
REQUEST FOR TENDER (RFT)

*Trócaire (Ireland and Northern Ireland) invites tenders for the provision of **Payroll Outsourcing Services**. Tenderers must demonstrate that they have the resources and expertise to supply the services required.*

Tender Release Date: 24th August 2026

Deadline for tender submission: 17:00, Wednesday 30th September 2026

1. Introduction

Tenders are invited from suppliers who wish to be considered for selection as the supplier of below services and/or goods Trócaire.

This tender document deals with:

- Section 2: Confidentiality
- Section 3: Profile of Trócaire
- Section 4: Scope of the work
- Section 5: Content and format of Tenders
- Section 6: General Terms and Conditions
- Section 7: Conflict of Interest
- Section 8: Contract Period
- Section 9: Intellectual Property
- Section 10: Termination of Contract
- Section 11: Evaluation of Tenders
- Section 12: Submission of Tenders

2. Confidentiality

Trócaire will treat the content of all tenders as strictly confidential, and information provided in the tenders will be used solely for the purpose of deciding on the award of a contract as described in this document.

3. Profile of Trócaire

Trócaire is an International NGO. We work with local partners in the world's most at-risk communities and with people in Ireland to tackle the underlying causes of poverty and injustice and respond to the crises they create. Together we bring about positive and lasting change for a just world. Trócaire works in up to 20 countries across Africa, Asia, Latin America and the Middle East. With the support of the generous people of Ireland, we work towards five goals:

- Promote Access to Justice;
- Achieve Climate & Environmental Justice;
- Ensure Women & Girls' Protection, Voice & Influence;
- Save Lives and Protect Human Dignity
- Mobilise the Public on the island of Ireland to achieve Global Justice.

More information about Trócaire can be found on <http://www.trocaire.org/>.

4. Scope of goods and services required

Trócaire invites suitably qualified payroll service providers to submit proposals for the provision of outsourced payroll services. In Ireland, Trócaire outsources two payrolls

- i) Republic of Ireland payroll which has 122 employees at August 2026
- ii) Northern Ireland payroll which has 27 employees at August 2026

HR and finance coordinate to provide monthly payroll instruction (i.e. any changes in the months – new starts, leavers, sick leave maternity leave, changes in hours etc..) and this will be forwarded to the outsourced payroll provider. In line with Trócaire's IT policy this will be required to be done via a secure portal or API.

As a Not-For-Profit organisation, Trócaire does not have a complex payroll structure. Employees are awarded a basic salary which is subject to tax, social security and pension deductions, based on prevailing Irish or Northern Irish legislation depending on the jurisdiction the staff member is employed in. Net pay is paid to employees on the 25th of each month (or the last working day before the 25th if it falls on a weekend or a bank holiday).

Expense payments to employees are currently processed independent of the payroll. However, going forward, the aim would be to integrate the expenses process into the payroll process such that expenses are paid monthly to employees along with their net pay.

The purpose of this procurement is to appoint a provider capable of delivering an accurate, secure, compliant, resilient, and cost-effective payroll service.

4.1 Core Payroll Processing

The successful provider will be expected to:

- Maintain payroll records for employees, workers, and other authorised payees.
- Process salary, hourly pay, allowances, expenses, deductions, benefits, back pay, and statutory payments.
- Process starters, leavers, contractual changes, absences, and retrospective adjustments.
- Calculate tax, social-security contributions, court orders, student loans, and other statutory or voluntary deductions.
- Complete regular, supplementary, correction, and year-end payroll runs.
- Produce payslips and statutory documents in accessible electronic or agreed alternative formats.
- Prepare payment files and support the agreed approval and banking process.
- Maintain a complete audit trail for inputs, calculations, approvals, corrections, and outputs.

4.2 Statutory and Regulatory Services

The provider must:

- Comply with payroll, employment-tax, social-security, record-retention, and data-protection requirements applicable in each jurisdiction.
- Prepare and submit required filings, declarations, reports, and year-end returns within statutory deadlines.
- Monitor relevant legislative changes and explain their operational impact.
- Support statutory audits, regulatory enquiries, and correspondence with relevant authorities.
- Identify compliance risks promptly and recommend corrective action.

4.3 Employee and Manager Support

Required support includes:

- Responding to employee payroll enquiries through [email/portal/telephone].
- Operating a documented query-management and escalation process.
- Providing support to HR, Finance, managers, and authorised users.
- Tracking enquiry volumes, categories, response times, and resolution times.
- Providing accessible support for employees with additional communication needs.

4.4 Reporting and Reconciliation

Required outputs include:

- Gross-to-net and payroll-control reports.
- Current-period and prior-period variance reports.
- General-ledger journals and cost-centre allocations.
- Payment and deduction reports.
- Benefits, tax, and statutory reports.
- Payroll balance-sheet reconciliations.
- Headcount, absence, overtime, and remuneration reports.
- Custom and ad hoc reports requested by authorised users.

Tenderers should provide sample reports.

5. Content and Format of Tenders

To facilitate the tender evaluation, we ask all tenderers to submit a detailed tender response as per below structure. While this structure should be followed, it is not limited and can be expanded with additional documentation which should be presented as Appendices.

5.1 Administrative Details

- Company profile including company history, company structure, overview of years providing managed payroll services and number and profile/type of comparable clients.
- Detail of relevant licences, accreditations, and professional memberships
- Details of the insurance cover held by the company
- A copy of a current and valid Tax Clearance Certificate.
- Details of any enforcement action, material litigation, significant payroll failures, or data breaches during the past five years.
- Acceptance or comments on Trócaire's General Terms and Conditions for Procurement and Supplier Code of Conduct. [Trocaire-General-Terms-Conditions-for-Procurement-V5](#)

5.2 Technical Details

- A detailed description of all services proposed as per requirements in section 4
- The proposed end-to-end operating model, including responsibilities retained by Trócaire
- The proposed technology solutions to be used including, if applicable, options for integration with Agresso and/or Strandum HR (Trócaire's finance and HR systems respectively)
- Details of the proposed solution to support secure, automated data transfer through APIs, managed file transfer, or other approved methods
- The proposed methodology and timetable to transition the services from the existing supplier
- The proposed team structure, locations, qualifications, experience, and named service-management roles
- The process for receiving, validating, approving, processing, and correcting payroll information
- The arrangements for quality assurance, segregation of duties, and management review
- Details on previous relevant experience, number of payroll clients and employees processed in relevant jurisdictions
- Completion of a Data Protection and Information Security (DPIS) questionnaire – Appendix 1

5.3 Pricing Details

- Details of proposed pricing structure (excluding details of VAT and other relevant taxes) including any assumptions or exclusions underpinning the price.
- Confirmation of services included within the core price and those classified as out of scope for which additional costs might be expected and the applicable rates. Clarification should be provided for, at least, the following service components:
 - Standard reports
 - Custom reports
 - Off-cycle payroll run
 - Employee support and/or helpdesk services (please describe service provided)
 - Legal, tax, pension, or employment advice
 - Year-end processing
 - Change requests
 - Benefits administration
 - Expenses administration
 - Payroll accounting and balance-sheet reconciliation
 - Implementation and transition
 - Integrations and interfaces
 - Software licences
- The proposal should indicate the period for which prices and terms quoted will hold good.
- The proposal should also indicate any indexation provisions and proposed annual prices increase plus and any other factors that could trigger additional charges.

6. General Terms and Conditions of this RFT

- Trócaire does not bind itself to accept the lowest priced tender.
- Trócaire does not guarantee exclusivity and reserves the right to engage other companies for the same services (if required) during the term of the contract.
- Trócaire shall be free to
 - To accept the whole, or part only, of any tender.
 - To accept none of the proposals tendered.
 - To republish this Request for Tenders.
- In the event of not accepting any of the tender submissions received on foot of this RFT, Trócaire shall be free to make such arrangements as it considers necessary in relation to the provision of the goods/services.
- Trócaire will not be liable for any costs or expenses incurred in the preparation of a tender.
- The Contract shall be considered as a contract made in Ireland according to Irish law and subject to the exclusive jurisdiction of the Irish courts.
- The Standard Procurement Terms and Conditions to which Trócaire expects all its supplier to respect can be found here <https://www.trocaire.org/wp-content/uploads/2025/03/Trocaire-General-Terms-Conditions-for-Procurement-V4-April-2023.pdf>
- The Suppliers Code of Conduct to which Trócaire expects all of its suppliers to respect can be found here <https://www.trocaire.org/wp-content/uploads/2023/05/Trocaire-Supplier-Code-of-Conduct-V3-April-2023-EN.pdf>.

7. Conflicts of interest

Any conflicts interest involving an applicant must be fully disclosed to Trócaire. Failure to disclose a conflict may disqualify an applicant or invalidate an award of the contract. Applicants are required to declare any current or past work which might reasonably be considered to represent a conflict of interest. It will be for Trócaire to decide if a material conflict of interest exists and applicants in doubt in this regard should seek the advice of Trócaire.

8. Contract Type and Period

The contract will be a service contract which will be awarded for a three-year period, with the potential for up to 2 one-year extension periods (i.e. maximum five years).

A re-tendering for the service will be required after the three-year period. The incumbent service provider may re-apply as part of this re-tendering process.

9. Intellectual Property (for service contracts only)

Any concept, guidelines or other material developed during the contract will be considered the property of Trócaire and may be used by Trócaire at any time.

10. Termination of Contract

10.1 Trócaire reserves the right to terminate the contract at any stage on payment of reasonable and agreed costs accrued to the date of termination. The contract may be terminated by either party on giving appropriate written notice.

10.2 If at any stage during the contract, the goods / services delivered by the tenderer is found to be unsatisfactory, the contract may be terminated by Trócaire. In the event of such a termination, the tenderer will only be entitled to receive payment in relation to the acceptable goods / services rendered at that time.

11. Evaluation of Tenders

11.1 All suppliers should at least meet following **minimum criteria (pass/fail)**:

- At least 3 years demonstrated experience in provision of payroll outsourcing services
- References from at least 2 comparable clients within the past 3 years.
- Clearance of Information security and data protection review based on information provided in the DPIS questionnaire (Appendix 1)
- Acceptance of Trócaire's General Terms & Conditions of Procurement and Trócaire's Supplier Code of Conduct
- Acceptance of Trócaire's Data Processing Agreement

11.2 The successful tenderer will be the one who, in the opinion of Trócaire, submits the most economically advantageous proposal applying the following **award criteria (percentage scoring)**:

<i>Award Criteria</i>	<i>Score %</i>
Experience in providing the service and payroll expertise in Ireland and Northern Ireland	25%
Service solution and scope compliance	25%
The expertise of the team proposed for the services	20%
Commercial value and total cost	20%
Quality of the proposal	10%

11.3 During the evaluation period clarification may be sought in writing from tenderers. Responses to requests for clarification may not materially change any elements of the tenders submitted.

11.4 No unsolicited communications from tenderers will be accepted or entertained during the evaluation period.

11.5 **A shortlist of those who have tendered may be drawn up and a certain number of those who have tendered may be invited to make a final presentation/demo of their tender.**

12. Submission of Tenders

Your proposal marked “**RFT - Trócaire Payroll Outsourcing**” should be submitted via www.etenders.gov.ie and will be acknowledged after the deadline.

The deadline for the receipt of tenders is **17:00 hours on 30th September 2026.**

All queries relating to any aspect of this RFT must be directed via the messaging facility on www.etenders.gov.ie. Queries will be accepted no later than **noon Thursday September 10th, 2026**

Tenderers should ensure that they register their interest in this Competition, by clicking on the “Accept” button on www.etenders.gov.ie, in order to receive all responses to queries and other updates in relation to this Competition. Any technical issues or issues relating to registration or submission of Tenders on the Tender site should be directed to the Helpdesk: irish-eproc-helpdesk@eurodyn.com

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation in their Tender before the Tender Deadline. Tenderers should consider the fact that upload speeds vary.

Supplier Data Protection & Information Security (DPIS) Questionnaire

Ref	Question	Response
1.	Does your organisation have a documented Data Protection policy	☐ YES ☐ NO
2.	If yes, can you provide Trócaire with a copy of your Data Protection policy?	
3.	Does your organisation have a documented information security policy?	☐ YES ☐ NO
4.	If yes, can you provide Trócaire with a copy of your information security policy?	
5.	Which of the following areas are addressed in your data protection and information security policies? Mark all that apply.	☐ Identified roles responsible for information security ☐ Acceptable use ☐ Data classification ☐ Data retention ☐ Data destruction ☐ Use of encryption ☐ Data privacy ☐ Access Control ☐ Clear Desk ☐ Smartphone use ☐ Physical Security ☐ Network Security ☐ Movers/Leavers ☐ Media handling ☐ Disposal of assets ☐ other relevant policies
6.	Does the scope of your organisations data protection and information security policies and compliance include all areas involved in providing service to Trócaire	☐ YES ☐ NO
7.	When was the last time that your data protection and information security process and policies were audited and who conducted this audit?	

Supplier Data Protection & Information Security (DPIS) Questionnaire

8.	Is your solution hosted in Azure, AWS, Google Cloud or Self Hosted/Leased?	
9.	What is the location of your primary data store	☐ EU ☐ Other
10.	Is Data transferred between locations or to third parties?	
11.	If you answered Yes to Question 10 above, please give details on how Trócaire data is protected?	
12.	What is your approvals process for sub-contractors, and do you have a list of them?	
13.	Does your organisation have an incident management response plan and if so, can you provide the documentation for it?	
14.	Does your organisation have a Business Continuity Plan and Disaster Recovery Plan?	
15.	What change management controls are in place? Do you have documentation and if so, can you provide a copy?	
16.	Is your organisation ISO27001 certified ? If yes, can you provide Trócaire with a copy of your ISO27001 certification.	☐ YES ☐ NO
17.	Is your organisation UK Cyber Essentials certified ? If yes, can you provide Trócaire with a copy of your UK Cyber Essentials certification.	☐ YES ☐ NO
18.	Is your organisation certified compliant to any other industry standards not identified in question 5 and question 6 above? (please supply details)	☐ YES ☐ NO Details: