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User Guide | Ref No: 1140

Managing Recruitment and Resourcing

Lot 3:

Managed Service for Temporary
Recruitment for Housing



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

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

- 0.01p per hour worked by a temporary worker
- 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 3 – Managed Service for Temporary Recruitment for Housing.

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

We have a procured a Managed Service Provision (MSP) for temporary recruitment tailored to each area of the public sector, providing access to providers with specific expertise.

Your chosen supplier will effectively manage all your temporary agency worker requirements, meeting your needs across all categories of worker.

The framework recognises that alongside your temporary labour requirements you may also wish to procure a wide range of other HR related services. This can be done via this Lot through the use of our optional services.

Specification and overview

Lot 3 of this Framework provides a complaint route to market for all organisations in the Housing sector seeking access to a managed service solution for their temporary recruitment requirements.

A Contracting Authority can use this Lot to procure a managed service solution for **some** or **all** of their temporary recruitment requirements.

This Lot allows a Contracting Authority to procure a **bespoke** managed service solution to meet their specific needs. 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.

While the Framework is designed to provide flexibility to a Contracting Authority, YPO acknowledge that there have traditionally been two main delivery models within this market; the master and neutral vendor.

A neutral vendor refers to a delivery model whereby the Supplier delivers all agency workers via a supply chain of agencies and no workers are provided by the Supplier directly.

A master vendor refers to a delivery model whereby the Supplier has their own supply of agency workers, utilised to fulfil the requirements of the Contracting Authority, sometimes supported by a supply chain.

When utilising this Framework, a Contracting Authority can therefore choose to:

- Procure a master vendor model
- Procure neutral vendor model
- Procure a bespoke managed service model

A bespoke managed service model may require a Supplier to deliver some elements of the service as a neutral vendor, some as a master vendor or may outline a unique structure to suit the needs of a Contracting Authority.

Temporary Recruitment Spend Models:

The cost of delivering a managed service solution for temporary recruitment varies depending on the volume of spend within the Contracting Authority. To enable Contracting Authorities to review pricing specific to their organisation, our pricing schedules are based on varying annual spend thresholds, outlined below:

- £0-0.99m
- £1m-4.99m
- £5m-9.99m
- £10m-19.99m
- £20m+

It should also be noted that providers may offer a discount for public sector organisations that do not want to utilise technology as part of their managed service solution.

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, including temporary recruitment solutions and any optional services.

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

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 temporary recruitment requirements, a Contracting Authority can 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 managed service solution 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 managed service providers.

All managed services providers on this Lot will have the opportunity to bid for each further competition. Contracting Authorities will reserve the right to define their bespoke managed service 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 temporary recruitment requirements 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:

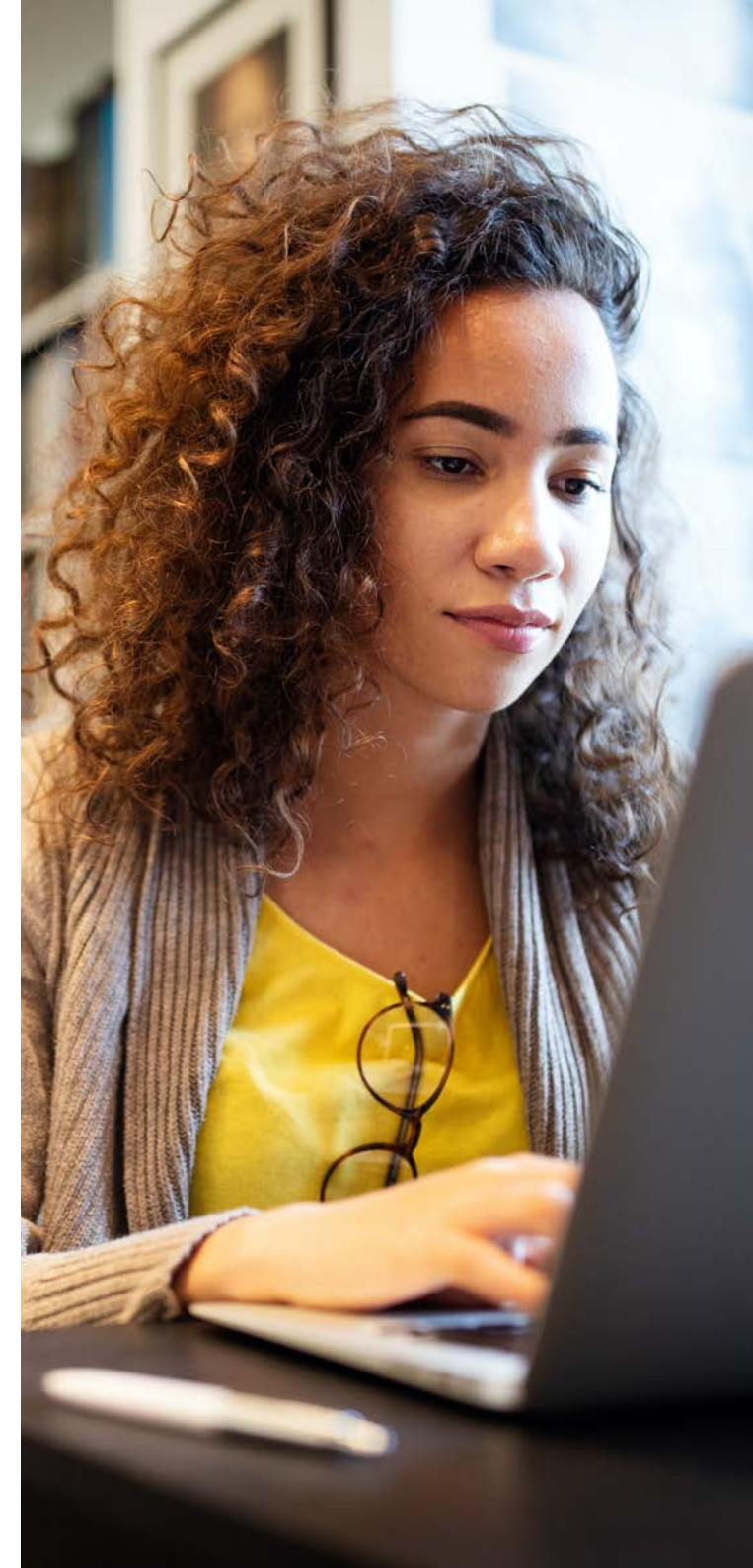
Criteria for further competitions	Range
Cost	20-60%
Quality	20-60%
Social Value / Sustainability	10-30%

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.

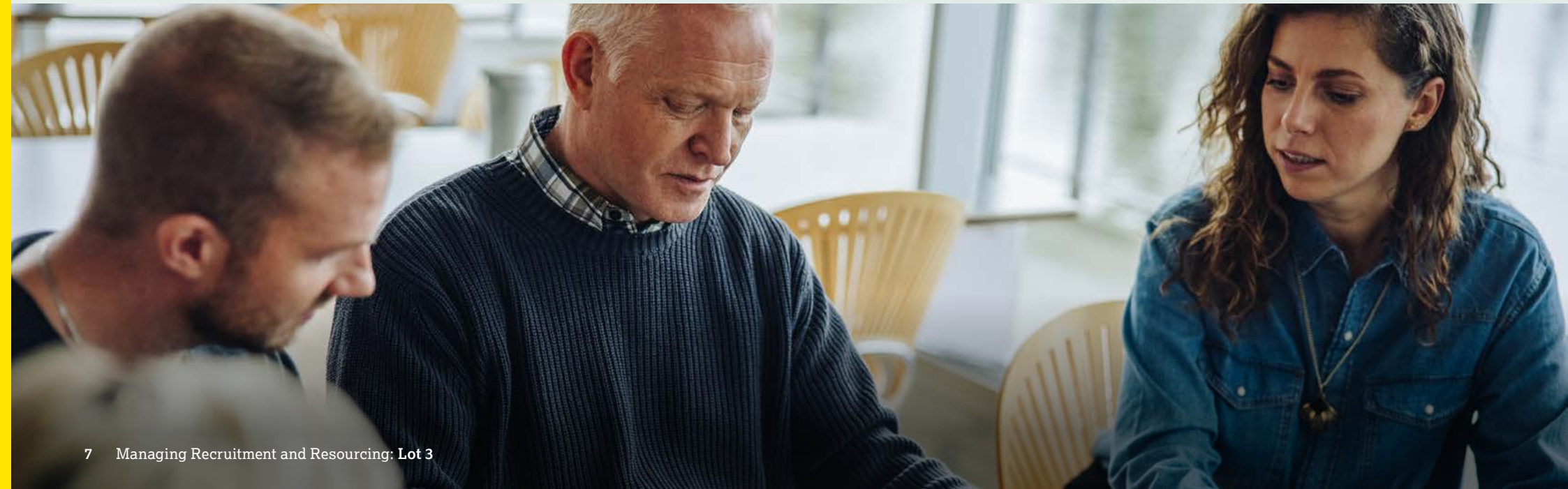
Contracting Authorities should set appropriate KPIs and/or service levels within their call-off contract.

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 pricing structure that will best suit your requirements. We decided to use job categories and spend 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 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.
- Instead of focusing on a particular model, think about the solution that is required and let the providers in the market create you a model to fit your needs or align your needs to a model you require
- Understand the supply chain behind your MSP, 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 the temporary agency category that is currently not procured through your existing contract? Can you work with hiring managers and the new provider to ensure this is incorporated onto the new contract?
- The providers can support you in delivery of social value and sustainability. How could they best support your organisation's objectives and targets in this area?
- Ensure your temporary labour specification is in line with your recruitment and talent 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 temporary recruitment 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.
- Free benchmarking based on your current usage
- 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
- Green Park Interim and Executive Ltd
- Hays Specialist Recruitment Ltd
- Reed Specialist Recruitment Ltd
- Retinue Solutions Limited
- Tate 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:

Name	Sabine Stolwijk
Job title	Buyer
Category	HR and People Services
Telephone	01924 821751
Email	HRsolutions@ypo.co.uk

Name	Sophia Lindley
Job title	Assistant Buyer
Category	HR and People Services
Telephone	01924 821751
Email	HRsolutions@ypo.co.uk

