

**Bid Pack**

**Attachment 3 – Statement of Requirements**

Contract Reference: CCHR21A13

Provision of Diversity Outreach Services for Graduate Recruitment

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# PURPOSE

## Her Majesty’s Treasury (HMT), to be referred to as the “Authority” hereafter, requires an external diversity outreach partner with specific expertise in attracting, engaging and coaching hard to reach diverse groups to apply and successfully gain positions within the Department. These positions primarily include our Graduate Development Programme (GDP) for both our London and Darlington offices, with potential to support other bulk recruitment to similar roles.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## HMT is the government’s economic and finance industry, maintaining control of public spending, setting the direction of the UK’s economic policy, and working to achieve strong and sustainable growth. HMT is also responsible for:

### Public spending including: departmental spending, public sector pay and pension, annually managed expenditure and welfare policy and capital investment.

### Financial services policy including: banking and financial services regulation, financial stability and ensuring competitiveness in the city.

### Strategic oversight of the UK tax system including: direct, indirect, business, property, personal tac and corporation tax.

### The delivery of infrastructure projects across the public sector and facilitating private sector investments into UK infrastructure.

### Ensuring the economy is growing sustainably.

# Background to requirement/OVERVIEW of requirement

## The Graduate Recruitment team requires a diversity outreach partner with specific expertise in accessing, engaging and influencing candidates from ethnically diverse and/or lower socio-economic backgrounds to our graduate development programme, for our London and Darlington offices.

## HMT is committed to building a Treasury that reflects those we serve, drawing on true diversity of background and expertise, to enable us to offer the best possible advice to our Minsters and maintain our strong corporate functions. The Graduate Development Programme (GDP) is our largest recruitment campaign each year and therefore has a large role to play in achieving our diversity aims. Ethnic diversity and lower socio-economic (SEB) background diversity characteristics are areas that it has been difficult for us to affect as much change as we would like, therefore an external supplier is required to help improve recruitment on these target areas.

# LOTS

## This requirement will be split into two lots depending on the area of diversity that the Supplier works with.

## Lot 1 - Promoting the GDP to ethnically diverse candidates

## Lot 2 - Promoting the GDP to lower SEB candidates.

## Suppliers may bid for one or both lots.

### A lotted approach is being used, as most suppliers who work in this field specialist in either socioeconomic background and ethnic background

# definitions

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| GDP | Graduate Development Programme |
| Lower SEB | Lower socio-economic background |
| HMT | Her Majesty’s Treasury |

# scope of requirement

## The Supplier is required to promote the GDP to hard to reach diverse groups who are currently under-represented in the Treasury. This includes:

### Targetted attraction and recruitment of specific groups of diverse candidates we find hard to reach, in particular ethnically diverse candidates and/or lower SEB candidates, to roles in HMT.

### Coaching to support applicants from under-represented groups through the application process.

### Advice on amending our selection and outreach processes to improve diversity.

### Advice on recruitment strategy for the new Treasury Office in Darlington to ensure a diverse pipeline of candidates.

## The following is out of scope of the requirement:

### Recruitment to Apprenticeships, non-bulk or ad-hoc recruitment campaigns, Civil Service Fast Stream or other centrally run recruitment campaigns overseen by the Cabinet Office.

### Managing the GDP recruitment process.

### The experience of recruits once they join HMT.

### It is important that the supplier is aware of the constraints placed on HMT by the Civil Service Recruitment Principles. The Recruitment Principles are statutory and binding, and the requirement should not act in a way which would lead to the Authority breaching them if implemented.

#### https://civilservicecommission.independent.gov.uk/recruitment/recruitment-principles/

## For clarity, all of the above pertains to both lots, the sole difference being that Lot 1 is for ethnically diverse candidates and Lot 2 is for lower SEB candidates.

# The requirement

## The Authority will welcome suggestions from the Supplier(s) on how best they can attract and coach candidates through the GDP recruitment process, however the Authority requires the Supplier(s) to undertake the following:

### Targeting candidates that meet the nationality eligibility and minimum criteria required for roles across digital platforms. This may include (but is not limited to) use of targeted emails, social media, webinars, video content and diverse case studies.

### Targeted face-to-face engagement to gain access to candidates from diverse groups, such as (but not limited to) insight events, networking and workshops.

### Coaching of applicants, monitoring and providing skills development support as they progress through the selection process.

### Arrange meetings / discussions with any relevant teams / networks within the Authority that can add insight into the current process and approach.

### Work closely with the Authority to review current recruitment outreach, brand and processes with a view to make recommendations for improvement.

#### (Supplier to note that the GDP recruitment process underwent an external review of diversity concerns in 2017. Suggested changes from this review have now been implemented. The Department more recently has also undergone a review of wider recruitment review in 2020, the recommendations of which are being implemented in phases by the end of 2022.. It may be that the supplier’s recommendations may require further scrutiny of our process than suggesting standard practice to pick out less obvious changes needed.) Recommendations should be supported with data and research.

### Agree a Statement of Works for how the supplier will work with HMT to deliver diversity outcomes.

### Providing the Authority with a designated point of contact to work with throughout the campaign.

### Provide the Authority with regular and comprehensive updates on progress of attraction/coaching on agreed measurements.

### Improving our overall diversity statistics of those taking up graduate positions at HMT.

# key milestones and Deliverables

## The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | Plan attraction and coaching strategy (please refer to section 7 in the Statement of Requirements) | Start of campaign meeting – within 2 weeks of contract being awarded, final agreed delivery plan and coaching strategy by 10th September 2021. |
| 2 | Agreed attraction and outreach plan to go live to promote the GDP to candidates. Weekly progress reporting to take place throughout delivery time frame via Teams meetings supported by written report. |  Vacancy open from 11th October to 5th November 2021. |
| 3 | Identifying relevant candidates and one-to-one coaching with candidates throughout pre-assessment centre stages (online testing and written sift) to support their preparation for the tests.  | Identifying candidates between 11th October to 5th November 2021. One-to-one coaching to commence at the latest from 5th November till 20th December 2021 |
| 4 | Coaching candidates through assessment centre. One-to-one coaching of candidates before their assessment centre to help them prepare. | 22nd December 2021 till 4th February 2022 |
| 5 | Final offers made to successful candidates and final management information report produced  | Final report delivered by early May 2021. |

#

# MANAGEMENT INFORMATION/reporting

## The Supplier will be responsible for the following:

### Identifying suitable candidates and influencing to apply to the GDP, keeping HMT informed of progress through weekly Teams calls with the Authority supported by weekly reports. The format of these reports will be agreed with the Authority.

### Working with identified candidates to coach throughout recruitment process, keeping record of progress in the recruitment process.

### Providing an End of Campaign report after assessment centres have been completed, overviewing results, key data captured from campaign and recommendations/suggestions for the following year. This must include, but is not limited to:

#### Attendee / engagement data for all events / marketing actions mentioned in 6.1.1. and 6.1.2.

#### Numbers of candidates the Supplier has engaged with, their progress in recruitment process and insight into coaching activities that have taken place.

#### Feedback / insight from candidates the Supplier have engaged with on the campaign.

#### Recommendations for improvement in future.

## For clarity, all of the above pertains to both lots, the sole difference being that Lot 1 is for ethnically diverse candidates and Lot 2 is for lower SEB candidates.

# volumes

## The approximate volumes based on the 2019/20 and 2020/21 campaign are specified below. Volumes will vary each year dependent on the resourcing needs of HMT but are expected to be between 60 – 120 hires per year across April and September start dates.

## This is a Call-Off Contract and as such, volumes of work cannot be guaranteed.

|  |  |
| --- | --- |
| **Activity** | **Expected candidate numbers per year** |
| Applications | 8,000 |
| Candidates through to online testing  | 3,000 |
| Candidates through to written sift | 1,800 |
| Candidates invited to assessment centre | 200 |
| Successful hires  | 60 - 120 |

# continuous improvement

## The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## The Supplier should present new ways of working to the Authority during Contract review meetings. During the period where services are actively being delivered, the Authority expects weekly calls with the Supplier.

## Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# Sustainability

## The Supplier should work in a paperless way and demonstrate they can use virtual ways of working.

# quality

## The Supplier will ensure quality interactions with candidates and the Authority with communications that are timely and accurate.

## The Supplier will give the Authority named contacts for each activity being undertaken in the contract delivery.

## The Supplier will demonstrate that staff have relevant experience in similar roles to undertake the work.

# PRICE

## Prices should be inclusive of expenses and exclusive of VAT.

## Rate Card and Scenario Pricing are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT.

## This is a call off contract and as such the Contracting Authority cannot guarantee volumes of work.

## The maximum contract value is £90,000.00 (excluding VAT) for the two lots. This will be divided equally between the two lots, so the Contract Value for each lot will be as follows:

## Lot 1 - £45,000.00 (excluding VAT)

## Lot 2 - £45,000.00 (excluding VAT)

# STAFF AND CUSTOMER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier 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.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by assessing it against the overarching project plan and meeting regularly with the supplier to ensure the following deliverables are implemented to time and quality:

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA description** | **Target** |
| 1 | Attraction | Attracting a diverse pool of candidates, in line with diversity targets agreed between the Supplier and the Authority before the campaign launches. | TBC |
| 2 | Coaching | Coaching of applicants, monitoring and providing skills development support as they progress through the selection process. | Throughout vacancy opening and full recruitment process |
| 3 | Amending recruitment process | Work closely with the Authority to review current recruitment outreach, brand and processes with a view to make recommendations for improvementonce per cycle. | Within 1 month of contract start date |
| 4 | Darlington strategy | Advice on recruitment strategy for the new Treasury Office in Darlington to ensure a diverse pipline of candidates. | Within 1 month of contract start date |
| 5 | Response times | Timely responses to candidate enquiries as well as to the Authority in the same manner that they are contacted in. | Response within 2 working days |
| 6 | Quality service | Accurate communications that a factually correct with no grammatical/spelling errors to candidates that are reflective of the Authority | All communications |
| 4 | Reporting | Monthly reports back to the Authority on progress made during recruitment campaign. | Dates of report to be agreed and aligned to the recruitment process |

## If the supplier fails to meet the deliverables listed above on more than 2 occasions an urgent contract review meeting will be held to agree remedial action, and prevent future occurrences.

## If the supplier is unable to remedy this on any further occasions the customer reserves the right to terminate the contract.

## Termination rights are stated in the terms and conditions of the contract.

# Security and CONFIDENTIALITY requirements

## Any IT systems used by the Supplier to meet the Authority’s requirement must have a Cyber Essentials Scheme Certificate or equivalent at the commencement date of the contract and maintain that certification throughout the life of the contract. Cyber Essential Scheme requirements can be located at:

## <https://www.ncsc.gov.uk/files/Cyber-Essentials-Requirements-for-IT-infrastructure-2-2.pdf>

## Any IT systems used by the Supplier to meet the Authority’s requirement must be subjected to periodic independent penetration testing and any significant vulnerabilities identified as part of the penetration testing must be remediated within timeframes appropriate for the risk rating of the individual test findings.

## The Supplier shall have the capability to employ encryption to information / Data which shall be sent across a network or extracted by electronic means to ensure that any information/data shared with the Authority and/or with candidates/applicants is securely protected in transit.

## Suppliers shall have good physical security and access control measures in place in any data centres, or other buildings, which would be used to host any IT systems used store/process Authority or candidate/applicant information/data.

## The Supplier shall ensure that any suspected or confirmed security breaches involving Authority or candidate/applicant information/data are reported to the Contracting Authority’s representative(s) immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.

## The Supplier shall ensure that Contracting Authority’s information and Data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the Terms of this Contract, and in full compliance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

## The Supplier shall take all measures reasonably necessary to ensure that all Supplier Personnel involved in the performance of the Contract are aware of all ongoing Data security and confidentiality requirements.

## Any pre-employment checks that the Supplier subjects their staff to shall be at least equivalent to the Government Baseline Personnel Security Standard (BPSS).

# payment AND INVOICING

## Invoices must be submitted at the end of each calendar month for work completed in that month.

## HMT will raise a purchase order for the entire value of the contract. The Supplier will invoice for each element of the requirement against the purchase order numbers.

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

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

## Invoices should be submitted to: HM Treasury, 1 Horse Guards Road, London SW1A 2HQ

## Payment cannot be made for work still to be done in the future but can be made for design work or work done towards an overall finished product which is not yet complete.

# CONTRACT MANAGEMENT

## During any period when services are actively being delivered, HMT expects to hold weekly calls with the Supplier. Relevant Supplier staff who are involved in the delivery of the services should take part in these weekly calls.

## In addition, there will be a contract commencement meeting at the beginning of each recruitment campaign, and a Contract Review meeting at the close of each recruitment campaign.

## If HMT wishes, it may hold further Contract Review meetings on a quarterly basis.

## Attendance at Contract Review meetings shall be at the Supplier’s own expense. If Covid-19 governmental regulations prevent travel, these meetings shall be held virtually.

# Location

## The location of the Authority is HM Treasury, 1 Horse Guards Road, London, SW1A 2HQ. It should be noted that HM Treasury is looking to set up an office in Darlington from 2022 (address will be shared once office location confirmed). The Supplier will carry out work on the Contract Services at their own premises, at a location of their choice, however travel to the Authority may be required at Supplier’s expense.

## It is expected that all meetings, except for contract review meetings, between the Authority and the Supplier will be carried out virtually via MS Teams due to the COVID-19 pandemic.