**REQUEST FOR QUOTATION – HR CONSULTANT RECRUITMENT SERVICES**

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1. **PURPOSE**

The purpose of this request for quotation is to invite proposals from service providers to provide a recruitment service with respect to the appointment of a range of critical roles across the Council. The timescales are to be determined however this will commence from October 2018 and run through to September 2019 on an on-call basis.

Timetable

|  |  |
| --- | --- |
| **Activity** | **Date** |
| Date of issue of request for quotation | 27 September 2018 |
| Date of return of quotation | 10am 15 October 2018 |
| Evaluation period | 15 October – 18 October 2018 |
| Commencement of contract | From 22 October 2018 |

Table 1 Timetable for request for quotation

1. **BACKGROUND TO THE CONTRACTING AUTHORITY**

## About The London Borough of Lambeth

Lambeth is one of a ring of thirteen local authorities which constitute Inner London. It measures seven miles north to south, and about two and a half miles east to west. The London Borough of Lambeth is the largest inner London Borough with a population of around 260,000. 34% of Lambeth's population are from ethnic minorities - the seventh highest figure for a London borough. Approximately 132 languages are spoken in the Borough and after English the main languages spoken are Yoruba and Portuguese.

The borough is made up of five Town Centres - North Lambeth, Streatham, Clapham and Stockwell, Norwood and Brixton. Five Area Committees, based on the Town Centre areas, have been introduced to make decisions on a local level and provide an opportunity for the local community to bring their views to the council.

There are many tourist attractions within the borough's boundaries. Waterloo, Westminster, Lambeth and Vauxhall bridges are all partly located within Lambeth's boundaries as are the London Eye and Lambeth Palace, the official London Residence of the Archbishop of Canterbury.

Lambeth includes the South Bank complex as the most visible element of a thriving, expanding arts and leisure industry within the borough. Examples include internationally known theatres such as the Old Vic, the Young Vic, the National Theatre, Royal Festival Hall and the National Film Theatre.

The north of the borough is bounded by the River Thames and is home to the London Eye and Waterloo station. The Vauxhall area, immediately to the south of Waterloo, is predominantly residential with important commercial and industrial activity taking place. The central part of the borough extends from the Oval in the north (with the Oval Cricket Ground) to Clapham Common and Brockwell Park in the south. The area contains many of the Council's housing developments. It contains the borough's largest shopping centre in Brixton and leisure attractions such as the Academy music venue and the Ritzy cinema.

Travelling down from the north of the borough to the inner-suburbs of Streatham & Norwood, the south of the borough is predominantly residential. It has excellent entertainment and recreation facilities and potential for retail and business development on a number of key sites.

**The Council’s Objectives**

The council’s key objectives, as set out in the [Borough Plan](https://www.lambeth.gov.uk/elections-and-council/about-lambeth/future-lambeth-our-borough-plan) are:

* Creating inclusive growth: We want all of Lambeth to benefit from the investment and regeneration of the Borough
* Reducing inequality: We want to take action to address inequalities across the borough including issues to do with health, job opportunities and quality of life
* Building strong and sustainable neighbourhoods: We want to maintain safe, clean and cohesive communities across the borough

1. **BACKGROUND TO REQUIREMENT**

Lambeth Council is seeking to appoint a recruitment consultant (service provider) to assist with the selection of a range of recruitment activities over the next twelve months. This is to support the ongoing transformation and improvement of the council.

We already have one supplier in place for senior appointments however we believe it’s necessary to have a further supplier to support for difficult / hard to fill placements in critical roles. By critical roles, these are defined as roles that the council needs to carry out statutory or regulatory functions. These roles are in the range of £50k and above.

These roles would be in a range of areas including

* Adult Social Care
* Children’s Social
* Environment
* Planning and Regeneration
* Housing services

We anticipate there will be up to ten recruitment activities the supplier will need to support the council. These recruitment activities will require a range of specialisms listed within the scope and deliverables below.

1. **SCOPE OF SERVICES**

The successful recruitment consultant will play an active role in project managing the appointments process. The main headings for the scope of services could include the following points below:

* Providing advice and guidance to the Council on the process and good recruitment practice
* Preparing Recruitment packs
* Conducting Preliminary search and market testing
* Conduct executive search and selection where applicable
* Developing a long-list of candidates where applicable
* Undertaking and evaluating technical assessments where applicable
* Shortlisting candidates following technical assessments where applicable
* Developing options for Interview questions in consultation with the Council
* Preparing and undertaking testing methodology for shortlisted candidates
* Conduct candidate stakeholder engagement with Lambeth partners
* Develop final interviews pack for the appointments subcommittee
* Any further activities the service provider would recommend that would support the recruitment process or requested by the Council’s nominated Contract Manager.

**Out of scope:**

There are a number of activities outside the scope of services which will be undertaken by the local authority. Under the provision of advice and guidance the recruitment consultant might be required to advise the Council on such areas as:

* Recruitment advertising (including hosting of microsites)
* Development of internal reports
* On-site meetings organised by Lambeth

1. **DETAILS OF SCOPE OF SERVICES**

Table 2 below sets out the deliverables by which the success of the project will be evaluated for the recruitment of positions. The Recruitment Consultant is responsible for the successful project management of the deliverables in accordance with the modes for the delivery.

The Recruitment Consultant will agree the details for the delivery of each deliverable prior to commencement of each phase of the project. Any variations to the project will be agreed in writing by the Council’s Contract Manager. On successful completion of each deliverable the Recruitment Consultant will be invited to submit an invoice.

This proposal is for up to ten campaigns yet to be fully defined.

| **Item** | **Deliverables and activities** | **Mode** |
| --- | --- | --- |
| 1 | Provision of advice and guidance to Lambeth Council management on   1. Final job description and person specification 2. Recruitment pack 3. Advertising and Executive search options 4. Technical interviews 5. Stakeholder engagement 6. Testing methodology 7. Interviews 8. Good practice on recruitment and selection | Meetings, teleconference and emails |
| 2 | Preliminary search and selection and market testing | Report to management |
| 3 | Preparing the recruitment pack for prospective candidates | Hard copy and electronic format |
| 4 | Conducting search and selection including weekly report on progress during this phase of activity (if applicable) | Weekly report on progress in electronic format |
| 5 | Developing a report and long list of candidates for an appointments subcommittee to consider. | Electronic and hard copy format |
| 6 | Undertaking and evaluating technical interviews with long listed candidates  Developing a report for an appointments subcommittee to consider | Electronic and hard copy format where applicable |
| 7 | Developing a short list of candidates for the appointments subcommittee to consider as a report where applicable | Electronic and hard copy format |
| 8 | Developing options for interview questions in consultation with the Council with up to 20 questions covering aspects of the job description and person specification for the appointments subcommittee or panel to consider. Interview questions to be delivered in a report | Electronic and hard copy format |
| 9 | Preparing and delivering testing methodology of shortlisted candidates as agreed by the appointments subcommittee. Following testing a report to be provided to the appointments subcommittee | Electronic and hard copy format |
| 10 | Developing options for stakeholder assessment for an appointments subcommittee to consider for appraising stakeholder feedback | Electronic and hard copy format |
| 11 | Develop a final shortlisted candidates pack including CV and summary report on assessment and stakeholder feedback for interview panel | Hard copy format |

Table 2 - Proposed deliverables and activities

1. **KEY MILESTONES**

Dates will be subject to change but indicative dates are as follows:

|  |  |
| --- | --- |
| **Milestone** | **Date** |
| Commencement of contract | Late October |
| Initial meetings with Council | October / November |
| Initial search and selection | November |
| Formal adverts, executive search | November |
| Recruitment support | November onwards |

Table 3 Key Milestones

1. **AUTHORITY’S RESPONSIBILITIES**

* The convening of an appointments subcommittee where applicable to support the selection process.
* Provision of any relevant documents including council policies and procedures (e.g. recruitment policy and procedure).
* Single point of contact will be Paul Ewing, Head of Contracts and Programmes [pewing@lambeth.gov.uk](mailto:pewing@lambeth.gov.uk)

1. **VOLUME OF ACTIVITY**

The ten activities are yet to be defined and the council cannot guarantee any minimum spend.

**APPENDIX A – Additional information**

# CONTINUOUS IMPROVEMENT -

The Service Provider will be expected to use their advice and expertise to recommend improvements to the delivery of the project.

1. **STAFF AND CUSTOMER SERVICE**

The Authority requires the Service Provider to provide a sufficient level of resource throughout the duration of the HR Consultant specialist roles contract in order to consistently deliver a quality service to all Parties.

Potential Provider’s staff assigned to the contract shall have the relevant qualifications and experience to deliver the Contract.

The Potential Provider shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

1. **SERVICE LEVELS AND PERFORMANCE**

The Authority will measure the quality of the Supplier’s delivery by weekly reporting and feedback from councillors and other stakeholders.

Should it be necessary Lambeth or the supplier can cancel services and deliverables not yet provided.

1. **SECURITY REQUIREMENTS**

Consultants if required may need to have a Lambeth ID Badge if on site.

1. **REPORTING**

The consultant will be required to provide a weekly report to the council

1. **PAYMENT**

Payment can only be made following satisfactory delivery of pre-agreed deliverables.

Before payment can be considered, each invoice must include a purchase order number, detailed elemental breakdown of work completed and the associated costs.

1. **ADDITIONAL INFORMATION**

Please refer to the supporting documentation provided by the council including

* [Lambeth Council Constitution 2016-17](http://moderngov.lambeth.gov.uk/ieListMeetings.aspx?CId=738&info=1&MD=Constitution)
* [Lambeth Draft Workforce Strategy](https://moderngov.lambeth.gov.uk/documents/s96786/Draft%20workforce%20strategy%20120618%20MB.pdf)
* [Lambeth 2017/18 Workforce Report](https://moderngov.lambeth.gov.uk/documents/s98293/Workforce%20OD%20Report%202017-18.pdf)

1. **LOCATION**

The location of the Services will be carried out at Lambeth Town Hall Brixton Hill SW2 1RW or locations deemed appropriate by the council and consultant.

**APPENDIX B QUALITY AND METHOD STATEMENT**

The service provider should be able to demonstrate in a written **submission no longer than four A4 pages** in a format you deem acceptable on the following:

1. Track record of supporting local authority recruitment in difficult to fill roles. Identifying what obstacles you encountered, how they were overcome and what made these successful recruitment activities.
2. Provide knowledge of the council and strategic challenges facing London local authorities re difficult to fill roles with proposals for how these could be overcome.
3. How you would add value to the recruitment process (e.g. where you have applied these proposals)

This will form 60% of the evaluation and each question will be of equal weighting.

The responses will be marked in accordance with the marking scheme below:

|  |  |  |
| --- | --- | --- |
| Score | Rating | Description |
| 0 | No Response | No proposal has been received  Note: The response is deemed unacceptable. |
| 1 | Unacceptable | A proposal at this rating:   * Builds very little or no confidence that the Tenderer can deliver the requirements due to insufficient evidence of relevant ability, understanding, skills, resources and quality measures; * Builds very little or no confidence that the Tenderer’s approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution.   Note: The response is deemed unacceptable. |
| 2 | Poor | A proposal at this rating:   * Raises reservations that the Tenderer can deliver the requirements due to insufficient evidence of relevant ability, understanding, skills, resources and quality measures; * Raises reservations that the Tenderer’s approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution.   Note: a response at this rating includes reservations which cannot be easily resolved with the Tenderer pre-contract award (i.e. changes which would distort the competition) or during the contract term without impacting time, quality or cost.  The response is unacceptable. |
| 3 | Acceptable | A proposal at this rating:   * Confirms that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures; * Provides an acceptable approach/solution to delivering the requirements utilising standard strategies, plans, tools, methods or technologies.   Note: an acceptable response may include minor reservations that can easily be resolved with the Tenderer pre-contract award (i.e. changes which would not distort the competition) or during the contract term without impacting time, quality or cost. |
| 4 | Good | A proposal at this rating:   * Builds confidence that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures; * Provides a good approach/solution to delivering the requirements utilising appropriately tailored strategies, plans, tools, methods or technologies.   Note: a good response may include a small number of minor reservations that can easily be resolved with the Tenderer pre-contract award (i.e. changes which would not distort the competition) or during the contract term without impacting time, quality or cost. |
| 5 | Excellent | A proposal at this rating:   * Builds a high level of confidence that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures; * Provides an exceptional approach/solution to delivering the requirements utilising appropriately tailored and at times innovative strategies, plans, tools, methods or technologies.   Note: an excellent response should not include any reservations. |

**APPENDIX C PRICING DOCUMENT AND SUBMISSION**

Please provide a unit price per campaign based on the following assumptions over a 12 and 24 month period:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Campaigns | No campaigns over 12 months | Unit price 12 months | No campaigns over 24 months | Unit Price 24 months |
| Adult Social Care roles | 2 |  | 4 |  |
| Childrens Social Care | 2 |  | 4 |  |
| Environmental Services | 2 |  | 4 |  |
| Planning | 2 |  | 4 |  |
| Housing services | 2 |  | 4 |  |
| **TOTAL** | **10** |  | **20** |  |

Can you also indicate if a discount would apply if the council extended the engagement for a 24 month period with up to 20 campaigns

Please note the above pricing and volumes are for evaluation purposes only.

This will form 40% of the evaluation and will be evaluated using the following formula:

Price Score = (100% - ((Tender Price – Lowest Price)/Lowest Price)) x Price Weighting

**TENDER SUBMISSION**

The contact during the request for quote period is Paul Ewing, Organisational Development and Change Manager [pewing@lambeth.gov.uk](mailto:pewing@lambeth.gov.uk)

Tenders should be submitted by email to the email address [pewing@lambeth.gov.uk](mailto:pewing@lambeth.gov.uk) by the submission deadline of **10am 15 October 2018**.