

## HR Services and Solutions

### Lot 3 – HR Services and Support Solutions Specification

#### 2.2.1 Framework Overview

This lot is to provide all HR services to the public sector via further competition. HR services incorporate any activity that a HR team would carry out; this lot will allow customers to procure just one service/spot buy from the framework or all service's listed under the framework using a single Managed Service Provider, this will include services such as job shadowing, career development, staff wellbeing, talent pool management, payroll services etc. It will be a flexible model due to the nature of this market; it is unlikely that all providers can provide every area of work.

Example 1 for this lot:

A HR team are redeploying 10 administration staff from an ICT team but they do not have enough staff to implement this process and give the staff the level of support they deserve, the team decide to ask a supplier on lot 3 to carry out this work:

Provider on the framework win the further competition to carry out the one off spot buy service which includes a set cost to achieve the outcomes required.

Provider understands the requirements of the council.

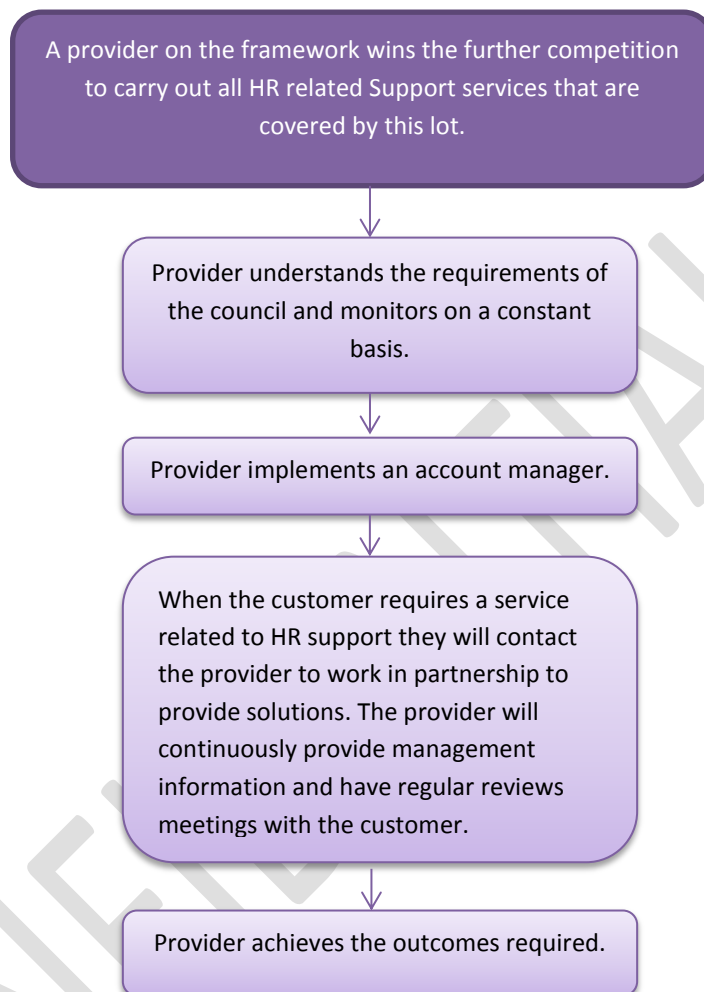
Provider implements the solution.

Provider provides training/guidance to employees, gains an understanding of redeployment positions within the organisations etc.

Provider achieves the outcomes required.

Example 2 for this lot:

A customer's HR team require a partner to support them to carry out all HR related services if they cannot carry out the task themselves:



These examples are to give guidance on the type of services that may be required, this is not an exhaustive list or the only ways to procure services through this lot.

This lot is to provide flexibility for HR Services and Support Solutions, the lists and examples provided are to give an idea of the type of services that are likely to be covered by the provider, the lot will include any future requirements of YPO customers that still achieve the outcome of the lot which is to provide any service that a HR team could potentially carry out themselves.

## 2.2.2 Call-Off Method for Lot 3

### 2.2.2.1 Further competition

Lot 3 will allow customers to carry out further competition from providers. This will give customers the chance to carry out qualitative and quantitative evaluations and base the award on these factors. Due to the nature of the services and the difference in requirements from customers this further competition can be carried out for all requirements and result in

one managed service provider for the duration of the contract or on a project by project basis.

A Managed Service Provider would provide all services within this lot for the duration of the contract specified by the customer; the provider would become a partner and work alongside the customers for all requirements.

Alternatively, Customers can carry out a further competition on a project by project basis and each time a project is carried out a new further competition would need to be carried out through the framework.

YPO will not be responsible or liable in any way whatsoever for the award in relation to any call-off contract– all responsibility and liability in relation to this will rest with the Contracting Authority. It will be the Contracting Authority's responsibility to carry out their own due diligence within this lot to ensure they have procured in compliance with the Regulations.

### 2.2.3 **Service Requirements**

#### **2.2.3.1 Requirements of the service**

The Managed Service Provider must be able to supply and manage efficient and effective provision of HR Managed People Services across a variety of sectors to fulfil the requirements of the Public Sector. Providers will either manage a one off project via further competition or manage all services provided through this framework.

YPO are aware that not all providers will be able to provide all aspects under this lot on the framework; it is envisaged that the providers on the framework can provide approximately 70% of these services.

The services listed below give an example of the requirements under Lot 3, this is not an extensive list, the aim of the framework is to cover and provide all services possibly required by a HR department at this point in time or for the duration of the framework to allow for forward thinking:



The Provider will work in partnership with the customer to analyse and manage HR Managed People Services, in partnership they will work together to provide efficiencies.

A customer may need to access services on an adhoc basis therefore the customer will need to contact the Managed Service Provider, Monday-Friday from 9am till 5pm with an out of-hours contact number for urgent requirements.

The Managed Service Provider will be required to communicate via telephone and email as a minimum.

Turnaround timescales for the provision of HR Services and Support Solutions will be discussed with each customer individually and included in the KPI's and then monitored by YPO and the Customer under the terms of the Framework Agreement, the Order Form, any other contractual document or any similar documents that may be required by a contracting authority.

Each customer must have a dedicated account manager for the duration of the project. The account manager should have a support team to ensure the customers' requirements are met. This team must have the experience to deliver the services required by the customer. The account manager must have an understanding of the HR People Services market to provide the highest quality service to the customer.

All reporting and KPI's must be agreed with the customer at the initial implementation stage.

Review Meetings to suit the customer should be arranged and these can be on a monthly, bi-monthly or quarterly basis depending on the customer's project.

It is the responsibility of the Managed Service Provider to ensure that all legislation and regulations in relation to the market and any future legislation and regulations that may adapt and change the provision of these services for the duration of this agreement.

Any individual working on a specific project must be fully qualified to carry out the role, audits will be carried out on an adhoc basis by YPO.

The Provider will be given details of the customers' requirements and they will be required to work closely with the customer to achieve the outcomes required.

It is the responsibility of the provider to manage any individual involved in the delivery of the services for the customer.

Invoices need to meet the requirements of the customer and should be invoiced as soon as the project is completed.

At the end of each project a report should be carried out to ensure the outcomes have been achieved.

Customers will require a monthly or bi-monthly review meeting, this is be agreed at implementation stage.

The customer will require the provider to submit Management Information, Key Performance Indicators, SLA's or any similar documents that may be required by a contracting authority. on a monthly basis; these will be agreed at the award stage of the contract. The customer may request further reporting which the service provider must provide.

## **2.2.4 Framework Management**

### **2.2.4.1 Framework Implementation**

At the framework implementation stage the Managed Service Provider must provide strategies for the below to YPO:

- Supply chain management
- Management of workers either internally/externally.
- Working with SME's within local areas.
- Communication Channels with customers
- Safeguarding
- Implementation with new customers including timescales
- Cost efficiencies for the duration of the framework

The purpose of providing these documents is to ensure YPO has a full understanding of your organisation and the key areas important to the organisation. This may change and additional information may be required.

A meet the supplier event will be held within the first week of the frameworks go live date. These will be continuous throughout the framework.

### **2.2.4.2 Framework Marketing**

Providers on the framework must proactively market the framework and will cover their own costs for any marketing material they wish to produce. All marketing material must be approved by the SP&C team at YPO and follow the YPO brand guidelines.

YPO will market the framework through a variety of means such as the website, social media, events, newsletters etc.

During the term of the framework YPO will hold 'meet the supplier events' to encourage customers to procure services through the framework. It is anticipated that providers will be required to attend the events. YPO already have two events scheduled, there will be a launch event in November 2015 and another event January 2016, all providers on the framework should attend and potentially present at the event.

All providers should pro-actively advertise the framework when meeting with customers and at customer events. YPO would expect to see management information on this on a monthly basis.

### **2.2.4.3 Effective Contract management by YPO**

YPO aim to achieve the best solutions for their customers and this framework can provide this. YPO will work in partnership with customers and providers to ensure the framework evolves and provides flexibility for customers and providers.

YPO will provide to each provider on the framework:

- A framework manager and support team.

- Collate the information provided by providers and submit to customers.
- Market the framework with customers.
- Develop documentation and user guide to help customers understand the framework.

YPO will require the below on a monthly basis:

- Monthly MI information for the YPO framework.
- Order Form, contractual documents or any similar documents that may be required by a contracting authority to be completed and submitted.
- Key Performance Indicators
- Monthly review meetings

Examples of the suggested documents are detailed in the Invitation to Tender document.

YPO will require monthly review meetings for the first 12 months of the framework and bi-monthly for year 2, 3 and 4.

YPO will be holding events to discuss the market with customers and to understand the struggles internally and also struggles for providers.

YPO will on occasions hold events for SME providers to connect and discuss working with Managed Service Providers, all providers must attend.

YPO will carry out governance on the framework to ensure it achieves the outcomes required for customers and providers. Contracts management will be structured and a full understanding of the framework and all customers will constantly be monitored by YPO.

It is YPO's aim to encourage collaboration between customers and providers.

YPO will also be providing additional support to customers where required, YPO will be able to provide customers with template documents to carry out further competition's and give guidance when required through the procurement process. This facility will be available to customers but some customers will procure entirely on their own through the framework. The idea is to be able to support customers as much or as little as they like.