**TECHNICAL PROPOSAL FRAMEWORK**

1. **General information**

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| Service | Labor hire and recruitment services and HR management |
| Country | Costa Rica |

1. **Preamble**

This response framework and the plan described constitute the framework of the tenderer's technical proposal.

If the tenderer does not use this document, he must keep the plan and insert it in his own document.

Each point of this document must be completed by the tenderer.

The information requested below constitutes a minimum to be provided by the tenderer. In the event of reference to other documents, he must clearly specify for each item, where the corresponding answer elements can be found (indication of the concerned document(s), of the page number(s) and paragraph).

The information may possibly be supplemented by appendices to the technical response framework. The attached annexes must be useful for understanding the tenderer's offer and in limited quantity. They should be listed in this document.

1. **Organization for the performance of services ( Sub-criterion 1 )**

The tenderer presents the organization that he intends to put in place to guarantee the proper performance of the services through its methodology, its organization and its tools.

1. **Methodology**

As part of his methodology, the tenderer presents the **processes and main working procedures with the various stakeholders** (and in particular the contracting authority (operational referents) and the candidates / staff to be carried out (depending on the service considered)), **indicating who does what and when** to perform the services.

The tenderer presents his methodology **from both an operational, and a management and services monitoring point of view,** and he indicates a **main contact**.

The tenderer describes **in particular the process for providing the contractualization of the personnel to be employed** **by an employer of record** within the framework of the employer of record services (including the formalities for the personnel concerned).

The tenderer is expected to indicate precisely in his response the following **deadlines**:

* the time limit within which he commits himself for a pre-request (costing) and the pieces of information expected from the contracting authority to carry this out;
* the period within which he commits himself for the establishment of the employment contract from the notification of the purchase order;
* the estimated timeframe for obtaining a work permit;
* in general, beside the aforementioned deadlines, the deadline for responding to a request for information from the representatives of the contracting authority or the staff for who he undertakes.
* The tenderer indicates his knowledge of the relevant ministries and public authorities regarding social contribution and other taxes. He indicates the methodology of theses disbursements and specifies how and when he can provide such proof of disbursement to Expertise France.

1. **Organization**

As part of his organization, the tenderer indicates the activities:

* for which he has internal skills and that he does not outsource;
* those for which he systematically calls on service providers;
* those for which he can occasionally strengthen its internal teams by outsourcing.

1. **Tools**

The tenderer indicates the tools that he intends to implement for the realization of the employer of record services from both an operational, and a management and services monitoring point of view.

It would be appreciated if the tenderer provided examples of deliverables such as the employment contract, the monitoring and reporting tools, etc. In the event that these tools were digital, the tenderer would provide the necessary information for their access in demonstration mode.

1. **Recruitment assistance ( optional )**

The tenderer indicates his network and strategy in terms of recruitment assistance (job publication in Costa Rica websites, broadcast of ToR in targeted networks, headhunting).

1. **Dedicated team ( Sub-criterion 2)**

For the realization of the services, the tenderer presents the **profiles of the** **different contributors who will perform the tasks presented in the tenderer’s methodology,** stating whether their participation will be permanent or occasional (qualifications, skills, experience, role of each).

The tenderer specifies the level of the contributors’ profiles (level of expertise, seniority, etc.).

With regard to past experiences, the tenderer will specifically specify the ones on the geographical area of intervention, the international cooperation sector, the number and profiles of those managed in wage portage.

1. **Proposal for the management of a private (complementary) health and provident insurance (Sub-criterion 3)**

**If the tenderer offers the complementary health and provident insurance management service for supported personnel,** he specifies whether he is likely to provide it by reimbursement and / or by subscription to an insurance product through him.

In the latter case, if he offers a particular insurance product, he specifies whether it is intended for local and / or expatriate staff and provides the conditions (scope, levels of guarantees, ceilings, etc.) and its estimated amount (s) in euros.

In addition, he specifies if he is able to offer a subscription on estimates of insurance products with variable conditions depending on the staff and the budget of the contracting authority and, if so, if he has referenced private (complementary) health and provident insurance insurers and / or brokers and which ones.