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User Guide | Ref No: 1140

# Managing Recruitment and Resourcing

**Lot 10:**  
Total Talent Management



# 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 one of 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.



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You can click on the items listed on the left, and they will take you to the relevant page. You can also click on **Contents** in the top right of every page and it will bring you back to this contents page.

# Overview

**Start date**

26 February 2024

**Expiry date**

25 February 2028

**Extension Taken**

1 X 24 months

**Contracting authority (CA) call-off period**

CAs can specify a contract period, based on the term that will best suit their requirements.

**Contract notice reference number**

2023/S 000-030085

**Potential maximum value**

£5,000,000,000

**Rebate**

- 1% rebate applies on spend
- 0.75% for interim workers
- Any optional services will be 0.5% of spend

**Geographical location(s)**

National

# Framework structure

The Framework, Managing Recruitment and Resourcing – 1140, is split into eleven lots and has been designed to meet the everchanging needs of the public sector in respect of their recruitment and resourcing requirements.

| Lot | Description                                                      |
|-----|------------------------------------------------------------------|
| 01  | Managed Service for Temporary Recruitment for Local Authorities  |
| 02  | Managed Service for Temporary Recruitment for Central Government |
| 03  | Managed Service for Temporary Recruitment for Housing            |
| 04  | Managed Service for Temporary Recruitment for Higher Education   |
| 05  | Managed Service for Temporary Recruitment for Emergency Services |
| 06  | Managed Service for Temporary Recruitment for all sectors        |
| 07  | Recruitment Process Outsourcing                                  |
| 08  | Recruit Train Deploy                                             |
| 09  | Emerging Talent Recruitment                                      |
| 10  | Total Talent Management                                          |
| 11  | Vendor Management Systems                                        |

The framework was created to deliver a recruitment solution for all areas of the public sector. Lots 1–6 are for a managed service for temporary recruitment. Contracting Authorities can pick the Lot which is relevant to them.

**This user guide is for Lot 10 – Total Talent Management.**

User guides are available for all other lots [online](#) or by emailing [hrrsolutions@ypo.co.uk](mailto:hrrsolutions@ypo.co.uk).

Lot 10 provides a route to market for Total Talent Management solutions, providing you with a contract to meet the needs of your entire recruitment strategy.

# Specification and overview

**Lot 10 of this Framework is designed to provide a route to market for Contracting Authorities across all sectors, which are seeking to engage with a Provider in a strategic relationship in respect of total talent management.**

A Contracting Authority may wish to procure a total talent management solution for some or all of their talent requirements and can do so via this Framework. For example, a Contracting Authority may wish to appoint a Provider in respect of a specific area of their organisation only, or they may wish to appoint a Provider in respect of their complete talent needs.

This Lot allows for a Contracting Authority to develop a strategic relationship with a Provider to support delivery of their wider talent strategy.

When seeking to procure a total talent solution, a Contracting Authority may wish to enter into a longer Call-off Contract period, to permit sufficient time for embedding, delivery and measurement of the solution. In delivering a solution of this nature, it will be important for the Provider and Contracting Authority to work closely together.

It is acknowledged that a total talent management solution will look different for each Contracting Authority, with different strategies, priorities and challenges at play. The Framework has therefore

been designed to provide a flexible route to market, through which a Contracting Authority can engage with a Provider to achieve a unique and innovative solution. It is expected that a Contracting Authority will outline their goals and challenges and the Provider will produce a solution. If preferred, a Contracting Authority can be prescriptive in their needs.

## **The Core Services for a Total Talent Management Solution are:**

- Managed Service Solution for Temporary Recruitment
- Permanent Recruitment
- Recruitment Process Outsourcing
- Emerging Talent
- Technology Systems

While a Contracting Authority does not need to incorporate all identified core services listed above, they must engage with a minimum of two core services, which act as building blocks for a complete total talent management solution. This Lot cannot be used to procure a standalone managed service solution for temporary labour, for example. Instead, this Lot should be utilised to build a total talent management solution suited to an individual Contracting Authority, it is possible that the solution will evolve over time, as additional elements of total talent management are incorporated by the Contracting Authority and agreed with the Provider

Please see the next page for a detailed breakdown of the core services.

## **Optional Services**

The framework allows the Contracting Authority to add on optional services within their requirements. These may be outlined in the initial call-off request by the Contracting Authority or be added at any point during the life of the call-off.

The aim of adding optional services is to allow Contracting Authorities to create a bespoke HR solution if they wish and/or allows a Contracting Authorities to procure all their HR requirements from a single provider, to support their talent strategy.

We have established a list of optional services that is not exhaustive. To review, please email [hrrsolutions@ypo.co.uk](mailto:hrrsolutions@ypo.co.uk). We are aware all HR departments are likely to have unique titles for different types of services.

# Core Services for a Total Talent Management Solution

## 1. Managed Service Solution for Temporary Recruitment

A managed service solution for temporary recruitment can form one of the building blocks for a total talent management solution. It is envisaged that a bespoke managed service solution to suit the needs of each Contracting Authority will be delivered through the inclusion of this building block. To establish their bespoke managed service solution, a Contracting Authority may outline their specific needs within their own specification, or they may ask Providers to outline a bespoke solution based on the Contracting Authority's requirements.

## 2. Permanent Recruitment

To qualify as one of the minimum two core services, permanent recruitment must incorporate a substantial amount of permanent recruitment requirements for the Contracting Authority. For example, a substantial requirement would be managing all permanent recruitment for a particular department. Substantial will be applied on a case-by-case basis and it is for the Contracting Authority to ensure they are satisfied they meet this requirements. The Provider will deliver permanent recruitment for the Contracting Authority in line with their requirements.

### Services can include, but are not limited to:

- Search and Selection
- Advertising
- Longlisting & Shortlisting
- Technical Interviews
- Vetting & Compliance
- Offer & Candidate Management

## 3. Recruitment Process Outsourcing

Recruitment Process Outsourcing is a process whereby some or all elements of permanent recruitment services are outsourced to a Provider, sometimes replacing or enhancing work performed in house. The Provider assumes responsibility for the outsourced services and manages the Contracting Authority's recruitment process, or part of the process.

## 4. Emerging Talent

An Emerging Talent solution shall focus on the Contracting Authority's requirements in respect of recruiting what they define as emerging talent. This may include building a talent pipeline. It should be noted that emerging talent does not always need to refer to graduates.

A Contracting Authority may wish to procure a service for all their emerging talent requirements, or they may wish to procure for a specific volume emerging talent requirement, such as a graduate scheme.

It is understood that all emerging talent requirements and therefore solutions, will be unique and the Provider shall present a solution which is specific to the Contracting Authority.

## 5. Technology Systems

It is expected that technology will be required to support the services offered within a total management solution and that technology systems will vary from service to service, as well as evolving throughout the lifetime of this Framework.

### Forms of technology delivery may include:

- Vendor Management Systems
- Talent Pool Technology

While technology systems can form a singular building block for core services, the provision of a vendor management system, or equivalent, to assist in delivery of a managed service for temporary labour shall not be deemed to be a building block, or core service, in its own right. The provision of a Vendor Management System or equivalent as a standalone service for the Contracting Authority to manage their own requirements can form a building block in its own right.

A Vendor Management System (VMS) is a cloud-based system which enables a Contracting Authority to procure and manage a supply chain, most often to meet their temporary or permanent recruitment needs. The aim of the VMS is to allow the Contracting Authority to procure a solution through which they can successfully manage and deliver their temporary and/or permanent recruitment needs independently of a managed service provider, including supply chain management and submission of candidates by the supply chain.

A Talent Pool is a database of individuals interested in working for an organisation. Procuring Talent Pool Technology will allow a Contracting Authority to manage their talent pool of individuals via the technology.

The aim of the Talent Pool Technology is to allow the Contracting Authority to create a central online database of workers. The Contracting Authority may wish to apply the Talent Pool Technology to all job roles and profiles within their organisation or they may wish to use it for a specific category of roles, any approach shall be viable through the Talent Pool Technology.

# How to use the framework

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

Contracting Authorities 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. Pre-market engagement is encouraged at this stage to inform providers of the opportunity and boost participation. It will then be down to the providers if they decide to bid based on the services you require.

While creating a further competition or direct award for their Total Talent Management solution, a Contracting Authority can specify minimum of two core services they require to include optional services. Please note that Providers can add more optional services to their offerings throughout the duration of the Framework. A Contracting Authority may wish to add on optional services at any point of the call-off contract.

## Direct award

A Direct Award can be carried out to appoint the Provider that the Contracting Authority has reviewed to be the most suitable for the services they require.

A Direct Award can be made to a Provider if the participating Contracting Authority can demonstrate the selected Provider offers the most economically advantageous offer for their individual requirements, this will include the ranked evaluation, cost/price/quality/social value and sustainability scores and/or objective justifications in line with the Public Contract Regulations 2015.

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

The Contracting Authority, where possible, should list any potentially relevant optional services within the call-off contract.

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



# Carrying out your further competition

**This framework will allow Contracting Authorities to carry out a further competition with all providers listed on this Lot.**

All providers on this Lot will have the opportunity to bid for each further competition. Contracting Authorities will reserve the right to define their total talent management solution by either outlining their specific needs within their own specification, or they may ask providers to present a bespoke solution based on their requirements.

Contracting Authorities can carry out a further competition based on cost, quality and social value, the scoring criteria will be stipulated in each further competition. The Contracting Authority can carry out a further competition on their total talent management solution only or include optional services as part of their further competition and call-off contract. Optional services may be implemented at any point of the call-off contract.

The Contracting Authority, where possible, should list any potentially relevant optional services within the call-off contract.

The Contracting Authority shall conduct their Further Competition based on their defined scoring criteria, which will be outlined within their further-competition documentation.

Please see the criteria and weighting ranges below:

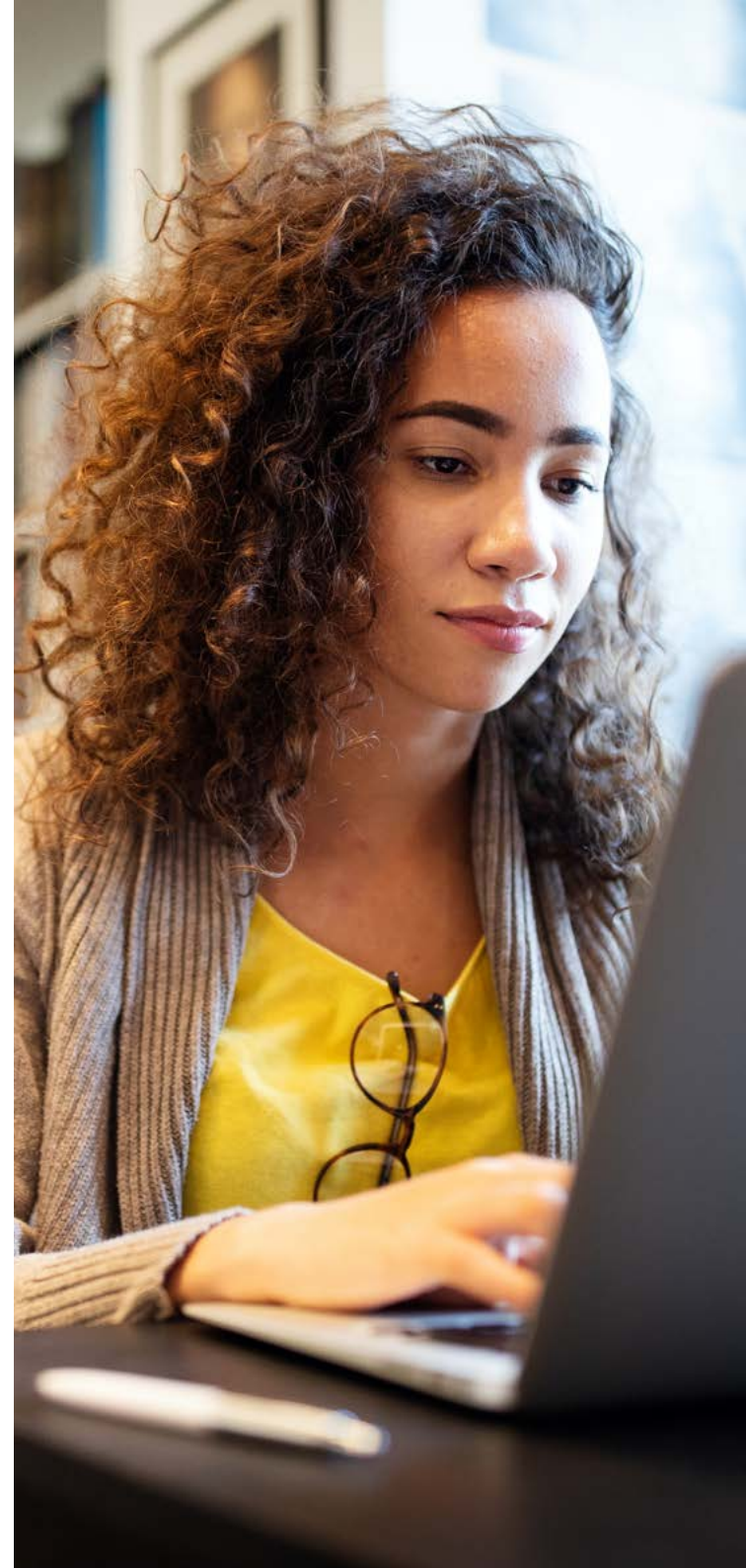
| Criteria for further competitions | Range  |
|-----------------------------------|--------|
| Cost                              | 20-60% |
| Quality                           | 20-60% |
| Social Value / Sustainability     | 10-30% |

Contracting Authorities may amend weightings to suit their own needs at their own risk within +/- 20% of Framework weighting, as stipulated by the ranges above. The total percentage must add up to 100%.

The criteria for cost, quality and social value can be re-opened in full for evaluation within the further competition, or scores may be carried through from the Framework Establishment stage.

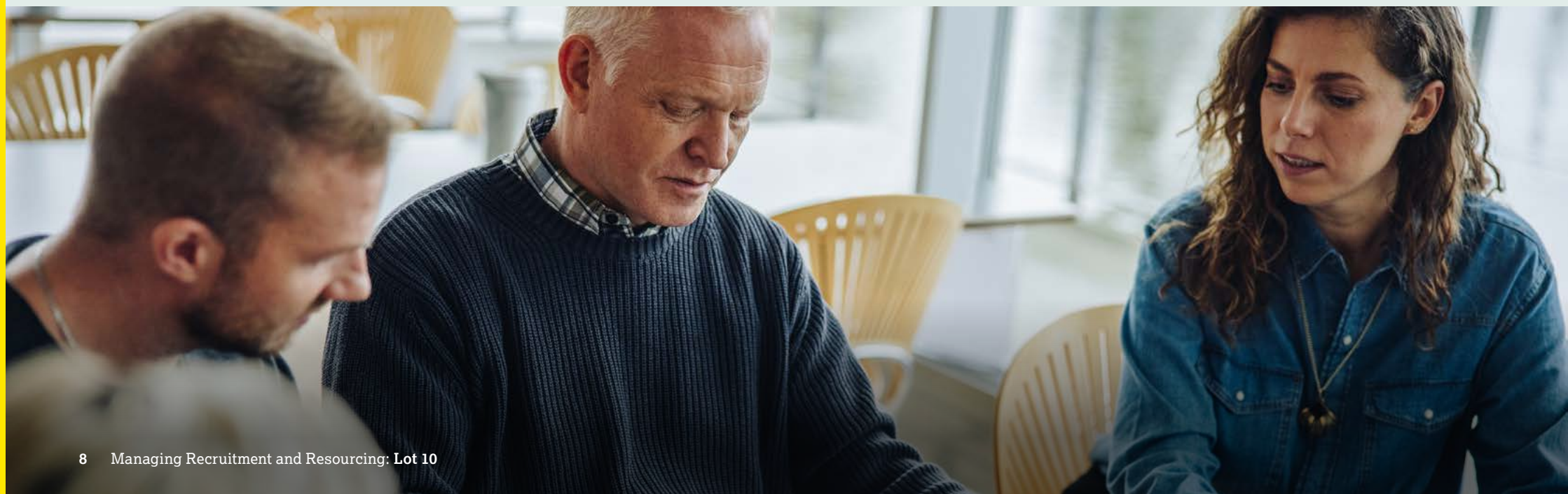
Contracting Authorities should set appropriate KPIs and/or service levels within their call-off contract.

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



## Tips to procuring these services

- Understand the challenges, priorities, and strategies that impact your organisation's talent requirements.
- Understand the pricing structure that will best suit your requirements. We used several models to ensure that all pricing was transparent depending on the customers' individual requirements.
- Ensure you have all the latest sector updates before making your decisions.
- Engage with providers prior to a direct award or further competition to ensure they understand your current position, your vision moving forward and any developments in service delivery .
- Consider the total solution that is required and let the providers in the market create you a model to fit your needs or align your need to a model you require.
- Understand the supply chain behind your managed service provision (if applicable), this will give you a real insight into the SMEs you use and costings. It will allow the new contract provider to develop your supply chain effectively.
- Understand your current management fees, agency fees and all other service costs.
- Do you have any spend within recruitment and HR Services that is currently not procured through the framework? Can you work with hiring managers and the new provider to ensure this is incorporated into the new contract?
- Could social value be part of the specification? How could providers help in this area?
- Ensure your permanent labour specification is in line with your emerging talent recruitment strategy.
- Are you aware of how technology is developing in the recruitment sector?
- Are there any other services you would like to procure alongside your emerging talent requirements? These could be procured as part of the optional services.



## Benefits of using a YPO 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.
- We can provide market sector updates and support through webinars, 1-2-1 meetings and emails
- All providers on the framework have been 'pre-qualified' to deliver a managed service for temporary recruitment
- YPO can fully manage your further competition process if required
- Reduced timescales – you do not need to run a full above threshold 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
- Through this Framework, social value/sustainability can be delivered via Call-off Contracts and engagement with a Contracting Authority, or via the Framework directly by virtue of the Provider's corporate social responsibility and own social value commitments.



## Providers

Below is a list of the providers awarded to the framework for this Lot.

- Adecco (UK) Ltd
- Alexander Mann Solutions
- Hays Specialist Recruitment Ltd
- Reed Specialist Recruitment Ltd

## Terms and conditions

**Providers awarded to the framework agreement have agreed to and signed YPO's framework terms and conditions.**

Providers have also agreed and reviewed the call-off terms and conditions; however, it is understood that some specific terms may need amending to meet the needs of the Contracting Authority and Provider. These can be amended by the Contracting Authority 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:

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