

Scope of Work – Professional Employer Organization (PEO) Services

1. Objective

WorldFish is seeking to engage a globally capable and experienced Professional Employer Organization (PEO) to provide compliant, cost-effective employment solutions in jurisdictions where the organization does not have a legal presence, and to enhance HR and payroll efficiency in countries where it does. The PEO will support the employment of:

- a) Nationally recruited staff
- b) Home-based expatriates (Home Country International Employee)
- c) Remote international employees, including those working in locations without legal work authorization

2. Geographic Scope

The selected PEO must be able to support WorldFish in:

- Countries without a WorldFish legal entity
- Countries with a WorldFish presence requiring outsourced HR/payroll support

3. Scope of Services

The services are divided into Essential Services (minimum requirements) and Desirable Services (value-added).

Service Overview Table

Essential Services (minimum requirements)	Desirable Services (value-added)
Employment & HR Administration: <ul style="list-style-type: none"> • Employer of Record (EOR) • Draft compliant employment contracts • Onboarding and termination support • Immigration, visa, and classification advice, support and processing of all immigration requirements • International assignment compliance 	Recruitment Admin & Outsourcing: <ul style="list-style-type: none"> • Job posting and candidate screening • Local salary benchmarks • Optional full-cycle recruitment
Payroll Outsourcing: <ul style="list-style-type: none"> • Gross-to-net processing • Statutory deductions and filings • Payslip generation and tax forms • Salary payment to staff and audit support 	Employee Relations & HR Advisory: <ul style="list-style-type: none"> • Support for grievances, performance, and disciplinary matters and other employee relations or ethics related issues • Local HR issue resolution

Compliance & Risk Management: <ul style="list-style-type: none"> • Compliance with labor, tax, immigration laws • PE risk advisory • Early termination and disciplinary compliance 	Expatriate & Global Mobility: <ul style="list-style-type: none"> • Relocation support, including long-term accommodation search, etc. • Tax equalization and cost-of-living advice
Data Protection & Security: <ul style="list-style-type: none"> • GDPR and local privacy compliance • Secure digital data handling 	Benefits Administration: <ul style="list-style-type: none"> • Design and manage compliant local benefit plans • Claims, enrollment, and employee education
Crisis & Continuity Support: <ul style="list-style-type: none"> • Service continuity plans during political, natural, or health crises • Service disruption protocols 	Administrative Services: <ul style="list-style-type: none"> • Employment verification • Bank account setup • Document assistance
HR/Payroll Technology Platform: <ul style="list-style-type: none"> • Employee and HR self-service • Real-time reporting dashboards • Audit-ready compliance records • Platform training and user support 	
Employee Disengagement & Offboarding: <ul style="list-style-type: none"> • Final settlements and compliant exits • Local exit process handling 	
Digitized Employee Records: <ul style="list-style-type: none"> • Provide WorldFish with timely, soft-copy employment records 	

4. Performance Expectations

The selected PEO must:

- Commit to Service Level Agreements (SLAs) for payroll accuracy, onboarding timelines, compliance alerts, and resolution turnaround
- Ensure clear communication and escalation channels to WorldFish HR and Finance
- Provide timely updates on changes in law or compliance that may impact staff or operations

5. PEO Services Coverage and Delivery Model Disclosure

Requirement	Details to Submit
Country Coverage	List of countries where you can provide PEO services.
Service Variability	Indicate if your service offerings vary by country (e.g., payroll only, no visa support, etc.).
Delivery Model	Clarify whether services are delivered via: <ul style="list-style-type: none"> • Your own in-country PEO/legal entities • Local partners/subcontractors • A hybrid model

6. Contract Duration

The initial contract term will be **two (2) years**, with an optional extension for an additional **one (1) year**, based on performance and mutual agreement.