as required
- Auditing salary data held in payroll system v HRIS

Current tax policy for Expatriates

International staff run through this payroll are contracted to Plan International Inc. which is incorporated in the state of NY, USA.

Some staff are processed through this payroll but are not paid through it (such as local staff who are US nationals who still have a SS and Medicare obligation).

The international payroll is currently run through a provider based out of the USA and is solely a USD payroll. Non-US nationals do not currently have taxes deducted through the payroll (there may be pension deductions).

6.3 Central Finance Requirements

- Prepare monthly payroll journals for posting to the general ledger accounts: In your proposal please provide details for the accounting journal posting process e.g a detailed list of information you (the Service Provider) require to develop a journal breakdown and indicate if possible to process direct posting into client ERP. We are also keen to know of your experience providing this service to similar organizations.
- Can provide a number of tailored reports sufficient for Finance needs (that can be **exported to excel**) including the following:

Monthly information:

- o BACS net pay by employee listing;
- o Split by employee
- o Breakdown of HMRC payment for UK Staff
- o Analysis of gross pay (Basic, overtime etc)
- o Deductions summary (Child care vouchers,
- o Pensions / salary sacrifice summary
- o Monthly build-up of headcount information (year-end audit requirement – this needs to reconcile with Plan's HRIS system)

- o Part time / full time / Hourly rate information
- o Gross to net report detailing all the different pay elements for analysis- (for each set of payroll; UK and International)
- o Employee by employee, month on month, any cash variance, for analytical review (Variance Analysis report)
- o Year to date report for Directors Emoluments breakdown (year-end Audit requirement)
- o Year-end report detailing highest earning Director for statutory accounts.
- o Leavers & Starters report

Reconciliations information:

- o Overall payroll summary monthly build up
- o Monthly build-up of pension information to agree to amounts paid over
- o Summary monthly build-up of postings to cost centre P&L accounts and balance sheet accounts.
- o Cost centre reporting to reconcile the general ledger to payroll (Payroll, Pension, Tax & NI)
- o We need payroll reports to be in excel as well as PDF.

• **Consideration given to:**

- o Employee expenses being paid via payroll on a monthly basis
- o Ensuring appropriate audit trails.
- o Arranges for Salaries, HMRC payments, payroll deduction payments eg child care vouchers, pensions, to be paid over by due dates

Optional Requirements:

Capacity to provide payroll services in additional countries such as Switzerland, Germany, France. This is not an immediate business need for Plan International, but it may be considered in the long term. Please provide a list of countries where you can provide payroll benefits (including benefits and mandatory contributions) - Please provide examples.

6.4 Technical Requirements:

- Integration with ERP systems (SAP & MA Dynamics) and/ or HRIS is ideal but not necessary
- User Management & Access Control
- Security control measures
- System Capabilities
- Security and Compliance
- System rollout and training to staff
- Business as Usual (BAU) support process
- Continuity Plan

To help us understand how you meet the above requirements please complete [Annex A- Technical Requirements form](#).

7. Selection Criteria

Tenderers response to the criteria contained in section 6 and their response to the specification and other information as requested in this ITT, will be evaluated against the selection criteria below.

We will assess your tender based on:

- Compliance
- Technical Competence (65%)
- Financials (30%)
- Gender Responsive Procurement

	Criteria	Tenderers must demonstrate.....	Weight
Compliance	Tender Compliance and Completion	Completion of supplier questionnaire, compliance with relevant policies and submission of all requested documentation and information.	Pass/Fail
Technical Proposal (65%)	Technical Expertise in International/ Global Payrolls	Demonstrable understanding of context and unique scenarios that may arise	10%
	Processes	Clear process flows, calendars and SLA's in place for monthly payroll cycles	10%
	Meeting requirements	Level to which outlined requirements have been met	15%
	Account Management	<ul style="list-style-type: none"> • Effective and proactive management of the account through a dedicated account manager. • Clear escalation procedure • Clear procedure for issue resolution, particularly related to payment/ bank account issues • KPI's 	10%
	Implementation Plan	<ul style="list-style-type: none"> • A clear and thorough plan and timescales of how the contract will be mobilised from contract award. 	10%
	Staff Training	<ul style="list-style-type: none"> • Provision of training on systems and processes for HR, Finance and IT teams 	10%
Financial Proposal (30%)	Pricing Schedule	<ul style="list-style-type: none"> • All-inclusive contract cost and cost breakdown provided. • Payment terms Demonstrates value for money for Plan International	30%
Gender Responsive (5%)	Gender Sensitive Practices and Policies	Supplier meet any of the criteria below: <ul style="list-style-type: none"> • If headed up by a woman • If supplier is a women-owned business: A legal entity in any field that is more than 51% owned, managed, and controlled by one or more women. • If the % of women in management positions is over 35% • If % of women workers is 55% or above • If robust gender equality initiatives are in place and active. E.g. WEPs signed, gender equality procurement policy, any additional gender-sensitive program implemented. 	5%

The contract will be awarded to the Tenderer who, in the opinion of Plan, having regard to the selection criteria set out in the table above, offers the best approach to minimising risk, delivers value for money tender and meet the criteria above. Plan reserves the right not to accept the lowest, or any, tender.

Award of the contract will be through written notification and a subsequent service agreement put in place.

8. Plan International's Ethical & Environmental Statement

- The organisation should establish environmental standards and good practices that follow the principles of ISO 14001 Environmental Management Systems, and in particular to ensure compliance with environmental legislation (if applicable)
- The organisation should seek to set reduction targets in areas where the organisation's activities lead to significant environmental impacts

9. Evaluation of offers

Plan International, at its sole discretion, will select the winner of this tender.

Plan international shall be free to:

- Accept the whole, or part only, of any tender
- Accept none of the proposals tenders
- Republish this request for tenders

Plan International will not be liable for any costs or expenses incurred in the preparation of the tender.

Plan International reserves the right to keep confidential the circumstances that have been considered for the selection of the offers.

Part of the evaluation process may include a presentation from the Tenderer and a site visit by Plan International staff.

Women-owned businesses and companies actively engaged or advancing gender equality and women empowerment in the workplace are especially encouraged to apply

Value for money is very important to Plan International, as every additional £ saved is money that we can use on our humanitarian and development work throughout the world. Tenders are therefore encouraged to explore and propose innovative ways for achieving the required performance measures in more cost-effective ways.

10. Contract Payment Terms

Tenderers are invited to note that, if awarded the contract, Plan International's standard terms of payment will be **30 days** after the end of the month of receipt of invoice or, if later, after acceptance of the Goods / Services / Works.

11. Disclaimer

Plan International reserves the right to alter the schedule of tender and contract awarding.

Plan International reserves the right to cancel this tender process at any time and not to award any contract.

Plan International reserves the right not to enter into or award a contract as a result of this invitation to tender.

Plan International does not bind itself to accept the lowest or any tender.

Plan International shall not be liable in respect of any costs incurred by the Tenderer in the preparation of the offer nor any associated work effort, including the production of presentation materials, brochures, product specifications or manuals for evaluation.

12. Requirements for a Compliant Tender

The onus is on the Tenderer to ensure that its offer is complete and meets Plan International's requirements. Failure to comply may lead to the offer being rejected. Please therefore ensure that you read this document carefully and answer fully all questions asked.

13. Submission Checklist

Please note Plan International are unable to accept submissions which are accessible by an online link, for example SharePoint, Dropbox etc. Please submit the documents as email attachments

Document	Rationale	Form
Technical Proposal	<ul style="list-style-type: none">• Company profile including company details, credentials and two professional references ideally in the development and humanitarian sector• Indicate how you meet the service requirements in section 6• Provide brief details of your relevant experience• Implementation plan	Word or PDF. No more than 10 pages
ANNEX A – Technical Requirements Form	Please complete all fields and return in excel format	Excel
Financial Proposal	Please provide a detailed breakdowns of fees including (but not limited to): <ul style="list-style-type: none">- Set Up- Implementation- Monthly Fees- Ad hoc services- Reporting	Word, PDF or excel No more than 3 pages

	<ul style="list-style-type: none"> - Access to systems - Any other applicable cost 	
Supplier Questionnaire "Annex B"	<p>Please complete with all requested information and return in word or pdf format.</p> <p>Please complete all fields. No fields should be left blank,</p>	Word or PDF
ANNEX C -Non-Staff Code of Conduct	Please sign and date this document and return in PDF format	PDF