

## Provision of Payroll and Tax Services – ref. PRC0003467

### Q&A 2

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| Question n. 1 | <i>Kindly let us know if electronic signature (Luxtrust certificate or DocuSign) is acceptable on the tender documents and the attached evidences</i>  |
| Answer n. 1   | <b>Any electronic signature is accepted</b>  |
| Question n. 2 | <i>Could you please provide us with any documentation related to the ESM Staff Rules, Supplemental rules and Internal Tax Rules? (Internal agreement, tax scale, benefits, health insurance scheme, pension scheme, performance awards, life events etc.).</i> |
| Answer n. 2   | <b>Not at this stage, only upon signature of contract with the provider with the necessary data protection and confidentiality clauses in place.</b>   |
| Question n. 3 | <i>Could you please provide us with a payslip template in the format required?</i>   |
| Answer n. 3   | <b>There is not a mandatory format required. A standard payslip format can be used, but we do not have a template as such.</b>   |
| Question n. 4 | <i>Could you please confirm the format used for Multiline transfers? It would be very much appreciated to have an XML file template.</i>   |
| Answer n. 4   | <b>For now, yes, Multiline. The XML is standard for the multiline use, so no need to share a template as of now.</b>   |
| Question n. 5 | <i>Could you please provide us with an accounting instruction file according to the ESM accounting referential?</i>  |
| Answer n. 5   | <b>These will only be shared after the selection of the provider. This is standard with the salary and allowances accounts which are mapped to GL (General Ledger) accounts. It is very standard.</b>  |
| Question n. 6 | <i>Could you please give us more information about the affiliation and process for employee health and pension plans?</i>  |
| Answer n. 6   | <b>We affiliate staff members to our social security schemes which are with third parties,</b>   |

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|               | <b>via their web portals or via file sharing with the providers.</b>  |
| Question n. 7 | <i>References must be provided "demonstrating experience in delivering similar payroll services under comparable frameworks". As an employer, the ESM is bound to very specific regulations, i.e. tax and social security regimes widely differing from the regimes applicable to the Luxembourg public and private sectors. Hence it will not be possible to provide references proving EXACTLY the same experience. Would it be acceptable for you to receive references proving experience with clients with a SIMILAR degree of complexity / range of services variety?</i> |
| Answer n. 7   | <b>Yes, this is acceptable. We want to know if the candidates have experience with more customised solutions that do not follow national tax regulations or have other complexities in the implementation. Any customisations that they have had to do in your Payroll software for specific client cases can also be used as a reference</b>   |