Church World Service
Payroll Software Request for Information
Payroll / HRIS Systems

1. Administrative Information
   - **1.1.** Organization Name: Church World Service
   - **1.2.** RFI Reference Number: PR# 5214
   - **1.3.** Issue Date: November 05, 2026
   - **1.4.** Response Deadline: November 13, 2026
   - **1.5.** Submission Instructions: Submit responses through the Coupa Procurement portal.
   - **1.6.** Clarifications Contact: Procurement Team; contact details will be provided through the Coupa Procurement portal.

2. Introduction and Background

2.1 Purpose:

CWS invites qualified vendors to submit proposals for the provision of a Payroll and Human Resource Information System (HRIS).

2.2 Organization Background:

Church World Service (CWS) is a faith-based organization that transforms communities worldwide through just and sustainable responses to hunger, poverty, displacement, and disaster. Its regional office is in Nairobi, Kenya, with additional offices in South Africa, Tanzania, the Democratic Republic of Congo, and Uganda. CWS requires a system capable of supporting at least 500 employees across multiple African countries.

2.3 Objective:

CWS seeks a comprehensive payroll system that automates end-to-end processing, supports statutory compliance across multiple African jurisdictions and tax environments, integrates with HR and Finance systems, and improves accuracy, transparency, and processing speed. The solution must also provide intuitive employee self-service, comprehensive reporting, and robust audit trails.

2.4 Scope:

Functional, technical, security, implementation, and support information. The payroll system should deliver comprehensive core payroll processing, including salary management, tax calculations, statutory deductions, overtime, periodic bonuses, ad-hoc deductions, separation calculations, multi-currency support, and year-end processing. The solution should also provide robust employee self-service features such as access to pays lips, personal information updates, leave balance visibility, and tax-related documents. Additionally, the system should offer both standard and customizable reporting with flexible export options, while maintaining strong security through role-based access controls, encryption, and full compliance with data privacy regulations.

3. Vendor Information

Please complete the table below. Add rows as necessary.

Information Area	Details / Response
Registered Legal Name	[Insert]
Year Founded & Registered	[Insert]
Headquarters & African Presence	[Insert HQ, countries, offices, partners]
Support Coverage (Hours/Languages)	[Insert]
Similar Clients (Industry/Size/Region)	[Insert]
Key Differentiators	[Insert]

4. Functional and Technical Requirements

4.1. Core Functional Requirements (tick and comment as appropriate):

Category	Requirement	Compliant (Y/N/P)	Comments / Evidence / Links
Payroll	Ability to process payroll from gross earnings to net pay across configurable pay cycles, including weekly, bi-weekly, and monthly runs.		
Payroll	Statutory deductions and tax handling, including the ability to configure and update applicable rates for individual income tax, social security, pension, medical contributions, and other statutory or organizational deductions.		
Payroll	Multi-currency payroll support with configurable exchange rate table and rate locking per payroll period.		
Payroll	Support for retroactive pay, off-cycle payments, bonuses, overtime, leave pay, severance, final dues, and back pay, with the ability to generate bank-compatible EFT files for payroll disbursements across multiple countries and banking partners.		
HRIS Integration	Org structure, positions, job profiles & workflows		
HRIS Integration	Employee records, contracts, leave & attendance		
HRIS Integration	Employee/Manager self-service (web & mobile) to access payslips and other tax forms (P9)		
ERP	Automated payroll journal posting to Finance systems with configurable GL mapping and other cost centers and Dimensions		
Reporting	Pay slip, employer, and employee returns in the required formats and at the required frequency (weekly, monthly, quarterly, annually etc) and summary reports for generation. To provide compatibility with different file formats.		
Reporting	Standard and ad-hoc/customized reports, dashboards, audit trails- for both HR and financial reporting dashboards		
Localization	Kenya, Tanzania, Uganda and DRC Country packs with up-to-date tax updates expandable to other countries in Africa.		
Workflow	Maker-checker workflow approvals, Segregation of duties, configurable levels		

4.2. Technical Requirements:

Area	Requirement	Compliant (Y/N/P)	Comments
Architecture	Deployment model (Cloud/On premises/Hybrid) options		
APIs	REST/GraphQL APIs; webhooks; SDK; documentation		
Integration	Connectors to HRIS/ERP/Time/IDP (SSO) systems		
Security	RBAC, MFA, encryption at rest & in transit		
Privacy	Compliance with local data protection laws		
Performance	SLA for uptime/latency; scalability benchmarks		
DR/BCP	Backup, RTO/RPO, geo-redundancy		

4.3. User Experience & Access: Mobile/web portals, accessibility, language packs, offline resilience.

4.4. Multi-location & Multi-country: Support for multiple African jurisdictions (tax, pensions, all statutory contributions, statutory reporting).

5. Compliance and Security

Topic	Detail / Question	Vendor Response
Regulatory Updates	Automatic tax/legislative updates? Vendor- or client-driven?	
Data Protection	Certifications; encryption; Data Protection Compliance across multiple jurisdictions; data residency	
Audit & Logging	Immutable logs, admin actions, export options	
Disaster Recovery	BCP/DR plans; last tests; evidence	

6. Implementation and Support

Phase	Typical Activities	Owner	Timeline (Weeks)
Discovery	Requirements, fit-gap, project plan	Vendor/Client	
Build & Config	Setup, localization, integrations	Vendor	
Data Migration	Mapping, cleansing, test loads	Vendor/Client	
Testing	SIT/UAT, security tests, sign-off	Vendor/Client	
Training	End-user/admin training & materials	Vendor	
Go-live & Hypercare	Cutover, support, stabilization	Vendor	

7. Financial Overview

Provide a high-level overview of your pricing model (licensing, subscription, implementation, support).

Important: Only vendors whose technical responses meet the required standards will be invited to submit detailed financial proposals.

8. Vendor Declaration

We certify that the information provided is accurate and complete. Authorized representative: [Name, Title, Signature, Date].

Evaluation Guide

Scoring Methodology & Matrices

1. Specific Eligibility Criteria (Pass/Fail):

No	Description	Pass/Fail
1	Certificate of Incorporation.	Yes/No
2	Attach CR12	Yes/No
3	Attach Valid Tax Compliance Certificate	Yes/No
4	Valid Business Permit	Yes/No
5	Audited Financial Statement last 2 Years (2023-2024)	Yes/No
6	Proof of authorized partnership with the software provider	Yes/No
7	Signed CWS General Terms and Conditions. (To be signed and stamped) see Annex 3	Yes/No
8	CWS Vendor registration form (to be filled in signed and stamped) see Annex 1	Yes/No

2. Scoring Scale

Score	Meaning
0	Does not meet; no evidence
1	Poor; major gaps
2	Fair; partial compliance
3	Good; meets requirements
4	Very good; exceeds in some areas
5	Excellent; best-in-class with strong evidence

3. Weighted Criteria

Criterion	Weight %	Notes
Functional Fit	35	Payroll/HRIS/ERP coverage; localization
Technical & Security	25	Architecture, integration, DR, privacy
Implementation Approach	15	Method, timeline, resourcing
Support & References	15	SLA, languages, presence
Commercials (TCO)	10	Cost transparency & value

4. Compliance Checklist

Requirement	Vendor A	Vendor B	Vendor C
Maker-checker workflow			
Auto tax updates (multi-country)			
SSO (SAML/OAuth2)			
Mobile self-service			