**RM6002 Framework Evaluation Overview**

**Background**

**CCS released an OJEU in April 2018 for Permanent Recruitment Solutions. Suppliers were asked to submit a bid against technical requirements (quality) and commercial (price). The weightings for each of the Lots are below (Quality/Price);**

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| **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** | **Lot 6** | **Lot 7** | **Lot 8** |
| **75/25** | **80/20** | **80/20** | **80/20** | **80/20** | **90/10** | **90/10** | **90/10** |

**Suppliers bidding on the framework had to provide written submissions at 3 different stages of evaluation. Suppliers were required to score minimum threshold of 50% for each of the questions.**

**Financial Assessment**

## **The CCS Commercial Intelligence team conducted an initial financial assessment on all bidders**

## **The Dun and Bradstreet Threshold for Lots was as follows**

## **Lots 1 to 5 equals 40**

## **Lots 6 and 7 equals 50**

## **Lot 8 equals 40**

**Those suppliers that did not meet the threshold were required to provide financial accounts for audit to provide assurance to CCS. Those that could not provide assurance were removed from the process.**

**Selection Questionnaire**

**Suppliers were required to provide two contract examples demonstrating how they had fulfilled a minimum number of roles that fell under the job families of the Lot with two different customers in the last 12 months. Responses were assessed as PASS/FAIL against the below question and assessment criteria:**

**“Suppliers must demonstrate they have the necessary technical and professional resources and expertise to perform the services within each Lot for which they are bidding.**

**Suppliers must provide:**

**Two unique example where your organisation has delivered a Permanent Recruitment Service.**

**The example you provide must demonstrate the successful hiring of at least (x) posts in the last 12 months that are highly relevant to the lot you are bidding for.**

**Your example should also demonstrate the necessary technical and professional ability and set out in the Specification – section 2 of Attachment 2 – What customers need (which will become Framework Agreement Schedule 2: Part A: Services following award).**

**This example must be for a different customer than the one used for the first contract example provided for this lot.**

**Evidence within this contract example must include following criteria:**

* **A description of the requirement and how you delivered it.**
* **Successful hire of at least [x] posts within Job Families relevant to this lot within the last twelve (12) month period.**
* **How you approached and delivered candidate identification and attraction. How you planned and conducted candidate assessment and evaluation.**
* **Your approach and process for managing offers and appointments. How you allocated and managed internal resources to meet the client’s requirements.**

**Award Questionnaire**

**Part 1 – Lot Specific question that accounted for 40% of total quality score. CCS provided a collection of job descriptions that had been created specifically for the procurement. Job Descriptions fell within the job families of each Lot and ranged in location and the hiring department. Suppliers were required to demonstrate how they would successfully fill two of the roles per Lot. Lot Specific Award question below;**

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| **REQUIREMENT:**  **The Contracting Authority requires you to demonstrate how you will identify and attract high calibre candidates into (Lot Specific) roles within central government (and the wider public sector) by describing your approach to filling two (2) roles anticipated to be in demand in this Lot over the course of the Framework.**  **Please select any two (2) job descriptions and follow the response guidance below for each job description selected.** |
| **QC2 Response Guidance**  **Bidders must answer this question if bidding for Lot 2**  **In order to satisfy the requirement, and the question associated with the requirement, your response must BE SPECIFIC TO THE JOB ROLE DESCRIPTIONS SELECTED, and:**   1. **Demonstrate how you will use your deep knowledge and understanding of this job role/employer/location and deep knowledge and understanding of the particular candidate market to identify the key points of attraction and develop a tailored attraction strategy and Employee Value Proposition (EVP). Your response must include but not be limited to:**  * **describe the specific knowledge and understanding you will bring to this requirement and how this is developed through use of any market intelligence and analytics; and** * **provide the key information on the proposed EVP and attraction strategy you will develop for this role. As detailed in paragraphs 2.4.3 Service Delivery Candidate Identification and Attraction and 2.4.5 Customer and Candidate Information of the Specification in Attachment 2.**  1. **Demonstrate the routes to market and recruitment tactics you will use to identify and attract a strong and diverse field of appropriate high calibre candidates. Your response must include but not be limited to:**  * **how your specific knowledge and understanding of the routes to market and recruitment tactics will be most effective for filling the job role and how your knowledge and understanding is kept up to date; and** * **outline the key information relating to the routes and tactics you will use and how this will be effective in filling the job role. As detailed in paragraph 2.4.3 Service Delivery Candidate Identification and Attraction of the Specification in Attachment 2.**  1. **Demonstrate how you will use your deep knowledge and understanding of the job role/employer/location to ensure matching of the most suitable candidates to the post. Your response must be tailored to the job role and must include but not be limited to:**  * **your approach to assessing candidate suitability against the requirements/descriptions to ensure a successful hire, as detailed in paragraph 2.4.3 Service Delivery Candidate Assessment and Evaluation of the Specification in Attachment 2.**  1. **Demonstrate how you will use your deep knowledge and understanding of the job role/candidate market/location to manage a multiple hire recruitment campaign for 10 roles. Your response must include but not be limited to:**  * **the approach you will use to project manage the campaign, how you will flex internal staffing resource to meet requirements and how you will manage Candidate care and communication; and** * **your approach to communicating with the Customer to provide updates on recruitment progress (including challenges), as detailed in paragraphs 2.4.3 Service Delivery Candidate Assessment and Evaluation, 2.4.6 Customer Reporting Requirements and 2.4.8 Customer Call Off Account Management of the Specification in Attachment 2.**   **Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.**  **Please attend to layout, spelling, punctuation and grammar, address each of the component parts in the order they are listed in this response guidance and state which part you are responding to.** |

**Part 2 – Three Generic Questions**

**Those suppliers that had obtained scores that met or exceeed the minimum threshold of 50% for Lot specific questions would have to respond to three questions that applied across all lots (Apart from Lot 8 under which suppliers were only required to respond to the Customer Management question). Each of the three questions accounted for 20% of their total quality score. Suppliers had to obtain a quality threshold of 50% for all three questions. Questions below:**

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| **QB1 – CUSTOMER MANAGEMENT** |
| **REQUIREMENT:**  **The Contracting Authority requires you to demonstrate how you will manage the customer in line with the requirements set out in section 2.4 of the Specification in Attachment 2 – What customers need (following award this will form Framework Agreement Schedule 2, Part A: Services).** |
| **QB1 Response Guidance**  **All bidders must answer this question.**  **In order to satisfy the requirement and the question associated with the requirement your response must demonstrate:**   1. **how you will structure your Customer Account Management team, describing the end-to-end Account Management process that you will adopt for Customers when delivering the Framework services, including but not limited to:**  * **how you will align your approach to a wide variety of Customer needs; and** * **how it will be tailored to meet the different geographical and skillset requirements of Customers as detailed in paragraph 2.4.8 Customer Call Off Account Management of the Specification in Attachment 2.**  1. **how you will build a successful strategic relationship with each Customer to ensure you meet the individual requirements of Customers throughout the duration of the Framework, including but not limited to:**  * **your approach to building a strong understanding of Customer (and their candidate) requirements at the start of a Call-Off Contract, maintaining communication channels prior to and between Orders; and** * **how you will forward plan with Customers to support the Customer’s workforce requirements, as detailed in paragraphs 2.4.4 Provisions for Ordering and 2.4.5 Customer and Candidate Information of the Specification in Attachment 2.**   **c) the market intelligence and trend data that you will provide to Customers, including the processes you will use which includes but is not limited to:**   * **how you will identify, gather, analyse and share the relevant market intelligence and trend data for Customers; and** * **how you will ensure it is of the highest accuracy, relevance and value to each Customer, as detailed in paragraphs 2.4.6 Customer Reporting Requirements of the Specification in Attachment 2.**   **d) the reporting data that you will provide to Customers, including but not limited to:**   * **how you will provide feedback to Customers on individual Orders/campaigns and deliver information on performance against KPIs, using data and information tailored to the Customer’s specific needs; and** * **how you will ensure optimum success of your service delivery, as detailed in paragraph 2.4.6 Customer Reporting Requirements of the Specification in Attachment 2.**   **Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.**  **Please attend to layout, spelling, punctuation and grammar, address each of the component parts in the order they are listed in this response guidance and state which part you are responding to.** |

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| **QB2 – CANDIDATE MANAGEMENT** |
| **REQUIREMENT:**  **The Contracting Authority requires you to demonstrate how you will manage the end-to-end candidate journey in line with the requirements set out in section 2.4 of the Specification in Attachment 2 – What customers need (following award this will form Framework Agreement Schedule 2, Part A: Services).** |
| **QB2 Response Guidance**  **All bidders must answer this question.**  **In order to satisfy the requirement, and the questions associated with the requirement your response must demonstrate:**   1. **your end-to-end approach for managing both successful and unsuccessful Candidates through the recruitment process under a Call-Off Contract, including but not limited to:**  * **your approach for managing Candidates and the methods and frequency of communication with Candidates which will ensure they are fully up to date throughout the recruitment process; and** * **how feedback will be managed and provided to both successful and unsuccessful candidates at each stage of the recruitment process to ensure a positive experience, as detailed in paragraph 2.4.3 Service Delivery Offer and Appointment of the Specification in Attachment 2.**  1. **how Candidates will generally be kept engaged and updated on current and upcoming Central Government (and Wider Public Sector) opportunities, including but not limited to:**  * **how you will ensure Candidates maintain a positive view of government recruitment and the range of career opportunities available, as detailed in paragraph 2.4.3 Service Delivery Candidate Identification and Attraction of the Specification in Attachment 2.**  1. **how you will review and consistently improve the Candidate experience for Customers during the course of the Framework, including but not limited to:**  * **your approach to obtaining and evaluating Customer and Candidate feedback during the recruitment process and how you will measure success and the experience of Candidates, as detailed in paragraphs 2.4.3 Service Delivery Offer and Appointment and 2.4.6 Customer Reporting Requirements of the Specification in Attachment 2.**  1. **Describe how you will use Customer and Candidate feedback to enable continuous improvement in Candidate management in future recruitment processes, including but not limited to:**  * **how you will make continuous improvements to your own processes; and** * **how you will provide feedback to the Customer and how you will support them in implementing any recommendations to improve the Candidate management and the Candidate experience, as detailed in paragraphs 2.4.10 Continuous Improvement and 2.4.6 Customer Reporting Requirements the Specification in Attachment 2.**   **Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.**  **Please attend to layout, spelling, punctuation and grammar, address each of the component parts in the order they are listed in this response guidance and state which part you are responding to.** |

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| **QB3 - SUPPORTING GOVERNMENT PRIORITIES** |
| **REQUIREMENT:**  **The Contracting Authority requires you to demonstrate how you will actively support key Government priorities, including equality, diversity and inclusion and value for money, in line with the requirements set out in section 2.4 of the Specification in Attachment 2 – What customers need (following award this will form Framework Agreement Schedule 2, Part A: Services).** |
| **QB3 Response Guidance**  **All bidders must answer this question.**  **In order to satisfy the requirement and the question associated with the requirement your response must demonstrate:**   1. **how you will support the Government priorities on equality and diversity and how you will ensure that the Civil Service Recruitment Principles are met at all times and how you will help each Customer to manage any limitations set by these, including but not limited to:**  * **how you will understand each Customer’s requirements, expectations and objectives for equality and diversity; and** * **how you will ensure compliance with the Civil Service Recruitment Principles for each Customer, as detailed in paragraphs 2.4.2 General Requirements and 2.4.3 Service Delivery Candidate Identification and Attraction of the Specification in Attachment 2.**  1. **how you will support the Government priority on diversity and inclusion by working with each Customer to ensure diversity and inclusion objectives are established and met in their recruitment processes, including but not limited to:**  * **how you will develop a clear and proactive approach to attracting a broad mix of Candidates from diverse groups; and** * **outline the diversity data and statistics you will provide and how you will use those indicators to track your performance and how this will enable you to demonstrate how you will comply with the aspiration to obtain a 100% response rate for completion of the diversity form in recruitment processes managed, as detailed in paragraphs 2.4.3 Service Delivery and 2.4.6 Customer Reporting Requirements of the Specification in Attachment 2.**  1. **how you will proactively challenge Customer recruitment approaches where you can identify more beneficial proposals by introducing new and innovative recruitment methods, including but not limited to:**  * **how you will identify new and emerging solutions that can improve the efficiency of the services; and** * **how you will offer advice to Customers; such as identification of opportunities for cost savings, as detailed in paragraphs 2.4.10 Continuous Improvement and 2.4.8 Customer Account Management of the Specification in Attachment 2.**  1. **how you will support value for money and continuous improvement for Customers over the lifetime of the Framework, including but not limited to rate benchmarking, the use of digital platforms and solutions, training and events, including not limited to:**  * **how the specific solutions you would recommend to customers will support value for money and continuous improvement; and** * **how these solutions could deliver value for money outcomes for the Customer, as detailed in paragraphs 2.4.10 Continuous Improvement and 2.4.8 Customer Call of Account Management of the Specification in Attachment 2.**   **Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.**  **Please attend to layout, spelling, punctuation and grammar, address each of the component parts in the order they are listed in this response guidance and state which part you are responding to.** |

**Pricing**

**Suppliers were scored based on the average rates of those suppliers remained in the process after the Selection and Award Stages. Those suppliers with rates below the average received full marks. Those over the average for the lot received scores proportionate to the difference between the average rate and their tendered rate.**

**Final Score**

**Scores for pricing and quality were combined to give suppliers a total score on each of the lots that they had bid for. The suppliers were then ranked and awarded a place on the framework should their ranking fall within the proposed number of suppliers per Lot.**