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User Guide | Ref No: 1140

# Managing Recruitment and Resourcing

**Lot 11:**  
Vendor Management Systems



# 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.



### **This is an interactive PDF**

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## Overview

### **Start date**

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26 February 2024

### **Expiry date**

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25 February 2028

### **Extension Taken**

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1 X 24 months

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

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

### **Contract notice reference number**

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2023/S 000-030085

### **Potential maximum value**

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£5,000,000,000

### **Rebate**

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- 1% rebate applies on spend
- Any optional services will be 0.5% rebate of the total spend

### **Geographical location(s)**

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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 11 – Vendor Management Systems.**

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

Lot 11 allows organisations to procure a Vendor Management System to manage and deliver their temporary and/or permanent recruitment needs independently of a managed service provider.

# Specification and overview

## **Lot 11 of this Framework shall provide a compliant route to market for all public sector organisations seeking access to a Vendor Management System (VMS).**

A Contracting Authority may wish to procure a VMS to support some or all of their recruitment and supply chain management needs and can do so via this Lot. For example, a Contracting Authority may wish to utilise a VMS for a specific service category only. It is understood that, in an ever-changing recruitment market, Contracting Authorities may seek to approach recruitment differently and this may be via insourcing and utilising a VMS.

This Lot is flexible, permitting the engagement and delivery of both core and optional services, which will allow for innovative delivery against Contracting Authority requirements.

A 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.

In using a VMS, the Contracting Authority will take responsibility for managing their own supply chain, including supply management, reviews, rate management, attraction of suppliers and so on.

### **The VMS will support key stakeholders in the following manners:**

- Supporting the contract manager in managing a successful supply chain of agencies and freelancers to meet the needs of the Contracting Authority
- Supporting the hiring manager in effective and efficient recruitment of candidates
- Supporting agencies in the supply of candidates to live roles in an effective and efficient manner

### **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 Vendor Management System

**The VMS shall permit the delivery of the following services, but please note this is not an exhaustive list:**

- Creation and management of a supply chain by the Contracting Authority
- Vetting and compliance of candidates
- Visibility of live roles and candidates within the system
- Delivery of the end-to-end recruitment process, as defined by the Contracting Authority
- Recruitment of temporary workers
- Recruitment of permanent worker
- Recruitment of interims
- Management of cost centres, as defined by the Contracting Authority
- Management and application of an approval process for the hiring of candidates
- Access to policies and procedures as required by the Contracting Authority
- Multiple user accounts with varying access rights to suit the Contracting Authority

**The VMS shall provide the following user journey for the hiring manager:**

- Create request for worker, including all relevant information such as, but not limited to, start/finish dates, minimum experience and qualification requirements
- Submission of candidates from the supply chain
- Candidate selection, including longlisting and shortlisting
- Submission of feedback to agencies regarding candidates
- Candidate contract – Onboarding and offboarding of worker(s)
- Submission and approval of timesheets and expenses (or link to relevant Contracting Authority platform to achieve this)
- Tenure and contract management
- Invoice and payment process

A Contracting Authority may build additional steps into this process.



# 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 Vendor Management System solution, a Contracting Authority can specify the VMS 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 & 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 vendor management system 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 vendor management system 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:

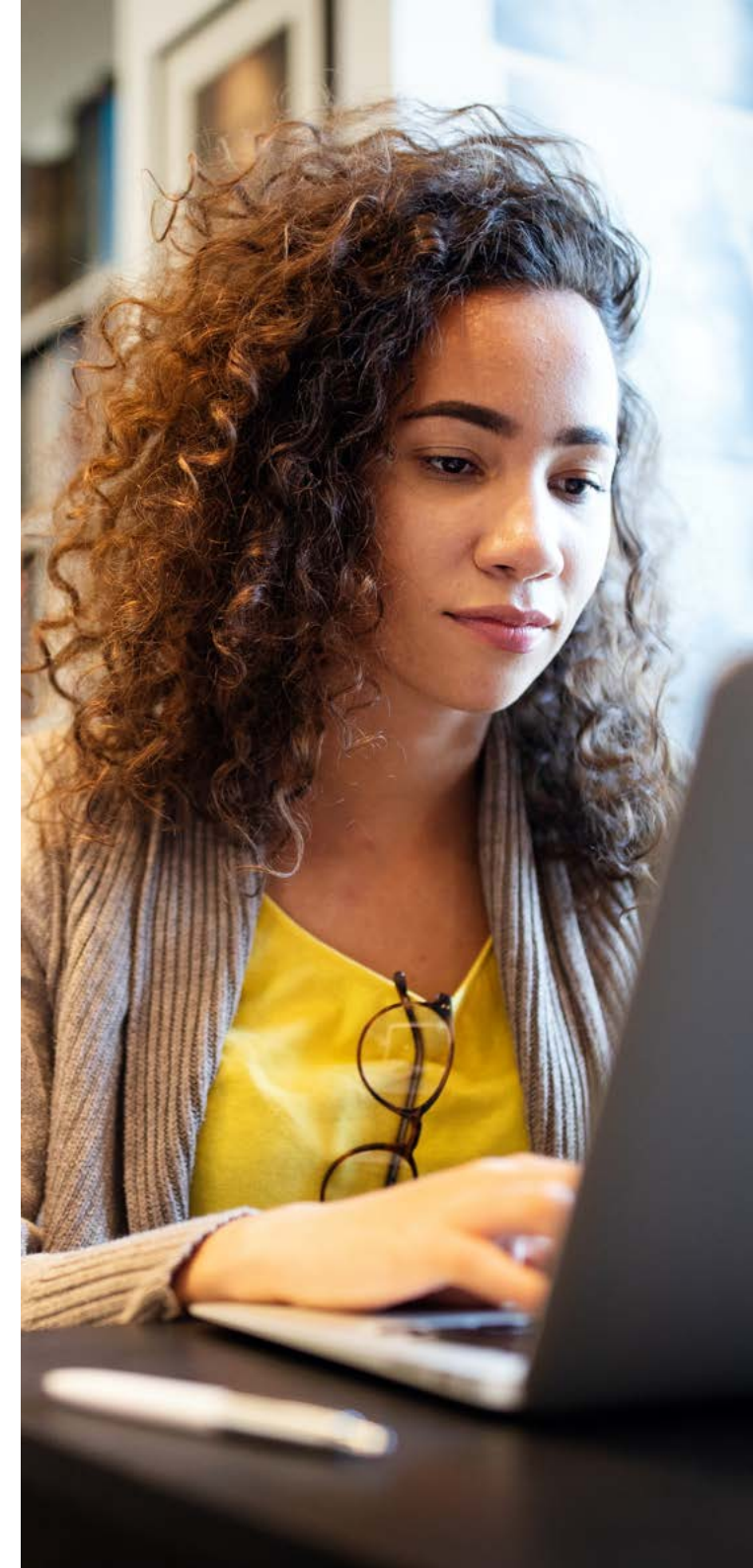
Criteria for further competitions	Range
Cost	20-60%
Quality	20-60%
Social Value / Sustainability	10-30%

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 recruitment supply chain
- Understand the pricing structure that will best suit your requirements. We used a number of users and spend to ensure that all pricing was transparent depending on the customers' actual 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
- Could social value be part of the specification? How could providers help in this area?
- Ensure your VMS specification is in line with your 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.

- Clarity Workforce Technology Limited
- Comensura Ltd
- Matrix SCM Limited
- Retinue Solutions Limited

# 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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