

CLARIFICATION QUESTIONS FOR CCDT/392 – DE&S LEVEL 1 TO 5 RECRUITMENT SUPPORT SERVICE 23/08/2017

#	Question	Answer
001	In reference to question 3 of the technical submission, please can you explain what is meant by reference evaluation? Are you looking for a client reference in relation to the performance of [COMPANY REDACTED]'s recruitment consultants and partnering approach?	<p>Clause A21 of the 'DEFORM 47' (also on Contracts Finder) states:</p> <p>A21. The Tenderers' attention is drawn to the following other information:</p> <p>You are required to provide CVs for your key personnel who would be working on any contract resulting from this ITT, and any other references.</p> <p>It is this submission which will be scored against the 'Tenderer's CV and reference evaluation' portion of question 3. A client reference would be an appropriate submission for this criteria.</p>
002	Could you confirm the types of roles you will require resourcing?	<p>A breakdown of DE&S' 11 Functional Areas and the 5 Staffing Levels for which the roles would be recruited, can be found in the Tendering Documentation on the Opportunity page on the Government's Contracts Finder website. The link is https://www.contractsfinder.service.gov.uk/Notice/47fe71dc-a506-4160-9d38-b408baec7857 You'll need to scroll down the page to the section marked Other Information - Attachments.</p>
003	Unfortunately, we only specialise within engineering – so would be unable to fulfil the other job requirements. I could send you all of our details to pass on, in case the 1st tier requires an engineering specialist to fulfil Engineering vacancies?	<p>The Authority wouldn't be able to pass on your details to the 1st tier, what we would suggest you look out for the Contract Award Notice published, which will detail the Supplier The Authority places this contract with and approach them directly.</p>
004	The description of work states that a proportion of requirements are to be filled by the Supplier. Please can you state what this proportion is of the 2000 roles?	<p>As stated in the Statement of Requirement within the documentation, the Contractor is expected to have the capability to fulfil the full annual recruitment requirement of 2000 roles if necessary, or any proportion of this number. So I am unable to give a definitive answer on what this proportion would be.</p>

005	Where the documents discuss Campaigns, please can you clarify if a Campaign relates to one vacancy or multiple vacancies?	It is anticipated that campaigns would cover multiple vacancies, however one vacancy role campaigns are still within scope.
	How are such vacancies currently filled within your organisation and why has the decision been made to change the model to that stated within the tender?	Please refer to answer 018
007	Please can you explain the rationale of having an initial contract period of 6 months only and if you intend to utilise these services from one Supplier on a longer term basis.	The initial contract period of 6 months follows the Financial Year. The requirement contains Option Years to utilise services from one Supplier for a further 3 years.
008	Please can you clarify as to whether our written technical response should be based on the criterion section within Section D - Tender Evaluation, or if there are any specific questions to be answered which have not been provided within the tender documentation pack?	Your Written Technical Response will be evaluated against the criterion at Section D. There are no additional specific questions for the Written Technical Response.
009	I wonder whether you could provide me with a rough idea of what sort of roles will be included, doesn't need to be numbers more specialisms involved. Hoping to gauge whether we have the correct specialism capacity to deliver against this bid.	Please refer to answer 002
010	Could you kindly confirm if you are seeking to appoint a single supplier in a managed service/recruitment process outsourcing format, or whether there will be a number of successful suppliers operating under a framework agreement?	The Contract seeks a single successful supplier to fulfil the requirement. We are not seeking a number of successful suppliers, the intention is for the Authority to contract with one supplier only.
011	Can you kindly confirm if the £25million value applies to the contract term including the potential 3 "option year" extensions? Or does this relate to the initial 6 month period between September and March 2018?	The £25 million value covers the contract term including the potential 3 "option year" extensions. This was entered incorrectly when the notice was originally published, and so we've published the Corrigendum to correct this.
012	Written submission – are there specific questions you need answering or do you want a methodology document in line with [headings 1 to 4 of the evaluation Criteria]?	We do not have specific questions for the Written Submission, we are seeking a Written Submission that addresses the headings and specifications at Section D, points 1 to 4.
013	Can we confirm however that, for this procurement, there will not be a bidders conference?	We are operating this requirement under the Open Procedure of the Public Contract Regulations and as a result, I can confirm that no bidders conference will take place for this requirement.

014	Fee structure – it sounds like fees are payable upon commencement of employment of each candidate, so there is no element of retainer or up front project / campaign engagement fee – can you clarify please?	Suppliers are invited to propose a fee structure as per the guidance in point 13 of Schedule 5
015	Salary levels – what do salary bandings 1 – 5 equate to in £ please?	Pay levels at DE&S are not readily available in the public domain since the department moved away from civil service pay structures. As a guide, salaries begin at £15,000 at Level 1 up to c.£70,000 at Level 5. Benchmarked salary information will be provided for each role on the point of launch.
016	Volume – you mention the total number of 2000 vacancies, and cite that the selected contractor should be able to fulfil a ‘proportion’ – what is the proportion likely to be?	Please refer to answer 004
017	Will the candidates require security clearance – if so will it be SC or DV level? Are you open to considering candidates who are eligible for, but do not have, current security clearance?	Security clearance will be required for all roles and the level required (SC or DV) will depend on the role being recruited. DE&S will consider applications from candidates who are eligible to obtain clearance.
018	Can you clarify whether there is an incumbent supplier providing these services, and what the reason for the tender is please?	There is no incumbent supplier providing the required services outlined in this ITT. As per the Statement of Requirement, “The HR Recruitment team at DE&S requires a Recruitment Support Service Contractor to initially assist in the sourcing, screening, presentation and management of candidates”
019	Please can you provide an indication of the numbers or percentage of required hires within each level across each of the 11 DE&S functions and if possible by location.	We are requesting a Contractor to have the capability to fulfil the full annual recruitment requirement if necessary. We unable to give a definitive answer on what the proportion of hires would be across each level, function and location at DE&S.
020	What locations will this cover?	The contract award is for national coverage with an anticipated weighting towards roles based at DE&S headquarters in Abbeywood, Bristol. I am unable to give a definitive answer to the geographic breakdown of vacancies.
021	How much of your requirement do you anticipate being able to fill directly?	DE&S would expect the Contractor to have the capability to fulfil the full annual recruitment requirement if necessary.

022	How many of the vacancies would you want the provider to fill in the initial 6 month period?	As the Contract would operate as a Framework Agreement, there would be no guarantee of exact numbers or output of work. In any case, exact numbers at this time are unknown. As per the Statement of Requirement, "The HR Recruitment team at DE&S requires a Recruitment Support Service Contractor to initially assist in the sourcing, screening, presentation and management of candidates to fulfil a proportion of the 2,000 expected vacancies through a number of recruitment campaigns throughout the year. DE&S would expect the Contractor to have the capability to fulfil the full annual recruitment requirement if necessary." The supplier would be expected to be able to fulfil anything up to and including the full annual requirement of 2,000 vacancies per contract year.
023	What will be the criteria for determining whether or not the contract will be extended beyond the initial 6 months?	As per K.18 of the Terms and conditions "The Authority will not be obliged to take up the Option(s) and if the Authority elects not to take up the Option(s), the Contract will be deemed to have expired at the end of Contract Year 1 or Contract Years 2, 3 or 4 if taken up." It is assumed KPI Performance will form part of this decision, but should not be viewed as the deciding factor, and the Authority's right's as per K.18 shall apply.
024	Will you appoint 1 provider for the whole of your requirement or are you looking to appoint a supplier for each Core Work Package?	The Authority are seeking a single provider for the whole of the requirement.
025	We note the pricing matrix in schedule 2 of the Terms and Conditions. Can you please confirm if this is the way in which you require us to provide our pricing proposal?	The Authority requires the pricing to be as per the pricing matrix in Schedule 2 of the Terms and Conditions.
026	Please can you provide pay bandings for pay levels 1 through to 5	Please refer to answer 015
027	What are your current technologies to support recruitment? E.g. ATS such as Taleo, Successfactors, Workday?	DE&S does not currently utilise or have access to an applicant tracking system. We expect a supplier to support us in developing this provision, and will consider any recommendations.

028	How are your teams currently managing Talent Pools? Are they using a specialist CRM such as Avature?	DE&S does not currently utilise or have access to a CRM to manage talent pools.
029	How many recruiters do you have in your teams at present – are they in line for TUPE?	This is a contract for a recruitment support partner, work with and manage a recruitment team in order to successfully deliver the full lifecycle of recruitment activity for DE&S. TUPE at this point, does not apply. The successful contractor will work with the department to decide to what extent the recruitment demand should be met through the in-house team or through the use of the recruitment partner contract.
030	Do you see the RPO provider managing all of your recruitment or will your teams be managing some roles?	Please refer to answer 021
031	How are you going to manage internal hiring – i.e. transfers?	DE&S will operate a separate process for the management of internal transfers. It is not in the scope of this requirement.
032	Do you have established Career Portal and on boarding technology that you want to keep?	DE&S does not currently use a Career Portal.
033	Do you use Video Interviewing at present?	DE&S does not currently use this
034	Are we able to have our teams based onsite at your key locations?	DE&S is open to discussing the location of the recruitment team with the successful contractor.
035	What is your current attrition rates as a percentage?	We are unable to provide this information.
036	What do you anticipate future volumes will be in Years 2 – 4?	Please refer to answer 019
037	Can we confirm if pricing can be provided as a hybrid of a fixed management fee per month together with transactional fees for direct, internal and referrals per pay band?	Please refer to answer 025
038	What recruitment technology is currently used? Is there an appetite to utilise the supplier's applicant tracking system?	Please refer to answer 027
039	Will candidates be required to apply via Civil Service Jobs or can the supplier implement an alternative recruitment process?	Please refer to answer 086
040	What level of security clearance or background checking is required for these roles?	Please refer to answer 017
041	What is the split of roles geographically?	Please refer to answer 020
042	Is there an indication of the volume of roles in each of the 11 categories?	Please refer to answer 019
043	What is the expected timeline for the interview/presentation stage?	Anticipated to be w/c 2nd October

044	Is there an incumbent supplier?	Please refer to answer 018
045	What is the likelihood of the contract being extended beyond the initial 6 months?	Please refer to answer 023
046	Are we required to complete form F1686 as it states it is for suppliers who will utilise an overseas supply chain. We do not anticipate using overseas suppliers but we may use UK supply chain for some roles.	A UK supply chain would not be classed as an overseas supply chain.
047	Are we required to complete Schedule 6?	While not an absolute requirement at the point on Tender, completing Schedule 6 as soon as possible would be preferred.
048	Having read through the documentation, we would be interested in attending the Bidders conference. Could you please advise when this would be? Also how many people per agency can attend?	Please refer to answer 013
049	Within the documentation we have noted a Bidders Conference will held and that there will be an opportunity to post questions. Could you help guide me in finding out how we register for the conference and submit any questions we may have?	Please refer to answer 013
050	What are your three key drivers behind this tender?	We are unable to provide this information.
051	Do you use the Civil Service Recruitment Framework?	The department does not recruit on the basis of the Civil Service Competency Framework. DE&S has developed it own set of behaviours.
052	What level of workforce planning is currently undertaken and do you have a tool already in place?	We are currently building our capability in this area and we expect a supplier to support and advise ongoing developments.
053	Do you have an existing applicant tracking system (ATS) which you would want the supplier to use to manage candidates or are you looking for recommendations on an ATS?	Please refer to answer 027
054	Are you looking for someone to develop a new recruitment and selection processes or simply manage your existing processes?	The department will expect a supplier to undertake process of improvement and development during the course of their activities.

055	You want someone to “assist in the sourcing, screening, presentation and management of candidates” - does this include supporting with final interviews or assessment centres? If so, do we need to design ACs? Provide facilitators, assessors, lead assessors etc? Provide venues, equipment? Does candidate management go beyond the final assessment i.e. would we be required to manage pre-employment vetting, offer and on-boarding?	The specific requirements for sourcing, screening, presentation and management of candidates will vary across campaigns. We are unable to provide this level of detail.
056	What level of pre-employment checks do you currently carry out on candidates?	Please refer to answer 017
057	Will the supplier be involved in all advertorial copy creation?	Please refer to answer 086
058	What is/are your existing process(es)? You mention 2000 vacancies - do you have any guidance on expected volumes of applications for vacancies? Conversion rates?	We are unable to provide this level of detail. Please refer to answer 004.
059	What are the estimated vacancy numbers in the first 6 and 12 months of the contract?	Please refer to answer 022
060	Do you already have assessment materials in place or would you expect a supplier to create new materials for all roles?	Assessment of candidates at DE&S is through a face to face or Skype interview.
061	You reference 2nd tier suppliers, do you have a PSL in place currently or would you be looking for the supplier to set this up and manage themselves?	Please refer to answer 024 and 018
062	Should recruitment advertising be included in the cost per hire figure or outside as a separate cost?	Please refer to answer 014
063	Can we have examples of different roles under each level and average salary levels?	Please refer to answers 002 and 015
064	You reference the provision of long-lists to Hiring Managers and them constructing their own short lists. Do you envisage any level of competency/technical assessment taking place as part of the application process? Eg SJT, numerical/verbal reasoning etc	Assessment of candidates at DE&S is through a face to face or Skype interview.
065	Is the anticipated value of £2,000,000 to span over the initial 6 months of the contract, or the first full year?	The Assumption is the £2,000,000 will span over the initial 6 months of the contract.
066	Please provide details on your CP&F system?	Further details on the CP&F system can be found at https://www.gov.uk/government/publications/mod-contracting-purchasing-and-finance-e-procurement-system/contracting-purchasing-and-finance-cpf-tool

067	Please provide an example list of the categories of staff/job roles required under this contract?	Please refer to answer 002
068	Please provide a list of locations for all 11 DE&S Functions.	Please refer to answer 020
069	What proportion of the 2,000 expected vacancies are expected to be fulfilled by the successful supplier?	As the Contract would operate as a Framework Agreement, there would be no guarantee of exact numbers or output of work. In any case, exact numbers at this time are unknown. As per the Statement of Requirement, "The HR Recruitment team at DE&S requires a Recruitment Support Service Contractor to initially assist in the sourcing, screening, presentation and management of candidates to fulfil a proportion of the 2,000 expected vacancies through a number of recruitment campaigns throughout the year. DE&S would expect the Contractor to have the capability to fulfil the full annual recruitment requirement if necessary." The supplier would be expected to be able to fulfil anything up to and including the full annual requirement of 2,000 vacancies per contract year.
070	Having looked at the documentation we wouldn't be able to offer our services as we wouldn't be able to fulfil all of the requirements. We would however be able to act as a supplier to the organisation that won the tender. I don't know whether that information will be available once finalised at all?	Please refer to answer 003
071	Could you provide an estimated forecast of the demand for recruitment services by function over the 1st 6mths, 1st year and 2nd year of the contract period?	Please refer to answer 022
072	Within Defform 47, in point 3 of the Criteria you mention "reference evaluation". Do you require references at this stage, if so would you kindly provide details of what information is required?	Please refer to answer 001
073	Within Criteria 2, you mention we should reference section 9, 16 and 16b within our response. Is this the entirety of section 16, from 16a – 16dd, or solely the opening point 16 and point 16b?	Entirety of section 16 should be considered
074	Are you able to provide a copy of your brand guidelines, as mentioned within the statement of requirement?	Brand guidelines will be made available to suppliers who are invited to attend the interview/presentation element of this tender assessment.

075	Within Criteria 2, applicant tracking is mentioned, is this in reference to using an applicant tracking system?	Please refer to answer 027
076	We have assumed dynamic workforce management refers to proactive engagement of the suitable candidates into talent pools and talent pipelines. Is this correct?	Please refer to answer 052
077	Is the contractor required to manage the recruitment experience of internal candidates? How are internal vacancies currently advertised?	Unlike other government departments, DE&S has mandated that all vacancies are to be advertised externally (at 'Stage 4 - External'). Therefore there are no roles at DE&S that are exclusively open to internal applicants or existing members of the civil service.
078	Could you confirm the current size and scope of your in-house team? What are their current responsibilities and how are they expected to liaise with the successful contractor for the duration of the contract?	Please refer to answer 029. The existing recruitment team is structured into recruiters and administration departments which are aligned to DE&S functions.
079	How do you envisage temp to perm recruitment operating for this contract? Are temporary workers or contractors counted within the category of "staff already employed by DE&S"?	"Staff already employed by DE&S" should be interpreted as existing Civil Servants who are employed at DE&S under either permanent or fixed term appointments contracts.
080	Can you give us volume of hires by job level, by function and by geographic location for last year? What are the volume forecasts for this year?	Please refer to answer 019
081	Can you give us Source of Hire Data from last year? What was the % of hires made Internally (when candidate hired was an Internal Applicant)? What the % made via agency?	We are unable to provide this information.
082	Is there a period of advertising where only internal applicants can apply? If so how long is this period typically?	Please refer to answer 077
083	Do you distinguish between Internal hires made following an external search and Internal hires made which are only offered to the Internal community (Internal Only)?	Please refer to answer 077
084	Does the DE&S run an employee referral scheme? If so please describe the details of this scheme.	There is no such scheme in existence
085	How many existing agencies are on the PSL?	Please refer to answer 018
086	Please specify what media channels DE&S would like the selected supplier to engage with? Is this list flexible?	DE&S is open to any media channels that a supplier would like to propose. It is expected the supplier will liaise with DE&S Corporate Communications to integrate across media channels that are already being utilised by the department.

087	Please detail whether DE&S maintains a separate budget for media channels or expects this to be included in the vendor pricing?	Please refer to answer 019
088	Do you have expected, minimum or maximum role volumes for the recruitment solution?	Please refer to answer 004
089	Would you like a Commercial Proposal and Pricing based on the full amount of 2000 hires per annum?	Please refer to answer 019
090	How do you currently undertake strategic / long term planning of key roles and skills across the workforce?	Please refer to answer 052
091	Do you have a specific strategy for improving D&I across the workforce? Are there measurable targets associated with this?	DE&S does not currently have a specific strategy for improving D&I. We expect a supplier to support us in developing this provision, and will consider any recommendations.
092	Can you advise of the structure of your in-house resourcing function? Particularly with regards to alignment to business areas / units.	The existing recruitment team is structured into recruiters and administration departments which are aligned to DE&S functions.
093	Is DE&S open to outsourcing some business processes to countries outside of the UK?	We are unable to provide this information but will consider all proposals by the successful contractor
094	Are you looking to retain all of your current in-house resourcing function or would you look to TUPE headcount across to a provider?	Please refer to answer 029
095	What ATS do you currently utilize? What access / interaction would you expect our Recruiters to have with this system?	Please refer to answer 027
096	What types of assessments are conducted and does it differ by role type?	Please refer to answer 064
097	Do you use Psychometric tests? If so do you work with a particular vendor?	DE&S does not currently use this
098	Please confirm if it is acceptable to submit the electronic version on a USB rather than a CD?	The submission of electronic versions via CD is standard MOD practice for Tendering, and we will require a CD, a USB would not be sufficient.
099	Please confirm anticipated dates for presentations/interviews?	Anticipated to be w/c 2nd October