

Better value, delivered.



# Managing Temporary and Permanent Recruitment

## Lot 8 – Vendor Management Systems

# User Guide

Ref No: 942



Supporting your world | Corporate Services



## About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a wide-range of services. Established in 1974 by a group of 13 local authorities, we're the UK's largest public sector buying organisation and we're still 100% publicly-owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the heart of the public sector. Our team of qualified procurement professionals can offer advice, guidance and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.

### Helping you navigate the world of your procurement

The world of procurement is complex, with competing demands and increasing pressures. Through collaboration, we provide products and services to meet your needs as individuals and collectives, through our wide range of procurement categories and frameworks. Navigating the world of procurement needs to be easy, quick and effective for both buyers and suppliers, and needs to help you make sure that every penny counts. We believe that through our procurement activity there's an opportunity to make an impact and a real difference, by delivering social value and outcomes in the communities we serve.

## Overview

Start date:	6 January 2020
Expiry date:	5 January 2023
Extension(s) (if applicable):	Option to extend for an additional 12 months
Contracting authority (CA) call-off period:	4 years
Contract notice ref. no:	2019/S 152-374956
Corrigendum (if applicable):	2019-OJS164-403586
Rebate:	0.01p per hour worked by a temporary worker via the platform. Any HR additional services will be 0.5% rebate of the total spend
Geographical location(s):	National

## Framework structure

- Lot 1** – Managing Temporary Recruitment for Local Authorities
- Lot 2** – Managing Temporary Recruitment for Central Government
- Lot 3** – Managing Temporary Recruitment for Housing Associations
- Lot 4** – Managing Temporary Recruitment for Higher Education
- Lot 5** – Managing Temporary Recruitment for Emergency Services
- Lot 6** – Managing Temporary Recruitment for NHS
- Lot 7** – Managing Temporary Recruitment for Schools/MATs
- Lot 8** – Vendor Management Systems (VMS)
- Lot 9** – Talent Pool Technology
- Lot 10** – Managing Permanent Recruitment
- Lot 11** – Recruitment Process Outsourcing (RPO)
- Lot 12** – Total Talent Management

The framework was created to deliver a recruitment solution for all areas of the public sector, you pick which lot is relevant for your organisation.

## Specification and overview

The framework is divided into 12 lots aiming to include everything recruitment and HR:

- Managing temporary recruitment (master vendor, neutral vendor and hybrid)
- Managing permanent recruitment
- Technology based solutions such as vendor management systems (VMS) and talent pool technology
- Recruitment process outsourcing
- HR additional services

This user guide is for **Lot 8 – Vendor Management Systems**. User guides are available for all other lots if you contact [hrrsolutions@ypo.co.uk](mailto:hrrsolutions@ypo.co.uk)

The VMS will allow organisations to manage agencies via the recruitment sector independently instead of via a managed service provider.

The VMS will allow you to effectively manage your supply chain to fill all categories of worker.

The framework recognises that alongside your vendor management system requirement you may also wish to procure a wide range of other HR related services, in the framework and this user guide this is referenced as HR additional Services.

## Specification and overview

The lot allows you to procure based on:

1. Vendor management system
2. HR additional services

### **1. Vendor management system**

A vendor management system (VMS) is an internet-based system that enables the CA to procure and manage a supply chain of providers. The purpose of this VMS will be to meet the requirements for temporary and permanent resourcing.

A VMS will be able to give CAs:

- Quality candidates via a quality supply chain of recruitment providers
- Compliance and vetting
- Fast and efficient fulfilment
- Effective costing that is procured in a transparent manner
- Visibility of all their recruitment requirements

The CA may wish to use the system to manage different types of recruitment for example:

- Temporary labour
- Interim recruitment
- Permanent recruitment
- Statement of works

The CA can take the VMS technology as a standalone product from the provider or by working with an MSP in partnership. The MSP may be procured independently or as an additional service.

The CA would have the ability to create a supply chain and manage them using the VMS technology.

The VMS will have the ability to be bespoke to meet the CA's requirements, this includes the ability to change the language throughout the system. The branding and landing page for the VMS will be agreed between the provider and CA.

The system will take the CA on the following journey:

- Request for worker
- Candidate selection
- Candidate contract
- Onboarding and offboarding
- Timesheets and expenses
- Invoicing process

## Specification and overview

### 2. HR additional services

The framework allows the CA to add on HR additional services within the requirement. These may be outlined in the initial call off request by the CA and be added at any point during the life of the framework.

The aim of adding HR additional services is to allow CAs to create a bespoke HR solution if they wish. This allows a CA to procure all their HR requirements from a single provider, this would include recruitment solutions and any other HR additional services.

YPO has established a list of high-level categories to structure the HR additional services. We are aware that HR departments are likely to have unique titles for different types of services.

- Recruitment
- Corporate HR Services
- Payroll and Benefits
- Talent Management
- People and HR Management
- Outcome Focused Solutions

#### HR department aims and outcomes

Due to the nature of the HR market, it is understood that new methods of working can be implemented within public sector HR departments. However, the aims and outcomes required by those departments are well established and are unlikely to change. We have created an overarching approach to support the key aims and outcomes for any HR department within the outcome focused category, to allow for the procurement of such services. This allows CAs to think about the aims and outcomes of a project instead of the actual task required to deliver the solution.

We have created a document to establish the aims and outcomes of a HR function, this document gives an overview of the key strategic aims of a HR function.

CAs can procure any service that aims to deliver any of these key outcomes, and they can be procured as an additional service. This model was created to ensure that future innovation can be procured as HR additional services.

For a list of HR additional services and the providers able to deliver these, please contact [\*\*hrsolutions@ypo.co.uk\*\*](mailto:hrsolutions@ypo.co.uk)

## Benefits of using the framework agreement

- Support from YPO to help you find the right solution based on your recruitment strategy, including help to create specifications, pricing documents and all other procurement documents. We can help as much or as little as you like
- Free benchmarking based on your current usage
- We can provide market sector updates and support through conference calls, 1-2-1 meetings, emails etc
- YPO can fully manage your further competition (call-off) process if required
- All providers on the framework have been 'pre-qualified' to deliver a VMS
- Reduced timescales – you do not need to run a full OJEU procurement if procuring via the framework agreement
- Aggregation of spend – you will receive the benefits of the aggregated spend volume and increased leverage in the market
- Pre-defined terms and conditions

## Providers

Below is a list of the providers awarded to the framework for this lot. For more information including contact details please contact YPO at [hrsolutions@ypo.co.uk](mailto:hrsolutions@ypo.co.uk)

- Clarity Workforce Technology Limited
- Comensura
- Ingenium Technology Limited
- Matrix SCM
- Pertemps Recruitment Partnership Limited
- Supply Clouds Technology

## Ways to award/call-off

To access the framework agreement, customers should complete and return the Non-Disclosure Agreement.

CAs will have the ability to direct award or carry out a further competition through this lot and each further competition will be available to all providers on the lot. It will then be the provider's decision if they decide to bid based on the services you required.

When creating a further competition or direct award for their requirements, a CA can include HR additional services. Please note that providers can add more HR additional services to their offerings on a six-month basis. A CA may wish to add on HR additional services at any point of the call-off contract.

## Ways to award/call-off

There are two ways in which a CA can procure through the framework:

### **Direct award**

Direct award is available to be carried out with the provider they believe is the most appropriate for the services they require.

To direct award, a CA can review all pricing and quality aspects to make an objective decision for the basis of the direct award. HR additional services can also be taking in consideration as part of the objective analysis.

The pricing provided in the tender submission for this framework will then be the pricing that the provider and CA adhere to. YPO will not be responsible or liable in any way for the award in relation to any direct call-off contract.

The CA where possible should list any potentially relevant HR Additional Services within the call-off contract.

It will be the CA's responsibility to carry out their own due diligence within this framework to ensure they have procured in compliance with the regulations.

### **Further competition**

This framework will allow CAs to carry out a further competition with all providers. All providers on this lot will have the opportunity to bid for each further competition.

CAs can carry out a further competition based on price and quality, the scoring criteria will be provided in each further competition.

The CA can carry out a further competition on their VMS requirements only or include HR additional services as part of their further competition and call-off contract. HR additional services may be implemented at any point of the call-off contract.

The CA where possible should list any potentially relevant HR additional services within the call-off contract.

Your further competition can be out to the market for as little or as long as you require, we haven't specified timescales but we would advise that for this service at least a month is given to ensure the responses received meet your requirements.

## Ways to award/call-off

To carry out a further competition please see the criteria below:

CRITERION	PERCENTAGE WEIGHTINGS
Price	40 - 80%
Quality	20 - 60%

This will allow for authorities to carry out further competitions with weightings of between 40% to 80% for price and weightings of between 20% to 60% for quality, the total percentage must add up to 100%.

**Example 1** – 40% Price / 60% Quality

**Example 2** – 50% Price / 50% Quality

**Example 3** – 60% Price / 40% Quality

The weightings for cost and quality can be re-opened for evaluation within the further competition. You can also set any appropriate KPIs and/or service levels within the quality award criteria.

YPO will not be responsible or liable in any way for the award in relation to any call-off contract – it will be the CA's responsibility to carry out their own due diligence within this framework to ensure they have procured in compliance with the regulations.



**STAGE 1**Initial Customer  
Enquiry

- Customer contacts YPO for information
- YPO will send customer a copy of the user guide and NDA
- Customer completes and returns NDA
- YPO can arrange an initial call or meeting to provide an update on the recruitment sector and provide support/guidance

**STAGE 2**NDA Returned  
to YPO

- Following receipt of a signed NDA, YPO will send the customer the pricing information, specification and framework agreement with call-off terms and conditions
- CA can then make contact with the provider(s) to start pre-engagement or discuss the requirements in more detail
- If a call or meeting is required to discuss the requirements, YPO or the MSP are able to provide support

**STAGE 3**Direct Award or  
Further Competition

- The CA will decide whether to go ahead with a further competition or direct award
- A direct award can be made to the MSP who will understand the requirements and provide the relevant approach to the service required. The CA will complete the direct award template and submit to the provider
- A further competition can be submitted to all providers on the lot, YPO can support you on this if required. The further competition templates are available from YPO

**STAGE 4**

Contract Award

- Once the CA has completed the direct award or further competition process, the order form will be completed with all details of the requirement. This will be submitted to the awarded provider along with the call-off terms and conditions and signed by both parties to formulate the call-off agreement

---

## Terms and conditions

Providers awarded to the framework agreement have agreed to and signed YPO's framework terms and conditions. The terms and conditions are between YPO and the provider and cannot be amended.

Providers have also agreed and reviewed the call-off terms and conditions however, it is understood that some specific terms need amending to meet the needs of the provider and awarding CA. These can be amended by the CA and the provider by mutual agreement to include additional terms to supplement the standard call off terms and conditions. A variation form is included within the order form and call off terms and conditions document to allow customers and providers to amend any terms if required.

---

## Contact information

For further information or to discuss individual requirements, please use the contact details below:

**Amy Clark**

Category Buyer | Corporate Services

Tel: **07918 601 922** | Email: **hrsolutions@ypo.co.uk**