



**G-P**

G-P.COM

# Global employment platform RFP companion guide



# How to use this guide

This companion guide helps you evaluate RFP responses objectively. Use it alongside your RFP template to spot red flags, assess quality, and make data-driven decisions.

**Before you start:** Share the RFP template with your cross-functional team (legal, finance, IT, HR) and align on evaluation priorities.

## Entities and coverage

### Strong responses

Specific numbers of owned entities by region

Clear documentation of third-party due diligence

Transparent roadmap for expanding coverage

Proof of licensing in each market

### Red flags

Coverage claims without proof of owned entities

Vague answers about third-party relationships

No process for vetting third-party providers

Limited transparency about direct vs. partner operations

## Operational excellence

### Strong responses

On-time payment rating of 98%+

Specific turnaround times of days, not weeks

Recent industry recognition

Documented backup procedures for payroll

### Red flags

No specific metrics for on-time payments

Vague timelines instead of service level agreements (SLAs)

Outdated or questionable awards

All-in-one systems with single points of failure

## Technology platform

### Strong responses

Immediate demo access

Native integrations with top HRIS, payroll, and PEO providers

API access with documentation

SOC 2 Type II and ISO 27001 certified

### Red flags

No demo or restricted access

Different portals for different regions

Key functions require email communication

Recent data breaches with poor transparency

## In-house expertise and support

### Strong responses

Large in-house legal and HR teams (50+ professionals)

Local presence with named contacts in target markets

Verified LinkedIn profiles showing deep experience

Detailed case studies with measurable outcomes

Published customer satisfaction scores (NPS 50+)

Clear SLAs with consequences for misses

Multilingual support in target markets

### Red flags

Limited in-house team (fewer than 10 globally)

Heavy reliance on third-party providers

Can't provide LinkedIn profiles of internal experts

Vague case studies without outcomes

No customer satisfaction scores

Unclear cost estimates for complex matters

Support only in English or limited languages

## Employee experience and satisfaction

### Strong responses

Resolution times under 48 hours for most issues

Willingness to provide employee references

Formal employee feedback mechanisms

### Red flags

Slow resolution times (over 72 hours)

Only provides customer references

No process for measuring employee satisfaction

## Financial stability

### Strong responses

5+ years in business

USD 50M+ annual revenue (for enterprise needs)

Clean D&B report

### Red flags

Limited track record in the employer of record industry

Refuses to share revenue data

Can't provide D&B report



# Compliance and risk management

## Strong responses

Sample contracts available immediately

AI-powered features for tracking regulatory changes

Proactive communication about law changes

Clear IP assignment process with owned entities

Multiple data privacy certifications

## Red flags

Vague answers about IP protection

No formal process for regulatory monitoring

Heavy reliance on external counsel for basic questions

Can't prove licensing where required

No data privacy certifications

# Fees and contract terms

Use this chart to get a clear cost breakdown and uncover potential hidden fees.

## Cost category

## What to ask about

### Setup and onboarding

Setup fees per country or employee, contract generation fees

### Ongoing operations

Benefits administration markup (%), payroll change fees

### Modifications

Contract amendments, salary adjustments, role changes

### Offboarding

Termination support fees, severance calculation fees

### Legal and compliance

Employment dispute support, legal consultation rates

### Other

Currency conversion spreads, wire transfer fees

# Scoring framework

Based on your findings, score each provider using this scale:

5

**Exceptional**

Exceeds requirements significantly with strong evidence

4

**Strong**

Meets all requirements with good supporting evidence

3

**Adequate**

Meets minimum requirements with basic evidence

2

**Concerning**

Partially meets requirements with red flags

1

**Insufficient**

Doesn't meet requirements, major gaps



# Evaluation process

Now that you know what to ask and how to score, follow this five-week evaluation process to make a well-informed choice.

## Week 1: Individual scoring

---

Each stakeholder scores providers independently and documents reasoning.

## Week 2: Group calibration and final selection

---

- Your team meets to discuss scores, resolve disagreements, and reach a consensus.
- Calculate scores.
- Select top 2-3 providers.

## Weeks 3-4: Deep dive

---

- Request platform demos.
- Review contracts for priority countries.
- Conduct reference calls.
- Run a technical integration assessment.

## Week 4-5: Final decision

---

Present findings and make your selection.



# 7 common mistakes to avoid

- 1 Focusing only on price**      Lowest monthly fee rarely equals lowest total cost.

---

- 2 Taking claims at face value**      Verify everything with documentation.

---

- 3 Rushing the decision**      Take time to evaluate thoroughly.

---

- 4 Ignoring red flags**      One red flag may be explainable, but multiple are a pattern.

---

- 5 Not testing the platform**      A quick demo isn't enough. Get hands-on access.

---

- 6 Forgetting about scalability**      Choose based on where you'll be in three years, not today.

---

- 7 Overlooking cultural fit**      Service approach matters as much as capabilities.



# Next steps

- 1 Distribute your RFP to 3-5 providers (2-week response time).

---

- 2 Use this guide during response evaluation.

---

- 3 Score providers using the framework.

---

- 4 Select 2-3 finalists for deep evaluation.

---

- 5 Make your final decision with confidence.

**Remember:** The right partner will grow with you. Take time to choose wisely.



## Make the easy choice

Hundreds of companies have already transformed their talent strategy with G-P. Whether you're hiring your first international team member or expanding your existing global workforce, we're ready to help.

See how our global employment products and EOR solutions simplify every aspect of global hiring.

[Request a proposal](#)