



## **Request for Proposal (RFP) for Germany Support Services (Payroll, Benefit and HR, Finance, Tax and Digital & Technology)**

### **1. Background**

Wellcome Trust (UK) is in the process of establishing a legal entity at the end of May 2022 which will be a:

- Not-for-profit limited liability company based in Berlin, Germany, with a charitable tax status (a 'gGmbH'). This gGmbH will be wholly owned by The Wellcome Trust Limited, a company registered in England and Wales, as trustee of the Wellcome Trust (a charity registered in England and Wales)

We are looking for an outsourced service partner to support Wellcome gGmbH in respect of the following activities. It might be that you are able to provide all or part of these services:

- Payroll,
- Benefit
- HR related matters including Employee proposition
- Financial
- Tax
- Digital & Technology (e.g., provision of critical services such as internet and telephony)

The above list is not exhaustive as there may be activities that we have not anticipated.

These services are required only for our Wellcome gGmbH based operations/employees (currently less than 10, however we envisage that this may increase slightly in due course, once the Wellcome gGmbH is fully operational).

Please note, the German employees will be employed directly by the Wellcome gGmbH and have an employment contract with the Wellcome gGmbH, and not with the outsourced partner.

### **2. Objectives**

- Seamless effective service to support the Wellcome gGmbH both in standard operational practices and regarding individual employee queries in the areas outlined above.
- We are seeking external expertise and full-service provision that needs relatively little guidance from Wellcome gGmbH staff, and a provider who can work fluently in English and German speaking contexts.
- We are looking for the provider who will also be able to help source and implement medical/other benefits/providers, if required.

### **3. RFP Specification**

This section sets out the specification of services for this RFP exercise. Suppliers should use this section to fully understand Wellcome's requirements and to guide their response.



## RFP Timetable

#	Activity	Responsibility	Key Dates
1	RFP issue to Suppliers	WT	7th April 2022
2	Submission of expression of interest to RFP	Supplier	19 <sup>th</sup> April 2022
3	Submission of Supplier Q&A to Wellcome Contact	Supplier	22 <sup>nd</sup> April 2022
4	Return of Supplier Q&A to Suppliers	WT	29 <sup>th</sup> April 2022
5	Submission of RFP Response and TPSRA2 form	Supplier	13 <sup>th</sup> May 2022
6	RFP Evaluation Period	WT	w/c 16th May 2022
7	Virtual Supplier Presentations	WT & Supplier	w/c 23 <sup>rd</sup> May 2022
8	Notification of Contract Award	WT	w/c 6 <sup>th</sup> June 2022
9	Contract Negotiation	WT & Supplier	June 2022
10	Contract Start Date	WT & Supplier	June 2022

## 4. Response Format

The following headers support the timetable by providing further detail of the key steps.

### Expression of Interest

Suppliers are asked to submit a short expression of interest to Pauline Meyer by e-mail [P.Meyer@wellcome.org](mailto:P.Meyer@wellcome.org) in accordance with the RFP timetable, containing the following:

- Full company name and number
- Registered company address
- Stating whether you can provide services for all sections or if part please specify which section
- A non-binding cost estimate as a single figure in GBP for each section **Benefit and HR, Finance Functions, Tax Functions and Digital & Technology**, excluding VAT
- A copy of your standard Terms and Conditions including Data Protection clauses.

### Supplier Q&A

Prior to the submission of your RFP response, Suppliers are provided the opportunity to submit any questions they have about the exercise. All questions will be collated, anonymised, answered and returned to all Suppliers who have submitted an expression of interest in the RFP process.



## RFP Proposal

Having submitted an expression of interest, Suppliers are requested to submit a full proposal which respond to the following questions

### RFP Questions

This section requests responses from Suppliers regarding specific questions in relation to this RFP exercise. For each section please clearly state all services and detailed information included breakdown on costs for each question.

#	Questions
1	<p data-bbox="300 777 512 808"><b><u>Benefit and HR</u></b></p> <ul style="list-style-type: none"> <li data-bbox="347 815 1342 846">• Provide an overview of the services you offer, and the costs associated?</li> <li data-bbox="347 860 363 891">•</li> <li data-bbox="347 898 1294 965">• Is a helpdesk provided under the service for simple staff queries e.g., payslip, benefit queries?</li> <li data-bbox="347 978 1262 1046">• What is the lead time to set up the contract and what information is required from Wellcome to do so?</li> <li data-bbox="347 1059 1278 1171">• Do you offer benefit benchmarking in the local market to ensure the benefits package we are offering our employees is competitive and relevant?</li> <li data-bbox="347 1184 1294 1252">• Would you help source new benefit provider/s should this be needed especially for top-up medical?</li> <li data-bbox="347 1265 1326 1332">• Would you help implement the new benefit/s and help onboard the new provider/s?</li> <li data-bbox="347 1346 1214 1377">• Would you be able to advise on Corporate Pension Packages?</li> <li data-bbox="347 1391 1358 1422">• Would you be able to explain the changes to their taxation to employees?</li> <li data-bbox="347 1435 943 1467">• Support to individuals on annual tax filing?</li> <li data-bbox="347 1480 767 1512">• Advise on employment law?</li> <li data-bbox="347 1525 1358 1592">• We will be setting up our new entity and Wellcome employees will be part of this entity – can you still support?</li> <li data-bbox="347 1606 1326 1673">• Does the provider have any occupational health or links to occupational health providers?</li> <li data-bbox="347 1686 1230 1753">• Do you provide or have links to private medical top-up insurance (Zusatzversicherung)?</li> <li data-bbox="347 1767 1310 1879">• Access to local HR advisory resource – in terms of Local advice on the employee lifecycle. On boarding / offboarding employees, employees changing roles / German employment lawyer access for the office</li> <li data-bbox="347 1892 1342 1960">• What HR system does the provider use and is this an integrated payroll / finance / HR system</li> <li data-bbox="347 1973 1294 2040">• Employee data reporting from the subsidiary back to the Shareholder (Wellcome). This will be required on regular basis to meet statutory reporting requirements</li> </ul>

## **Finance Functions**

### **Bookkeeping**

- Posting of entities transactions: The following gives an indication of the type and volume of transactions.
  - o Main items of income will be grant income from the annual grant funding from the Wellcome Trust
  - o Monthly or quarterly payments for around 10-15 contracts with outsourced suppliers or consultancy firms. This could include external legal counsel, HR provider and project development costs.
  - o Staff expense claims and payments made through payroll for up to 5 – 10 staff which could include travel and accommodation for local Germany or international trips for the team
  - o Other sundry operational costs, including service charge, rent and monthly corporate credit card statements
  - o Recording of grant commitments and payments for various small grants to external parties
- Knowledge of German GAAP and German charity finance. As a charitable entity, the following will be required:
  - o Grant accounting and tracking expenditure against grant income
  - o Restricted funding and unrestricted income should be separated in financial reporting, if relevant although currently unexpected
  - o Knowledge of relevant charity accounting standards for gGmbH entities.
- The final number of transactions is not yet clear and therefore we would prefer respondents to provide estimates of the relevant cost in the following monthly bands:
  - o 25 – 50 transactions
  - o 50 – 75 transactions
  - o 75 – 100 transactions
  - o 100 – 125 transactions
- Maintenance of the general ledger and supporting transaction listings.
- Performance of monthly bank and other reconciliations

### **Treasury**

- Preparation of monthly and quarterly operational cashflow forecasts (based on payments received and approved payments due).
- Submission of quarterly cash flow forecasts to Wellcome Trust.
  
- Bank account maintenance (this is under consideration as to whether Wellcome gGmbH or the outsourced firm will be responsible for this, please indicate your recommendation on this):
  - Performing daily checks on the bank accounts to ensure all transactions are as expected
  - Monthly bank reconciliations between general ledger and bank account balance
  - Placing any surplus cash on appropriate term deposits to earn interest income.

	<p><b><u>Financial Planning and Monitoring</u></b></p> <ul style="list-style-type: none"> <li>• Preparation of the annual budget in a timely manner, aided by discussion with Wellcome gGmbH team of expected activity in the year;</li> <li>• Periodic financial forecasts as directed by Wellcome gGmbH during each financial year showing variance of the predicted outturns to budget along with explanations.</li> </ul> <p><b><u>Reporting</u></b></p> <ul style="list-style-type: none"> <li>• Preparation of monthly management accounts which include variance analysis to budget and forecasts as relevant, for the review of Wellcome gGmbH management and to be submitted to Wellcome Trust for group consolidation.</li> <li>• Preparation of monthly or quarterly management accounts for review of the Board of Wellcome gGmbH as directed by the entity</li> <li>• Preparation of annual financial statements to be approved by the Board and submitted to relevant local regulators and Wellcome Trust for group consolidation.</li> <li>• Preparation of charity annual return and compliance with relevant local regulators.</li> <li>• Take ownership of liaising with the external auditor and responding to requests for the annual audit, providing support where required.</li> <li>• Presentation of the management accounts, budgets, annual financial statements, audit findings to the Board of Wellcome gGmbH, along with any significant financial matters that need attention as required</li> </ul> <p><b><u>Payment Management</u></b></p> <ul style="list-style-type: none"> <li>• It is expected that the accounting firm will manage payment runs approved by Wellcome gGmbH on its behalf. Payments may include international payments.</li> <li>• Process monthly payroll payments for approximately 5-10 full time permanent Germany based employees (this could increase later). Refer below for tax specific requirements.</li> <li>• Payment runs are expected to be monthly unless contracts with external suppliers require otherwise.</li> </ul> <p><b><u>Grant income management</u></b></p> <p>Assistance may be required in preparing the appropriate financial reporting requests (complying with the grant conditions) for sign off by Wellcome gGmbH to obtain receipt of grant income from Wellcome Trust. In addition to following up on non-payment of grants once grant conditions have been met.</p>
3	<p><b><u>Tax Functions</u></b></p> <p><b><u>VAT Returns</u></b></p> <p>The entity will be VAT registered in Germany; therefore, we require you to:</p>

	<ul style="list-style-type: none"> <li>• Prepare the monthly German VAT returns and presentation to the Wellcome Tax Team for review;</li> <li>• Submit of the monthly German VAT returns to the Bundeszentralamt für Steuern (“BZSt”) ahead of the submission deadline.</li> <li>• Liaise with the BZSt in respect of any VAT repayments/overpayments, and notify the Wellcome Tax Team with progress updates on these matters</li> </ul> <p><b><u>Corporate Tax Returns</u></b></p> <p>As a gGmbH, the Entity will be required to submit an annual corporate tax return, therefore we require you to:</p> <ul style="list-style-type: none"> <li>• Prepare the annual corporate tax return for the Entity and provide this to Wellcome Tax Team for review;</li> <li>• Submit this to the BZSt ahead of the filing deadline, following the submission of, and on the basis of the annual accounts.</li> </ul> <p><b><u>Payroll</u></b></p> <p>All employees will be permanently based in Germany and therefore German Tax resident for income tax purposes. We therefore require you to operate a local payroll to:</p> <ul style="list-style-type: none"> <li>• Operate a tax compliant, functional local payroll in Germany, withholding German income tax and social security contributions at source;</li> <li>• Liaise with the BZSt in respect of any information requests they may have in respect of the income tax affairs for these employees; and</li> <li>• Liaise with the Wellcome Tax Team in respect of the tax implications on these employees working partly in the United Kingdom – and make any necessary adjustments to the payroll as a result.</li> <li>• Do you run a mirror payroll for transitioning the payroll and if so, for how many cycles?</li> </ul>
4	<p><b><u>Digital &amp; Technology</u></b></p> <ul style="list-style-type: none"> <li>• IT service models available based on size of entity with scalability and estimation of costs</li> <li>• Support with replication of systems, mapping of roles and responsibilities, identity and access management, designing policies and processes</li> <li>• Does the provision of services include sourcing hardware locally?</li> <li>• Does the provision of services help with local cyber security response?</li> <li>• Advise on regulatory landscape in Germany especially on data protection (GDPR) and impact on controls required locally</li> <li>• Is a service help-line provided, and if so including which services and response speed? Does support for staff include hardware beyond individual laptops, e.g. including video conferencing and phones?</li> <li>• Is IT service staff based in Berlin and able to dispatch to the office if needed?</li> </ul>



5	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Outline the day-to-day service you can provide the Germany Team?</li> <li>• How long do you require for mobilisation?</li> <li>• Do you have offices/staff in Germany, or do you subcontract?</li> <li>• Do you provide administrative assistance to help coordinate the services that you offer internally and facing Wellcome gGmbH staff?</li> <li>• Please list other services that you think may be required in order for the Wellcome gGmbH office to run effectively which we may have not listed?</li> </ul>
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Proposals will be assessed against the following criteria:

<b>Methodology</b>	<p><i>Quality:</i> Is the proposed service aligned with our objectives?  <i>Utility:</i> Will the supplier deliver the desired, credible, and useful service?</p>
<b>Team and experience</b>	<p><i>Skills and Experience:</i> Supplier/s have the relevant skills, experience, and contextual understanding to deliver this Service?</p>
<b>Delivery and outputs</b>	<p><i>Delivery plan:</i> Is the proposed delivery plan appropriate and achievable?  <i>Feasibility:</i> How feasible is the delivery plan? Are there significant risks associated with the proposed timelines, and how well are they mitigated?</p>
<b>Budget</b>	<p><i>Value for Money:</i> Is the proposed work within budget and good value for money?</p>

### **RFP Presentations**

Following a submission of the proposal successful proposals will invited to a virtual meeting which will last 50 minutes in total and will be a PowerPoint presentation followed by questions and answers session.

### Contract Feedback

Suppliers submitting proposals as a registered company should review [T&Cs document](#).

### **Wellcome's Data Protection Compliance**

Under [GDPR/Data Protection law](#), Wellcome must keep a record of all personal information it is processing (i.e. collecting, using, and sharing). This record will be made available to the Information Commissioner's Office upon request.

This is Wellcome's record of data processing activities which meets GDPR article 30 requirements.

Suppliers are asked to complete the [TPSRA2](#) assessment before the RFP submission deadline for Wellcome to assess how you handle data.



## 5. About Wellcome

Wellcome supports science to solve the urgent health challenges facing everyone. We support discovery research into life, health and wellbeing, and we're taking on three worldwide health challenges: mental health, global heating and infectious diseases. Find out more about Wellcome and our work at: [wellcome.org](https://www.wellcome.org).

## 6. Non-Disclosure and Confidentiality

Prospective Suppliers should be aware that inappropriate publicity could have a serious effect upon Wellcome's business. The information contained within this document or subsequently made available to prospective suppliers is deemed confidential and must not be disclosed without the prior written consent of Wellcome unless required by law.

## 7. Independent Proposal

By submission of a proposal, prospective Suppliers warrant that the prices in the proposal have been arrived at independently, without consultation, communication, agreement or understanding for the purpose of restricting competition, as to any matter relating to such prices, with any other potential supplier or with any competitor.

## 8. Funding

For the avoidance of doubt, the output of this RFP exercise will be funded as a **Contract for Services** and not as a Grant.

## 9. Costs Incurred by Prospective Suppliers

It should be noted that this document relates to a Request for Proposal only and not a firm commitment from Wellcome to enter into a contractual agreement. In addition, Wellcome will not be held responsible for any costs associated with the production of a response to this Request for Proposal.

## 10. Sustainability

Wellcome is committed to procuring sustainable, ethical and responsibly sourced materials, goods and services. This means Wellcome seeks to purchase goods and services that minimise negative and enhance positive impacts on the environment and society locally, regionally and globally. To ensure Wellcome's business is conducted ethically and sustainably, we expect our suppliers, and their supply chains, to adhere to these principles in a responsible manner.

## 11. Disability Confident





The Wellcome Trust is proud to be a Disability Confident Employer (DC Level 2) and we encourage all our partners and suppliers to do the same. More information about this can be found on the government website [Disability Confident employer scheme and guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/disability-confident-employer-scheme). Disability Confident is creating a movement of change, encouraging employers to think differently about disability and take action to improve how they recruit, retain and develop disabled people.

## **12. Accessibility**

Wellcome is committed to ensuring that our RFP exercises are accessible to everyone. If you have a disability or a chronic health condition, we can offer adjustments to the response format e.g., submitting your response in an alternate format. For support during the RFP exercise, contact the Wellcome Contact.

If, within the proposed outputs of this RFP exercise, specific adjustments are required by you or your team which incur additional cost then outline them clearly within your commercial response. Wellcome is committed to evaluating all proposals fairly and will ensure any proposed adjustment costs sit outside the commercial evaluation.

## **13. Diversity & Inclusion**

Embracing [diversity and inclusion](#) is fundamental to delivering our mission to improve health, and we are committed to cultivating a fair and healthy environment for the people who work here and those we work with. As we learn more about barriers that disadvantage certain groups from progressing in our workplace, we will remove them.

Wellcome takes diversity and inclusion seriously, and we want to partner with suppliers who share our commitment. We may ask you questions related to D&I as part of our RFP processes.

## **14. Wellcome Contact Details**

The single point of contact within this RFP exercise for all communications is as indicated below;

Name: Pauline Meyer  
Role: Team Coordinator  
Email: [P.Meyer@wellcome.org](mailto:P.Meyer@wellcome.org)