

Annex 3

AWARD CRITERIA (Applicable to LOT 1 and LOT 2)

In their technical responses, Candidates should refer to the quality award criteria and instruction numbers before providing their answers.

The Candidates' technical response should then be sent to the ESM as a separate PDF attachment along with the other documents requested (see Section 5 'Structure of the Proposal').

In responding to the Award Criteria, Candidates should explain clearly how they can fulfil ESM's requirements and whether they can even add some value.

- **Technical Award Criteria**

Quality criteria for LOT 1: Payroll Services	70%
1. Methodology, Implementation Approach and customisation of the Services	40%
<p>The candidates shall describe their approach to implementing and delivering the payroll services, including:</p> <ul style="list-style-type: none"> • A clear implementation plan covering all phases (Training, System Adaptation, Testing, Go Live). A clear implementation plan covering all phases (Handover (if applicable), Training, System Adaptation, Testing, Go Live). • Approach to adapting the payroll system to ESM's specific internal rules, tax scales, and benefits. • Handling of life events, retroactive calculations, and payroll calendar deadlines. • File preparation and automation (e.g., Multiline payment files, HRIS-compatible payslips, accounting files). • Quality assurance and error control procedures. 	
2. Understanding of ESM Payroll Requirements, Integration into the Service Delivery and Team Composition, Roles and Operational Readiness	30%
<p>The candidates shall demonstrate their understanding of the ESM's specific context and how this will be reflected in service delivery. The evaluation will consider:</p> <ul style="list-style-type: none"> • Awareness of the ESM's legal and institutional framework (e.g. not subject to national law). • Proposed solutions to accommodate life events, retroactive adjustments, and internal deduction structures. • Ability to ensure continuity of service and timely processing under ESM's internal rules and payroll cycles. • The suitability of the proposed team structure for delivering payroll services to an international financial institution. • Clarity and coherence of role distribution and internal coordination mechanisms. • Plans for onboarding, knowledge transfer, and continuity of service over time. 	

Quality criteria for LOT 2: Tax Services	70%
1. Methodology, Service Delivery Approach and Customisation	30%
<p>The candidates should describe their proposed methodology for delivering the tax services tailored to the ESM's legal and institutional framework. The evaluation will consider how well the proposed approach addresses the scope, complexity, and context described in the Terms of Reference (Annex 4). Specifically, the candidates must demonstrate:</p> <ul style="list-style-type: none"> • The proposed approach for delivering the full scope of tax services, including: Preparation of Luxembourg individual tax returns, delivery of information sessions, provision of regulatory updates and tailored individual tax advisory services • Alignment with the ESM-specific tax regime and compliance with Luxembourg tax laws. • Ability to meet the defined Service Levels and response times. • Customisation of services to address international staff needs and complex personal tax matters. 	
2. Composition of the proposed team, quality assurance and risk management	40%
<p>The candidates should describe the structure and the roles of the proposed team responsible for delivering the tax services. Specifically, they should explain how well the proposed team setup supports the delivery of high-quality, timely and compliant relevant services tailored to the ESM's needs.</p> <p>The candidates should explain how they will ensure accuracy, professionalism and reliability of the tax services. Specifically, they should demonstrate:</p> <ul style="list-style-type: none"> • Internal quality control measures for verifying the accuracy and completeness of deliverables as set out in the Terms of Reference (Annex 4). • Risk mitigation strategies for avoiding delays and errors. 	

- **Commercial Award Criteria and instructions:**

In their commercial responses, Candidates should refer to the price award criteria and instruction numbers before providing their answers.

The Candidates' commercial response should then be sent to the ESM as a separate Excel attachment (Annex 6).

INSTRUCTIONS TO FILL IN THE FINANCIAL TEMPLATE (ANNEX 6) FOR LOT 1 and LOT 2:

1. Please fill out the cells in **BLUE**.
2. All prices are to be in **Euros**, and **excluding VAT**.
3. Price offered is understood to be **all inclusive of all administrative costs**.
4. The hourly rate indicated will be used during the Contract's implementation.
5. All prices must be fixed for the whole duration of the Contract. The Candidate will foresee any and all possible legal indexation cost increases that may apply for the whole duration of the contract four (4) years and ensure the rates/fees proposed include a margin to cover such potential increases. The Candidate will not have any right to increase the costs payable by the ESM due to an increase in indexation during the term of the contract.
6. The total amount scenario for four (4) years duration will be used for the evaluation of the Commercial Response as indicated in the RfP.
7. The expected volume as indicated in the financial response sheet are for information only and

cannot be considered as a commitment for the ESM to buy services during the contract's implementation.

8. Whilst formulas have been built within the Commercial Response template, it is the responsibility of the Candidate to validate that all calculations and totals are correct.

9. Hourly rates are exclusive of VAT, and inclusive of any taxes payable by the Candidate and any expenses incurred by the candidate in relation to the services to which they apply.

10. The overall price encompasses all necessary tools, software, documentation, and support resources. No additional billing will be accepted for such items.