

User Guide

HR Services and Solutions

Temporary & Permanent Recruitment,
Consultancy and related HR Services
YPO Reference Number: 00569

Lot 1 - Managed Services for
Contingent Labour

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Framework Overview

Our new HR services and Solutions framework is a true industry 'first' - no other current framework on the market can provide such a complete and flexible approach to HR services and solutions.

What does this framework provide for you?

The HR Services and Solutions framework can give you access to a range of HR related services, allowing customers to utilise either the defined transactional managed services or build a flexible solution.

Lot 1: Managed Services for Contingent Labour

Lot 2: Managed Services for Professional Services/Consultancy

Lot 3: HR Services & Support Solutions

Lot 4: Managed Services for Executive, Interim and Permanent Recruitment

Lot 5: Flexible HR Solutions

Why has YPO decided to create this framework?

YPO wanted to create a framework that suits the requirements of each customer. We know each authority will have different requirements and outcomes that they wish to achieve. This framework will allow for that to happen.

Over a period of 18 months, YPO carried out extensive pre-market engagement with customers and providers to ensure that the framework procured will meet the needs of customers and to guarantee that providers believed in the concept on offer. We have listened to the positive and negatives from current frameworks and contracts and captured these through market intelligence events, 1-2-1 meetings, working forums etc. We wanted to understand your challenges and implement something that could make a difference.

The main customer requirements were to achieve a framework that is person focused and covered all aspects of HR Services to ensure authorities could flexibly create the appropriate solutions. We wanted to provide a route to market for organisations who wish to re-establish existing services like contingent labour and establish a flexible approach to a wider range of temporary and permanent staffing solutions and HR services.



Procurement Facts

Start Date:

7 December 2015

End Date:

6 December 2018

(option to extend for one year)

Contract Award Notice:

2015/S 250-458645

Geographical coverage:

National

Compliance

The framework is in accordance with the Public Contracts Regulations 2015 and was procured via the restricted procedure

Contract Value

The OJEU range value for this procurement was set at £2,000,000,000 and £6,000,000,000

OJEU Notice and EU Regulations

The OJEU contract Notice is: 2015/S127 - 233271 and a copy can be provided by YPO

Duration of the Framework

The Framework agreement will cover from the 7 December 2015 - 6 December 2018 with an option to extend for an additional year which will be dependent on satisfactory performance. Contracting Authorities will be able to call-off from the framework until the end date and call-offs can last for up to 4 years.

Eligible Customers

The framework agreement is available to all public sector bodies, including central government and wider public sector, social housing organisations, voluntary and community sector bodies.

Go to the below link if you would like to check your eligibility:

<http://www.ypo.co.uk/about/customers/ojeu-permissible-users.aspx>



Contingent Labour Market Knowledge

“Could you do an outcome driven specification, let providers create a model to suit you?”

“Which model will give you the outcomes you require? This may mean changing from the model currently delivered”

Master Labour

This model is for customers who wish to appoint a Managed Service Provider that have a supply of their own workers and then appoint 2nd and 3rd tier providers if the requirements are better met externally. The provider will manage their own staff and the supply chain including 2nd tier, 3rd tier providers to fulfil the requirements of the customer.

Neutral Labour

The model is for customers who wish to appoint a Managed Service Provider that will provide all temporary agency workers via 3rd party agencies and not provide the workers themselves. The provider will manage the supply chain including 2nd and 3rd tier providers to fulfil the requirements of the customer.

Hybrid Model

This model is for customers that wish to have a bespoke service delivered which is tailored to their specific needs and challenges. The Managed Service Provider will be the main point of contact for the customer and the provider will either fulfil requirements via internal workers or via 2nd and 3rd tier providers.

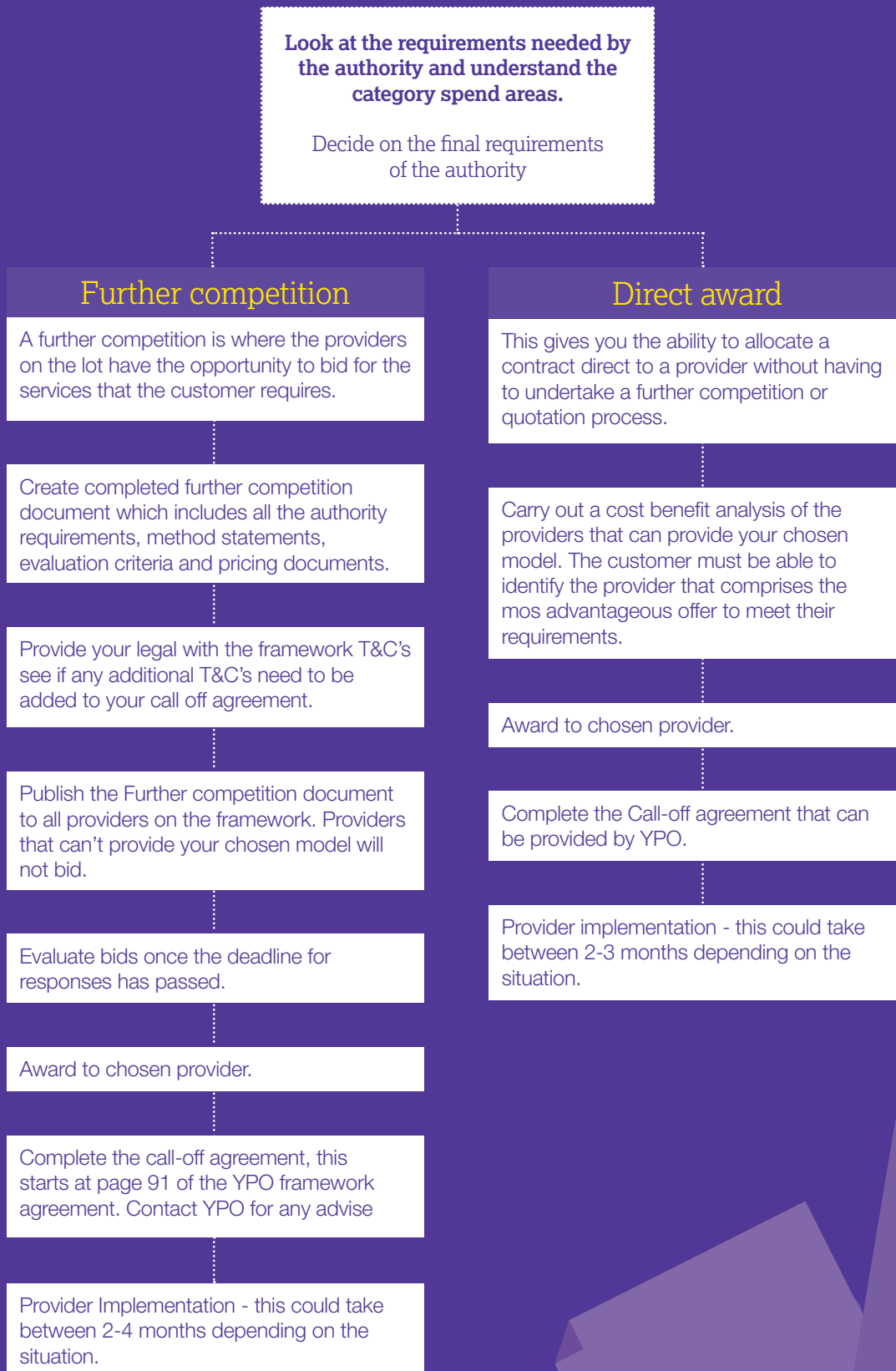
Tips to procuring these services

- Understand the categories of workers within your spend and the fill-rates for each of the categories.
- Understand the pricing structure that will best suit your requirements. YPO decided to use a banding model that did not incorporate job families to ensure that all pricing was transparent depending on the customers' actual requirements.
- The market is constantly evolving so ensure you have all the latest information before making your decisions, meeting the providers prior to either direct award or further competition is key to ensuring a solution fits for you.
- Instead of focusing on a particular model, you could write an outcome focused specification and let the market create you a model to fit your needs.
- How could your lot 1 solution fit within other lots of the framework?
- Ensure to understand the supply chain behind your managed service provider, this will give you a real insight into the SME's you use and costings etc. It will allow the new contract provider to develop your supply chain effectively.
- Understand your current management fees, agency fees and other related costs to your service.
- Do you have any spend within the temporary agency category that is currently not procured through the framework, can you work with the provider to ensure this is incorporated onto the new contract.
- Could social value be part of specification? How could providers help in this area?
- Ensure your temporary labour specification is inline with your recruitment strategy

Potential contingent labour roles



How do I procure through Lot 1 of the framework?



Further Competition through the Framework

(Additional information)

If you would like to carry out a further competition then you will need to follow the below split between price and quality:

Criteria for further competitions	
Lot 1	
Price	40% - 80%
Quality	20% - 60%

Examples

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

You can choose a percentage between each of the above to total 100%, whatever suits your authority.

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

A direct award to a provider is at the choice of the authority, the providers are not ranked within the framework.

The pricing should be utilised to fit your authority's requirements.

Direct Award through the Framework

(Additional information)

Provider contact details

Adecco

Contact Name: Claire Paulyn
Email: claire.paulyn@adecco.co.uk
Contact number: 07733 314 479



de Poel Managed Services Ltd

Contact Name: Mark Summers
Email: msummers@depoel.co.uk
Contact number: 07814 287 114



Comensura Ltd

Contact Name: Jon Milton
Email: jon.milton@comensura.co.uk
Contact number: 07850 200 550



Hays Specialist Recruitment Ltd

Contact Name: Matt Lewis
Email: matthew.lewis@hays.com
Contact number: 07715 164 077



Matrix SCM

Contact Name: Chris Grimes
Email: chris.grimes@matrix-scm.com
Contact number: 07843 072 803



Pertemps Recruitment Partnership Ltd

Contact Name: Teresa Bennett
Email: teresa.bennett@pertemps.co.uk
Contact number: 07780 958 273



Provider contact details

Randstad Employment Bureau

Contact Name: Anne Creely
Email: anne.creely@randstad.co.uk
Contact number: 07789 924 846



Reed Specialist Recruitment Ltd

Contact Name: Tracey Park
Email: tracey.park@reedglobal.com
Contact number: 07817 141 656

Contact Name: Sallyann Fothergill
Email: sallyann.fothergill@reedglobal.com
Contact number: 07932 419 118



Retinue

Contact Name: Simon Kenniford
Email: simon.kenniford@retinue-solutions.com
Contact number: 07887 411 235



Swanstaff Recruitment Ltd

Contact Name: Daniel Freeman
Email: daniel.freeman@swanstaff.co.uk
Contact number: 01132 618 100



Pricing Information

Pricing for the framework has been created via a banding model to work in-line with authority bands, the pricing costs include a breakdown of all costs associated with temporary workers. These costs are for direct award only these could change at further competition.

An authorities costing model does not need to replicate the YPO pricing model

Please see attached pricing document.

Terms and Conditions

Each of the lots have already got pre-determined terms and conditions which have been accepted by each of the providers. There are also areas within the document that can be amended, at the Customers sole discretion, when creating their specific terms and conditions. The Customer shall advise the Supplier at Call-Off stage as to the applicable terms and conditions to be used to allow Suppliers to incorporate the impact of the terms and conditions into their submission. If Suppliers do not agree to the term and conditions they are under no obligation to bid for the opportunity.

Specification

The specification can be provided upon request, this may be a starting point when writing your specifications.

Things we have done to try and help.

- ✓ Monthly management information is requested from all providers, this includes information on pricing and fill-rates which will be distributed to customer to understand the current market in each area.
- ✓ When carrying out a further competition we can help as much or as little as you want? If you want us to help write your further competition we can or if you want to take the user guide and carry out the work you can. If you are interested in a copy of further competition documents please let us know.
- ✓ Social value is high on the agenda as we know, so we have incorporated these into our KPI's with providers. They are required to create a quarterly report to include details of community work, apprenticeships etc. this will then be distributed to customers.
- ✓ We are constantly pushing providers to add value to their frameworks, this is also included in the monthly KPI's, we want them to be supporting you where possible and helping you develop with the market.
- ✓ Open book costing was agreed with all providers on the framework, the supply chain should be transparent so we know exactly what workers are getting paid.
- ✓ We are supporting SME's within the market, engaging and helping them develop their relationships with managed service providers and their general understanding of public sector procurement.
- ✓ Market intelligence events, throughout the year YPO will be working in partnership with providers to hold events that will develop knowledge within the market, give us a ring for further details.
- ✓ Shared Data - On a quarterly basis data will collated across the contracts on the framework to produce statistical data based on temporary agency rates, successful projects, consultancy rates etc.

Benefits of the Framework

Flexibility

- The framework allows for flexibility across all HR services, it combines a range of working arrangements and solutions to ensure the providers can meet your needs.

Simple to use

- Simplicity is what this framework is all about, you can procure across different lots and/or just procure one off services. All you have to do is direct award or carry out a further competition from the providers and detail your requirements into the order form.

Aggregated Spend

- Authority spend will be amalgamated across the country to ensure the best possible rates provided.

Collaborative working

- Procuring through this framework will help to collaborate not only with YPO but with other authorities from around the country. Engaging and understanding HR services from around the country to develop and manage these services in the most appropriate ways.

Reduced Timescales

- Procuring through the framework will be quick and efficient. There are no OJEU timescales to comply with, you can either direct award through lots 1 and 2 or carry out a further competition through Lots 1,2,3,4 or 5.

Compliance with EU Regulations

- The framework is fully EU compliant in line with EU 2015 regulations. This reduces the risk to your organisation of procuring your own services.

Standards all checked

- YPO has already done all the checks to ensure that the providers throughout the framework have all the correct level of standards.

Pre-defined Terms and Conditions

- Each of the lots have already got pre-determined terms and conditions which have been accepted by each of the providers. There are also areas within the document that can be amended when creating your specific contract, this allows for flexibility but allow saves time on creating your own specific terms and conditions.

If you need any more information please feel free to contact Lizzy Grayson on 01924 821 779 or hrrsolutions@ypo.co.uk.

