

FURTHER CLARIFICATION QUESTIONS FOR CCDT/392 – DE&S LEVEL 1 TO 5 RECRUITMENT SUPPORT SERVICE 01/09/2017

100	<p>I understand that there are 2 written elements of our submission that will be scored: A) Written Technical submission (scored out of 50) B) Presentation and Interview (scored out of 20 for those tenderers that score over 40 at the Written Technical submission stage) Are we required to submit both A and B as shown above at this stage or just A?</p>	<p>The Presentation and interview will be scored when the interviews take place, and therefore to answer your question we would require Part A, but not Part B at this stage.</p>
101	<p>As per Term D1.n.(2), please would you be able to confirm neither party shall be liable for indirect losses for all indemnities in the contract (as permitted by law) and not just in relation to IPR.</p>	<p>This is a very specific point in the contract which refers only to IPR.</p>
102	<p>As per Term F1.a.(11), please would you be able to confirm what the cap will be for damages claimed as this is a liquidated damages clause, we will require a genuine pre-estimate of costs.</p>	<p>This term is not a liquidated damages clause, it is similar in effect to the longstanding "purchase in default" right of The Authority which still exists in DEFCON 514, the current Material Breach DEFCON. MOD Contracts do not contain limitations of liability for Material Breach.</p>
103	<p>Please can you advise in practice how the Set Off clause, Term G1.d, will apply?</p>	<p>Should the Contractor owe any amount to the Authority under this Contract, the Authority reserves the right, without prejudice to any other right or remedy, to off-set the amount owed against funds the Authority owes the Contractor, under any Contract with The Authority, or with any other Government Department.</p>
104	<p>Please could you confirm approx. how many vacancies will require higher level security clearances (over and above Disclosure Scotland level)?</p>	<p>All roles at DE&S require a minimum of Security Check (SC) level of clearance. Some roles will also require Developed Vetting (DV)</p>
105	<p>Please could you confirm the DE&S's Resourcing Team's own recruitment strategy? i.e. will the DE&S Resourcing Team: A) Only engage with the successful recruitment support contractor if unable to fill a vacancy themselves? B) Go to market with a vacancy at the same time as releasing the vacancy to the successful recruitment support contractor? C) Use the successful recruitment support contractor as the ONLY route to market, therefore will not recruit directly?</p>	<p>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.</p>

106	You have indicated 2,000 roles per year - what proportion of these are you going to allow the contractor to fill as your document would lead us to believe that some roles will continue to be sourced directly.	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.
107	How do you currently recruit? Do you have an organisation who undertakes this activity for you?	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"
108	Why are you proposing that this contract is initially only for 6 months?	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.
109	What campaigns do you expect to take place in the first 6 months?	DE&S is unable to provide this information
110	Do you have a workforce plan that you are able to share?	DE&S is unable to provide this information
111	What is the average size of a campaign?	Campaigns vary from single niche positions to bulk campaigns for 100's of roles. We are unable to project an average size
112	You mention overseas requirements - please can you provide further details on this?	DE&S is unable to provide this information
113	What are the locations in the UK that we may be asked to service?	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.
114	What are the security clearance requirements that would apply to placed candidates? Would there be a need for any of our staff to complete 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.
115	What does the clearance/pre-employment checks include?	This level of detail will be provided to the successful supplier.
116	What is the average time to complete these checks?	This level of detail will be provided to the successful supplier.
117	Who completes the clearance/pre-employment checks currently and how do you think this is working under your new contract?	We expect a supplier to support us in developing best practice in this area and will consider any recommendations.

118	Is this an in-house team or are the clearance/pre-employment checks outsourced?	DE&S is unable to answer this question
119	Are there any limitations on who we can recruit that we need to be aware of?	There are no off-limits agreements that DE&S hold
120	What is your definition of sub-contractor - would this include the supply chain?	Subcontractors are considered as part of the supply chain.
121	What is your understanding of 'applicant tracking'?	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.
122	Do you currently have a system for 'applicant tracking'?	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.
123	Do you currently have a panel of suppliers that you use - can you provide a list?	There are no incumbent suppliers providing the required services outlined in this ITT.
124	You use the terminology 'rare skills shortages' - would do you see as being part of this - can you please provide typical job descriptions for these?	This level of detail will be provided to the successful supplier.
125	How do you see the long list stage working?	This level of detail will be provided to the successful supplier. DE&S will consider any recommendations
126	Having conducted some research we understand that you have an in-house team - how do you see this working with your contractor? Will there be any TUPE implications?	This is a contract for a recruitment support service, 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 service contract.
127	Can you provide a list of job types recruited in the last 6 months.	DE&S is unable to provide this level of data.
128	What are your current fill rates from your direct team vs any agency filled roles	There are no incumbent suppliers providing the required services outlined in this ITT.
129	What career sites do you currently use?	DE&S does not currently utilise this.
130	Can you provide a process map of your recruitment process highlighting which areas you are outsourcing to your contractor and those that you will keep in house.	DE&S is unable to provide a process map at this stage in the tender process but this will be provided to the successful supplier. 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.

131	Can you provide details for salaries across every role/grade	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.
132	Does this contract include graduates and apprenticeships?	DE&S is unable to answer this question
133	What is your current pass rate for screening?	DE&S is unable to answer this question
134	Is the contractor expected to collect any data/documents in order for any pre-screening to be completed?	DE&S is unable to answer this question. The practical working relationship between DE&S and the supplier will be worked through with the successful supplier.
135	How good are your hiring managers at providing feedback and taking part in the recruitment process?	DE&S is unable to answer this question
136	What level of contact will the contractor have with hiring managers?	DE&S is unable to answer this question. The practical working relationship between DE&S and the supplier will be worked through with the successful supplier.
137	Who will raise orders? We understand the use of the form contained in the contract however could these come from any source?	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. Work orders will be issued by DE&S HR.
138	Again our research has lead us to the gov website, where do applications for roles on here go to - would we be involved in this?	DE&S is unable to answer this question. The practical working relationship between DE&S and the supplier will be worked through with the successful supplier.
139	Levels of screening - what level of screening applies to what roles and how long does each take?	We are unclear on what this clarification question is asking. If referring to 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.
140	What happens at the end of the 6 months to any applicants in the process?	Applicants already in the recruitment process as of 31st March 2018 will remain in process
141	What is the list of agreed tasks document for?	Within the Contract, the Schedule of Requirements (Schedule 2) contains an Ad-Hoc Tasking Provision. When a task is placed using this provision, the List of Agreed Tasks Schedule is Amended to keep track of the agreed tasks and ensure they are recorded as being on Contract.
142	Do you have provision for the contractor to be on-site?	DE&S is open to discussing the location of the recruitment team with the successful contractor.
143	Can you please provide some clarification around your expectations for the answer for Q1.	The supplier is asked to provide evidence and examples of the Quality and efficiency of service that they will deliver to DE&S. This should cover aspects such as candidate quality, speed of service and technology. The supplier is also asked to provide indicative service level metrics that DE&S can expect to experience during the contract

144	Do you mean SLA in Q1, description of our service model or a matrix on how we would meet each of the specification?	The supplier is asked to provide indicative service level metrics that DE&S can expect to experience during the contract
145	Are there any levels above level 5 - would we be expected to support on any of these roles?	As per the statement of requirement, the Senior Leadership Group (members of the Senior Civil Service) is out of scope of this contract.
146	Apart from salary what is the difference between level 1 and 5?	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.
147	What is the budget of £2million to be used for?	The DE&S budget of £2million is the spend allocated until the end of the financial year 2018
148	Our experience would suggest that pricing for perm managed services or outsourced projects works better as a percentage rather than fixed pence - would you consider changing your pricing table?	Suppliers are invited to propose a fee structure as per the guidance in point 13 of Schedule 5
149	Given the timeframes, our legal team are currently reviewing the contract and if any concerns are raised we will submit these with our tender response.	No response required
150	What do you mean by 'experience' in question 4?	Experience refers to supplier experience in these types of arrangements.
151	Who will create offer letters/ generate contracts?	This is not a requirement of the supplier.
152	What is your current time to offer and offer to start?	DE&S is unable to answer this question
153	Implementation, we would expect to have an implementation period - please advise.	DE&S would expect the successful supplier to provide advice and guidance on any required implementation period
154	Can you please describe what the difference is between KPI 2 and KPI 3.	KPI 2 refers to the conversion rate of Offers made to individuals starting at the department. KPI 3 refers to the proportion of Internal vs External Offers and Internal vs External Starts.
155	Do you currently include telephone interviews?	DE&S does not currently use this
156	What is your current cost per hire?	There are no incumbent suppliers providing the required services outlined in this ITT.
157	If we are proposing to use a system, will this be seen as an advantage? Would this require further investigation to look at how it may work with your current back office systems?	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.
158	Can you please provide greater details with regards to the Contracting, Purchasing and Finance (CP&F) portal? How do invoices need to be presented? How is payment made? Is there a use of Purchasing Cards for payment?	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 All payments for this contract will be made using CP&F. Purchasing Cards will not be used for payment.

159	What is the percentage split of supply between the 11 functions?	Recruitment takes place across all 11 functions at DE&S and we are looking for a supplier who has the capability to fill any of the 2000 hires we make annually. We are unable to provide a further breakdown of vacancy split.
160	Question 3 refers to a 'reference evaluation' – what is this please?	Clause A21 of the 'DEFFORM 47' states: A21. The Tenderers' attention is drawn to the following other information: 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. 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.
161	Could you clarify what 'Ad-hoc non routine advertising requests' means within schedule 2	This refers to the advertising of positions not covered as part of a recruitment campaign.
162	Question 11, Part 2: Security Information is referring to Facility Security Clearance. Please can you confirm whether you are looking for us, the recruitment agency, to have Facility Security Clearance?	This is a mandated question within the Suitability Assessment Questionnaire and one we are unable to remove. We have not specified a requirement for Facility Security Clearance within our Tender Documentation and would ask potential Tenderers to answer the question to the best of their ability.
163	Please advise if the business users would have access to internet whilst working?	Internet access can be made available. The practical working relationship between DE&S and the supplier will be worked through with the successful supplier.