**Request for Proposal (RFP)**

**For:** Recruitment Agency Services

**Date:** 15th June 2020

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# Overview of Social Interest Group

* 1. The Social Interest Group (SIG) is a leading UK based charity, providing bespoke person centred social and health care solutions.
  2. We deliver social and health care services through our subsidiary charities [SIG Penrose](https://new.socialinterestgroup.org.uk/about-us/penrose-options/), [SIG Equinox](https://new.socialinterestgroup.org.uk/about-us/equinox-care/) and [SIG Investments](https://socialinterestgroup.org.uk/about-us/sig-investments/).
  3. As a group we operate 32 services, 239 units of accommodation, support approximately 13,000 people in residential, community or prison based settings and have a turnover of £19.1m per year.
  4. We are experts in working with adults who have the most complex and chaotic lives; enabling and empowering them to take charge of themselves, giving them the skills and resilience to live healthy and fulfilled lives.
  5. We are ambitious, creative and persistent in the way we work, ensuring high impact and outcomes are achieved in all we do.

# Introduction and Background to the Project / Programme

* 1. The Social Interest Group is undertaking a review of the recruitment agencies it works with. This project will include a competitive tender for invited agencies to put forward proposals to become part of a new preferred supplier list (PSL) of agencies that will enable the Group to cover the breadth of its recruitment needs.
  2. It is envisaged that contracts will be awarded to successful bidders for periods of up to 3 years. All contract awards will be on a non-exclusive basis.
  3. The Group has its head office in Highbury & Islington, and a network of local offices/projects. The local offices/projects will drive most of the recruitment needs from a variety of disciplines.
  4. Recruitment needs will include permanent, temporary, fixed term contract and interim contract.
  5. The purpose and scope of this RFP and supporting documents is to explain in further detail the requirements of the Group and the procurement process for submitting a RFP proposal.

# RFP Conditions and Contractual Requirements

This section of the RFP sets out the Social Interest Groups contracting requirements, general policy requirements, and the general RFP conditions relating to this procurement process (“**Procurement Process**”).

## Contracting requirements

1. Subject to the terms of this RFP, Social Interest Group (which includes any subsidiary companies and other organisations that control or are controlled by Social Interest Group from time to time) proposes to enter into a Contract with the successful bidder. Each bidder must provide its terms and condition as requested in Annex 1 of this RFP. Any request set out in this RFP for a bidder to provide their standard terms and conditions to Social Interest Group does not constitute acceptance by Social Interest Group of such terms and conditions. Contract award is subject to the formal approval process of Social Interest Group and mutually acceptable contract terms and conditions being agreed. Until all necessary approvals are obtained, no Contract will be entered into.
2. The appointed suppliers will be expected to deliver the goods and/or provide services at Social Interest Group’s offices in London, Luton, Bedford, and Brighton and elsewhere in England from time to time.
3. Social Interest Group’s contracting and commercial approach in respect of the required goods and/or services is set out at Annex 1 (Terms and Conditions of contract) (“**Contract**”). By submitting an RFP response, you are agreeing to be bound by the terms of this RFP and the Contract without further negotiation or amendment.
4. Social Interest Group proposes to award the Contract for an initial period of up to 3 years.
5. In the event that you have any concerns or queries in relation to the RFP, you should submit a clarification request in accordance with the provisions of this RFP by the Clarification Deadline (as defined below in the Timescales section of this RFP). Following such clarification requests, Social Interest Group may issue a clarification change to the RFP that will apply to all potential suppliers submitting an RFP response.
6. Social Interest Group is under no obligation to consider any clarifications / amendments to the RFP proposed following the Clarification Deadline, but before the RFP Response Deadline (as defined below in the Timescales section of this RFP). Any proposed amendments that are received from a potential supplier as part of its RFP response shall entitle Social Interest Group to reject that RFP response and to disqualify that potential supplier from this Procurement Process.
7. Neither the issue of this RFP, nor any of the information presented in it, should be regarded as a commitment or representation on the part of Social Interest Group (or any other person) to enter into a contractual arrangement.

## General Policy Requirements

1. By submitting a RFP response in connection with this Procurement Process, potential suppliers confirm that they will, and that they shall ensure that any subcontractors will, comply with all applicable laws, codes of practice, statutory guidance and applicable Social Interest Group policies relevant to the goods and/or services being supplied.

## General RFP conditions (“RFP Conditions”)

1. Application of these RFP Conditions – By participating in this Procurement Process and/or by submitting an RFP response you give are agreeing to comply with, accept and be bound by all the provisions and requirements of this RFP and its Annexes. You are also affirming that all the information provided by you during this Procurement Process is both true and accurate. Accordingly, RFP responses should be based on and strictly in accordance with the requirements of this RFP.
2. Third party verifications – Your RFP response is submitted on the basis that you consent to Social Interest Group carrying out all necessary actions to verify the information that you have provided, and the analysis of your RFP response being undertaken by one or more third parties commissioned by Social Interest Group for such purposes.
3. Information provided to potential suppliers – Information that is supplied to potential suppliers as part of this Procurement Process is supplied in good faith. The information contained in the RFP and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue but Social Interest Group will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion extends to liability howsoever arising in relation to any statement, opinion or conclusion contained in, or any omission from, this RFP (including its Annexes) and in respect of any other written or oral communication transmitted (or otherwise made available) to any bidder. No representations or warranties are made in relation to these statements, opinions or conclusions. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of Social Interest Group.
4. Potential suppliers to make their own enquiries – You are responsible for analysing and reviewing all information provided to you as part of this Procurement Process and for forming your own opinions and seeking advice as you consider appropriate. You should notify Social Interest Group promptly of any perceived ambiguity, inconsistency or omission in this RFP and/or any in of its associated documents and/or in any information provided to you as part of this Procurement Process.
5. Amendments to the RFP – At any time prior to the RFP Response Deadline, Social Interest Group may amend the RFP. Any such amendment shall be issued to all potential suppliers, and if appropriate to ensure potential suppliers have reasonable time in which to take such amendment into account, the RFP Response Deadline shall, at the discretion of Social Interest Group, be extended. Your RFP response must comply with any amendment made by Social Interest Group in accordance with this paragraph 3.3.5 or it may be rejected.
6. Compliance of RFP response submission – Any goods and/or services offered should be on the basis of and strictly in accordance with the RFP (including, without limitation, any specification of Social Interest Group’s requirements, these RFP Conditions and the Contract) and all other documents and any clarifications or updates issued by Social Interest Group as part of this Procurement Process.
7. Format of RFP response submission – RFP responses must comprise the relevant documents specified by Social Interest Group, completed in all areas and in the format as detailed by Social Interest Group in Annex 2 (Supplier Response). Any documents requested by Social Interest Group must be completed in full. It is, therefore, important that you read the RFP carefully before completing and submitting your RFP response.
8. Modifications to RFP response documents once submitted – You may modify your RFP response prior to the RFP Response Deadline by giving written notice to Social Interest Group. Any modification should be clear and submitted as a complete new RFP response in accordance with Annex 2 (Supplier Response) and these RFP Conditions.
9. Rejection of RFP responses or other documents – A RFP response or any other document requested by Social Interest Group may be rejected which:

* contains gaps, omissions, misrepresentations, errors, uncompleted sections, or changes to the format of the RFP documentation provided;
* contains hand written amendments which have not been initialled by the authorised signatory;
* does not reflect and confirm full and unconditional compliance with all of the documents issued by Social Interest Group forming part of the RFP;
* contains any caveats or any other statements or assumptions qualifying the RFP response that are not capable of evaluation in accordance with the evaluation model or requiring changes to any documents issued by Social Interest Group in any way;
* is not submitted in a manner consistent with the provisions set out in this RFP ;
* contains information which is inconsistent with answers already given in the pre-qualification questionnaire completed as part of this Procurement Process or;
* is received after the RFP Response Deadline.

1. Disqualification – If you breach these RFP Conditions, if there are any errors, omissions or material adverse changes relating to any information supplied by you at any stage in this Procurement Process, if any other circumstances set out in this RFP, and/or in any supporting documents, entitling Social Interest Group to reject a RFP response apply and/or if you or your appointed advisers attempt:

* to inappropriately influence this Procurement Process;
* to fix or set the price for goods or services;
* to enter into an arrangement with any other party that such party shall refrain from submitting a RFP response;
* to enter into any arrangement with any other party (other than another party that forms part of your consortium bid or is your proposed sub-contractor) as to the prices submitted;
* to collude in any other way;
* to engage in direct or indirect bribery or canvassing by you or your appointed advisers in relation to this Procurement Process; or
* to obtain information from any of the employees, agents or advisors of Social Interest Group concerning this Procurement Process (other than as set out in these RFP Conditions) or from another potential supplier or another RFP response,
* Social Interest Group shall be entitled to reject your RFP response in full and to disqualify you from this Procurement Process. Subject to the “Liability” RFP Condition below, by participating in this Procurement Process you accept that Social Interest Group shall have no liability to a disqualified potential supplier in these circumstances.

1. RFP costs – You are responsible for obtaining all information necessary for preparation of your RFP response and for all costs and expenses incurred in preparation of the RFP response. Subject to the “Liability” RFP Condition below, you accept by your participation in this procurement, including without limitation the submission of a RFP response, that you will not be entitled to claim from Social Interest Group any costs, expenses or liabilities that you may incur in RFP-ing for this procurement irrespective of whether or not your RFP response is successful.
2. Rights to cancel or vary this Procurement Process - By issuing this RFP, entering into clarification communications with potential suppliers or by having any other form of communication with potential suppliers, Social Interest Group is not bound in any way to enter into any contractual or other arrangement with you or any other potential supplier. It is intended that the remainder of this Procurement Process will take place in accordance with the provisions of this RFP but Social Interest Group reserves the right to terminate, suspend, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this Procurement Process by notice to all potential supplier in writing. Subject to the “Liability” RFP Condition below, Social Interest Group will have no liability for any losses, costs or expenses caused to you as a result of such termination, suspension, amendment or variation.
3. Consortium Members and sub-contractors – It is your responsibility to ensure that any staff, consortium members, sub-contractors and advisers abide by these RFP Conditions and the requirements of this RFP.
4. Liability – Nothing in these RFP Conditions is intended to exclude or limit the liability of Social Interest Group in relation to fraud or in other circumstances where Social Interest Group’s liability may not be limited under any applicable law.

# Confidentiality and Information Governance

* 1. All information supplied to you by Social Interest Group, including this RFP and all other documents relating to this Procurement Process, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to participate in this Procurement Process and/or prepare your RFP response) unless the information is already in the public domain or is required to be disclosed under any applicable laws.
  2. You shall not copy, disclose or reproduce any of the information supplied to you as part of this Procurement Process other than for the purposes of preparing and submitting a RFP response. There must be no publicity by you regarding the Procurement Process or the future award of any contract unless Social Interest Group has given express written consent to the relevant communication.
  3. This RFP and its accompanying documents shall remain the property of Social Interest Group and must be returned on demand.

# RFP Validity

* 1. Your RFP response must remain open for acceptance by Social Interest Group for a period of sixty days from the RFP Response Deadline. A RFP response not valid for this period may be rejected by Social Interest Group;

# Specification

# Areas of Recruitment Market Expertise and Geographic Coverage

1. The Group is seeking recruitment agencies that have proven experience, networks and expertise in a number of different fields of employment disciplines. These include:

|  |  |  |
| --- | --- | --- |
| Finance | HR, Organisation Development | Marketing & Communications |
| Facilities Management | Operations & Ops Management | Nursing |
| Social Care |  |  |

In the above disciplines’ requests may come for permanent, temporary, interim and fixed term contract roles.

The Group has its head office in Highbury & Islington in London. Outside of head office the Group has a network of local offices throughout England.

|  |  |
| --- | --- |
| **REGION** | **AREAS COVERED** |
| London & South East | Greater London boroughs, Kent, Surrey and Sussex |
| Central | Bedfordshire, Hertfordshire, Essex, |

# Service Description and Service Levels

1. **Service Description**
   1. The Employment Business shall provide the Services at all times in accordance with the Conduct Regulations and Agency Worker Regulations 2010.

Requirements of the Group

* 1. Social Interest Group will provide the following information to the Employment Business so far as reasonably possible in an accurate and timely manner in respect of each Request:
     1. Job specification
     2. Skills and qualifications required
     3. Assignment Pay Rate/Salary
     4. Directorate / division
     5. Contact name / telephone ext
     6. Number of people required
     7. Location
     8. Start date/dates required
     9. Duration of Engagement
  2. The Groups Recruitment Team will notify the Employment Business of any changes to the original Request.
  3. The Groups Recruitment Team will complete appropriate questionnaires in order to assist with the evaluation of Employment Business service.

1. **Service Levels**

**Response Times**

* 1. For Requests covering roles up to and including middle management level the Employment Business shall revert to the Group with all application forms or CVs within a 3 working days. For more senior roles than this the Employment Business will advise the Group within 2 working days of a Request on likely response times in line with prevailing market trends and the Group's Recruitment Team shall agree acceptable timescales.

**Selection of Work Seekers**

* 1. All Work Seekers shall be interviewed fully by the Employment Business.
  2. All temporary Work Seekers shall be fully referenced, capturing two (2) years’ previous employment, training and/or studying.
  3. All Work Seekers shall have all relevant technical skills assessed by the Employment Business and the results of such assessments shall be available for review by the Group on request.
  4. The Employment Business shall undertake and/or obtain up to date Disclosure and Barring Service checks and searches in respect of specific temporary Work Seekers, at the Group’s request and this will be specified by the Group by role.
  5. The Group seeks to recruit a diverse workforce, one which mirrors the national and local demographics. Work Seekers should come from diverse backgrounds and attempts to provide diverse applicants shall be available for review by the Group on request.

**Instructions to Work Seekers**

* 1. The Employment Business will provide all permanent and fixed term contract Work Seekers with a pre-Engagement information document together with a confidentiality agreement (in a form materially comparable with the obligations under this Agreement) to be signed and returned to the Employment Business. Other support material will include but is not restricted to:
     1. An introduction to the organisation.
     2. Sickness and Holiday reporting procedures*.*
     3. Working environment and conditions.
     4. Working hours and dress code, (local information will be gained during site visits).
     5. Health and safety issues
     6. Engagement/assignment specification.
     7. Duration of Engagement.
     8. Commencement date.
     9. Hours of work.
     10. Reporting line.
     11. Terms of engagement.
     12. Pay and time sheet procedures.
     13. Equality, diversity and inclusions aspirations
  2. The Employment Business will ensure that the Work Seeker understands and complies with the terms of the support material listed above.
  3. Work Seekers are not expected to work overtime - normal hours shall be up to forty (40) per week only. If overtime is required for a particular exercise then this would be agreed on a case by case basis.
  4. The Employment Business will not transfer Work Seekers within the Group’s departments without the prior consent of the Group’s Recruitment Team.
  5. The Employment Business will confirm the assessment status of each work seeker, to ensure the regulations of IR35 are adhered to. Work seekers who are not direct employees of the Employment Business will be flagged to the Group and relevant taxes and national insurance will be withheld from invoices payable to the Employment Business.
  6. Any tax or national insurance liabilities arising from the incorrect application of the IR35 regulations by the Group, where based on misinformation provided by the Employment Business, shall be the met by the Employment Business.
  7. Invoices raised by the Employment Business will clearly state the percentage rate and monetary value of the amount of fees charged.

1. **Provision of Fixed Term Contract and Permanent Staff**
   1. Briefing meetings shall take place between the Employment Business and the Group as required to discuss the recruitment process and full information relating to a Request.
   2. Upon receipt of a Request from the Group’s Recruitment Team, the Employment Business staff will follow the procedure as outlined below:
      1. Employment Business staff will advise in line with prevailing market trends at the point of Request and will agree an acceptable timeline for the recruitment with the Recruitment Team.
      2. Instruction should only be acted upon if it has come from the Resourcing Team.  In the event of a Request or other form of instruction being received from elsewhere in the Group, the Employment Business should contact the Resourcing Team for confirmation.
      3. All Work Seekers submitted to the Group will have completed an in-depth interview with the Employment Business.
      4. A minimum of three (3) submissions of Work Seekers’ CVs who meet the criteria specified will be provided within a period agreed at the outset by the Employment Business with the Recruitment Team. The submissions will include Work Seekers from diverse backgrounds reflecting the local / national population.
      5. Employment Business consultants will contact the Group’s Resourcing Team within forty eight (48) hours of Work Seekers submissions to seek feedback and discuss interviews.
      6. On completion of interviews, Employment Business consultants will immediately contact the Group’s Recruitment Team to understand the suitability of the Work Seekers and will arrange any further interviews as necessary.  This procedure will continue until such time as the Group’s Recruitment Team has appointed a suitable Work Seeker.
      7. Interviews will be co-ordinated using the Group’s online system, directly with Work Seekers. The Employment Business may request updates as to a Work Seeker’s application’s progress.
      8. The Group’s Recruitment Team will notify Employment Business consultants of the name, proposed commencement date and starting salary of the selected Work Seeker.
      9. Employment Business consultants will inform the Work Seekers of this decision and provide the Group’s Recruitment Team with the necessary information for the formal offer to be sent direct to the Work Seeker.
      10. Employment Business consultants will notify Work Seekers who are unsuccessful within five (5) working days unless requested otherwise by the Group’s Recruitment Team

**Reference checking**

* 1. References are to be sourced for each and every Work Seeker.  For permanent placements this will normally be carried out by the Group’s Recruitment Team but the Employment business may be requested to do this on the Group’s behalf.

**Monitoring Work Seeker staff and contractors on site**

* 1. The Employment Business is to conduct a debrief with each Work Seeker at the end of the first week, the first month and thereafter 3 monthly.  Any issues arising from such debriefs will be formally communicated by email to the Group’s line manager and the Resourcing Team.

**Service Quality Aims**

* 1. Through this Schedule C and the continuous measurement of quality, the Employment Business will provide an efficient and effective service to the Group.

**Reporting**

* 1. In the event of service levels not being met by the Employment Business, these will be raised through the Group’s Resourcing Team to the Employment Business.  A dedicated account manager contact point shall be provided and will be the point of escalation for any relevant issues.

**Service Measurement Reporting**

* 1. A formal review meeting between the Recruitment Team and the Employment Business management will be held on a quarterly basis to review performance against the Agreement.
  2. Invitations may be extended to line managers who may wish to raise and discuss departmental issues.
  3. Statistics detailing results of performance against this Schedule C will be provided by the Employment Business.  This information will demonstrate the performance levels and attitudes of Work Seekers as well as Employment Business overall performance with regard to service.
  4. These reports shall include the following information:
     1. Requests received: temporary, fixed term contract and permanent
     2. Conversion of applications to shortlisted candidates
     3. Requests filled: temporary, fixed terms contract and permanent
     4. Duration of temporary assignment where relevant
     5. Location of role/assignment
  5. The Employment Business is to submit a copy of its equality, diversity and inclusion policies/statements and any additional wellbeing policy/statement for Group records and inform the Group of any subsequent changes to such policies.

**Employment Business Income Management Information Reports**

* 1. Full management Information reports showing income must be submitted on a monthly basis to the Group’s Recruitment Manager.
  2. Ad hoc expenditure reports may also be requested and detailed analysis will take place at the end of the Group’s financial year – the Group’s financial year runs from 1 April to 31 March.

# Mandatory Requirements / Constraints

* 1. As part of your RFP response, you must confirm that you meet the mandatory requirements / constraints, if any, as set out in Social Interest Group’s specification forming part of this RFP. A failure to comply with one or more mandatory requirements or constraints shall entitle Social Interest Group to reject a RFP response in full.

# Key background documents and further information

* 1. Further relevant background documents / information may be provided to potential suppliers as set out below, as an Annex to this RFP and/or by way of the issue of additional documents / links to additional information / documents. Where no such information / documents are provided, this Section of the RFP will not apply.

* 1. The following additional documentation / information shall be provided as part of this RFP*:*
* Modern Slavery Policy (if over £36m turnover)
* Anti-bribery and Corruption Policy
* Equality, Diversity and Inclusion (EDI) Policy
* Wellbeing Policy (if separate from EDI Policy)
* Environmental Policy

# Timescales

* 1. Subject to any changes notified to potential suppliers by Social Interest Group in accordance with the RFP Conditions, the following timescales shall apply to this Procurement Process:

|  |  |
| --- | --- |
| **Activity** | **Date / time** |
| Issue of RFP documents | Monday 15th June 2020 |
| Deadline for clarification questions (**Clarification Deadline**) | Close of business Friday 19th June 2020 |
| Deadline for submission of RFP responses by potential suppliers (**RFP Response Deadline**) | 09:00 Friday 26th June 2020 |
| RFP shortlisting and supplier presentations | Mid July |
| Further shortlisting and commercial negotiations | Late July 2020 |
| Award decisions | July 2020 |
| Contract concluded with winning supplier | July 2020 |
| Contract start date | August 2020 |

# Instructions for Responding

* 1. The documents that must be submitted to form your RFP response are listed at Part 2 of Annex 2 (Supplier Response) to this RFP. All documents required as part of your RFP response should be submitted to **michael.rutherford@socialinterestgroup.org.uk**by the RFP Response Deadline, as set out in the Timescales section of this RFP.
  2. The following requirements should be complied with when summiting your response to this RFP:
* Please ensure that you send your submission in good time to prevent issues with technology – late RFP responses may be rejected by Social Interest Group, even where the reason for the delay cannot be directly attributed to you.
* Please ensure that information provided as part of a response is of sufficient quality and detail that an informed assessment of it can be made by Social Interest Group.
* Do not submit any additional supporting documentation with your RFP response except where specifically requested to do so as part of this RFP. PDF, JPG, PPT, Word and Excel formats can be used for any additional supporting documentation (other formats should not be used without the prior written approval of Social Interest Group).
* All attachments/supporting documentation should be provided separately to your main RFP response and clearly labelled to make it clear as to which part of your RFP response it relates.
* If you submit a generic policy / document, you must indicate the page and paragraph reference that is relevant to a particular part of your RFP response. Anything that is submitted that does not directly relate to any of the questions in the RFP will be disregarded. In particular please avoid submitting generic marketing material unless it is directly relevant to the proposal.
* Unless otherwise stated as part of this RFP or its Annexes, all RFP responses should be in the format of the relevant Social Interest Group requirement, with your response to that requirement inserted underneath.
* Where supporting evidence is requested as ‘or equivalent’ – you must demonstrate such equivalence as part of your RFP response.
* Any deliberate alteration of a Social Interest Group requirement as part of your RFP response will invalidate your RFP response to that requirement and for evaluation purposes you shall be deemed not to have responded to that particular requirement.
* Responses should concise, unambiguous, and should directly address the requirement stated.
* Your RFP responses to the RFP requirements and pricing will be incorporated into the Contract, as appropriate.

# Clarification Requests

* 1. All clarification requests should be submitted to **michael.rutherford@socialinterestgroup.org.uk**by the Clarification Deadline, as set out in the Timescales section of this RFP. Social Interest Group is under no obligation to respond to clarification requests received after the Clarification Deadline.
  2. Any clarification requests should clearly reference the appropriate paragraph in the RFP documentation and, to the extent possible, should be aggregated rather than sent individually.
  3. Social Interest Group reserves the right to issue any clarification request made by you, and the response, to all potential suppliers unless you expressly require it to be kept confidential at the time the request is made. If Social Interest Group considers the contents of the request not to be confidential, it will inform you and you will have the opportunity to withdraw the clarification query prior to Social Interest Group responding to all potential suppliers.
  4. Social Interest Group may at any time request further information from potential suppliers to verify or clarify any aspects of their RFP response or other information they may have provided. Should you not provide supplementary information or clarifications to Social Interest Group by any deadline notified to you, your RFP response may be rejected in full and you may be disqualified from this Procurement Process

# Evaluation Criteria

* 1. You will have your RFP response evaluated as set out below:

**Stage 1:** RFP responses will be checked to ensure that they have been completed correctly and all necessary information has been provided. RFPs responses correctly completed with all relevant information being provided will proceed to Stage 2. Any RFP responses not correctly completed in accordance with the requirements of this RFP and/or containing omissions may be rejected at this point. Where a RFP response is rejected at this point it will automatically be disqualified and will not be further evaluated.

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**Stage 2:** If a bidder succeeds in passing Stage 1 of the evaluation, then it will have its detailed RFP response to Social Interest Group’s requirements evaluated in accordance with the evaluation methodology set out below.

* 1. Award Criteria – Responses from potential suppliers will be assessed to determine the most economically advantageous RFP against a series of weighted criteria including quality and total cost.

|  |  |
| --- | --- |
| **Award Criteria** | **Overview** |
| Core service offered | Key capability of identifying a range of candidates  Proven experience in proposed fields of recruitment areas of expertise; temp/perm/FTC; geographic coverage)  Account management, and management information and reporting offered.  Evidence of track record of delivering value for other clients and strength of proposal to deliver benefit for the Client  Service standard and turnaround times for delivery of key steps in recruitment process  Deployment of technology to support client delivering efficiency and ease |
| Cultural Fit | Understanding of the charity / not for profit sector. Empathy with the Client’s aims and goals. Way of working.  Alignment with the Client’s values. |
| Compliance | Compliance with Legal Terms and Conditions issued with the RFP  Compliance to relevant laws  Compliance with Client’s brand values  Compliance with relevant policies of the Client including Equality, Diversity and Inclusion  Accreditations and Standards held |
| Overall Total Cost | Outturn total cost based on margin or fee structure for each recruitment plus any other relevant costs |

* 1. Scoring Model – RFP responses will be subject to an initial review at the start of Stage 2 of the evaluation process. Any RFP responses not meeting mandatory requirements or constraints (if any) may be rejected in full at this point and may not be assessed or scored further. RFP responses not so rejected will be scored by an evaluation panel appointed by Social Interest Group for all criteria.
  2. Commercial Evaluation – Your “Overall Price” (as calculated in accordance with requirements of Annex 3 (Pricing Approach) for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation. Your proposal must disclose all costs that you might expect to levy on Social Interest Group in the course of conducting the normal business of the contract even if the pricing template does not explicitly request a particular price. Social Interest Group will not pay any costs that have not been disclosed at this stage.

# Annexes

**List of Annexes forming part of this RFP but issued as separate documents**

## Annex 1

## 1.1 - Terms and Conditions of Contract

Please provide your proposed terms and conditions.

Please note that the extent of the changes we propose to your terms and conditions will form part of our evaluation process.

1.2 – Job descriptions

We have attached job descriptions for the different roles where the majority of the recruitment for posts will occur.

1.3 – Ethical Sourcing, Environment and Sustainability and Diversity

Social Interest Group is committed to sourcing its goods and services in an ethical manner that upholds certain standards. It is a given that any supplier who is appointed as a result of this process will comply with and agree to continue to comply with all relevant laws and regulations

As part of our supply chain diligence we will ask questions to satisfy ourselves that policies, processes and actions are in place to ensure compliance with law and beyond this to meet our own standards within your own company and our expectation that these standards will apply within your own supply chain

In respect of workers’ rights as a minimum we expect our suppliers to meet the Ethical Trading Initiative (ETI) Base Code

(please click on this link for more details <https://www.ethicaltrade.org/sites/default/files/shared_resources/ETI%20Base%20Code%20%28English%29.pdf>)

Please also see the Group’s Anti-Bribery, Corruption and Money Laundering policy that we will expect compliance to as part of any agreement.



Environmental Policy

Social Interest Group is committed to protect the environment and improve its performance to minimise any harmful impact on the environment. Our attached Environmental Policy has more detail. Please review this and factor in when making your response to this proposal.



Equality and Diversity Policy

Social Interest Group acknowledges and respects diversity and seeks to achieve a balanced workforce that represents the wider society it serves. To further this aim it has developed an Equality and Diversity Policy that is attached.



## Annex 2 – Supplier Response

|  |  |  |
| --- | --- | --- |
| General Information | | |
| * 1. Registered Name of Company | |  |
| * 1. Registered Company Number | |  |
| * 1. Previous names traded under in past 3 years (if applicable) | |  |
| * 1. Address of Head Office or Principle Place of Business | |  |
| * 1. Contact Details | Name: |  |
| Telephone Number: |  |
| E-mail Address: |  |
| Website address: |  |
| * 1. How long has your Company/Consortium been established? | |  |
| * 1. How many members of staff does the Registered Company employ? | |  |
| * 1. \*Names of Directors or Partners of the organisation who would be delivering the service | |  |
| * 1. Name of group of companies to which you belong (if any) | |  |
| * 1. Names of Directors or Partners of Group of Companies to which you belong | |  |
| * 1. Name of holding company (if any) | |  |
| * 1. Names of Directors or Partners of holding company to which you belong | |  |
| * 1. Name and address of Branch/Division which would manage this contract, if different from row 1 above, and location of any local offices.   (Copy/paste as reqd.) | Location(s): |  |
| Contact Name(s): |  |
| Telephone Number(s): |  |
| Fax Number(s): |  |
| E-mail Address(es): |  |
| Website address(es): |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Financial Information | | | | |
| * 1. Please provide, with this questionnaire, a copy of the annual report and audited trading accounts for each of the past three years for either your organisation or, if appropriate, those of the group of companies or holding company to which you belong. | | | | |
| * 1. Please state clearly to which organisation this information applies: |  | | | |
| * 1. Please include profit and loss accounts and balance sheet or other evidence of the organisation's financial standing. If audited accounts are not available, please supply management accounts clearly marked as such. | | | | |
| * 1. Please provide details of the annual turnover in the last 12 months for the organisation named in ‘Company Details’ above. Ensure you define how you calculated this turnover if it crosses over your standard financial year reporting. | **Time Period** |  | | |
| **Turnover (£m)** |  | | |
| **Notes** |  | | |
| * 1. Please provide details of the financial performance of the organisation named in ‘Company Details’ above, over the past three years, starting with the most recent financial year: | **Financial Year** | **Turnover (£m)** | **Gross Profit (£m)** | **Net profit after tax (£m)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| * 1. In relation to your organisation, or the group of companies or the holding company to which you belong, has any director ever been made bankrupt or been involved in any commercial venture, incorporated company or other entity that has gone into any form of liquidation or receivership? | **Yes / No** | **If yes, please provide details below:** | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Insurance | | | |
| * 1. Is Public & Employer's Liability and Professional Indemnity Insurance held for services offered? | Insurance Type | Yes / No? | Amount Insured |
| Public Liability |  |  |
| Employer's Liability |  |  |
| Professional Indemnity |  |  |
| * 1. If ‘YES’, has such cover ever been refused? | **Yes / No**   |  | | --- | |  | | If yes, please provide details below: | |

|  |  |  |
| --- | --- | --- |
| References | | |
| **Please provide three references from appropriate current clients who will allow these to be taken up.** | | **Reference 1** |
| ORGANISATION NAME: | |  |
| CONTACT: | Name |
| Position |  |
| Address |  |
| Telephone No. |  |
| E-mail address |  |
| How long have they been a customer? | |  |
| Type of work carried out | |  |
| Annual Value of work carried out | |  |
| **Reference 2** | | |
| ORGANISATION NAME: | |  |
| CONTACT: | Name |  |
| Position |  |
| Address |  |
| Telephone No. |  |
| E-mail address |  |
| How long have they been a customer? | |  |
| Type of work carried out | |  |
| Annual Value of work carried out | |  |
| **Reference 3** | | |
| ORGANISATION NAME: | |  |
| CONTACT: | Name |  |
| Position |  |
| Address |  |
| Telephone No. |  |
| E-mail address |  |
| How long have they been a customer? | |  |
| Type of work carried out | |  |
| Annual Value of work carried out | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Information Security | Y/N | Details: |  |
| * 1. Does the organisation have an Information Security Policy? If yes please attach |  |  |  |
| * 1. Does the policy include risk assessments for threats to Information security? |  |  |  |
| * 1. Are all staff members made aware of the policy? If yes how is this achieved? |  |  |  |
| * 1. Do you have a dedicated Information Security official to oversee your information security program? |  |  |  |
| * 1. Is the organisation ISO27001 Accredited? If yes, are all processes used to deliver potential Social Interest Group services included within the scope (please include scope statement and a copy of your SoA)? |  |  |  |
| * 1. Are you audited by any external bodies (if yes which bodies and what standards are audited)? |  |  |  |
| * 1. Are processes in place to ensure that information is available in line with business requirements? If yes what procedures? |  |  |  |
| * 1. Are processes in place to ensure the integrity of the information you process? |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Data Protection | Y/N | Details: |  |
| * 1. Can you confirm that you are operating to meet compliance with the General Data Protection Regulation (GDPR)? If Yes, What measures have you put in place to meet the requirements? Can you provide your GDPR compliance statement? |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Outsourcing and Offshoring | Y/N | Details: |  |
| * 1. Is any part of the service you provide to Alzheimer’s outsourced to another third party (for example printing and mailing, IT support, hosting IT services and maintenance)? |  |  |  |
| * 1. Do you follow any industry or regulatory best practise recommendations for hosting data in the Cloud |  |  |  |
| * 1. Of these third parties, list all who may process (view, transmit or store) Alzheimer’s data, providing the name and address, and the types of data that they process. |  |  |  |
| * 1. Is there a written contract requiring each third party to comply with the obligations equivalent to those imposed on a data controller by the seventh principle? |  |  |  |
| * 1. Is any part of the activity off-shored, and if so, to whom? |  |  |  |
| * 1. Is any part of the service delivered outside of UK? |  |  |  |
| * 1. If activities are off-shored, to which country is the data transferred? (If data is stored or processed in the US is the third party registered under the Privacy Shield scheme?) |  |  |  |
| * 1. Do you have processes in place to review the security controls in place at third party organisations with which you exchange personal data? (Please describe). |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Corporate Social Responsibility | Y/N | Details: |  |
| * 1. Please provide a copy of or a link to your policy on Modern Slavery (if annual turnover greater than £36m) |  |  |  |
| * 1. Please provide an indication of your approach to Corporate Social Responsibility, how you contribute to your local community, encourage your staff to participate actively in the community |  |  |  |
| * 1. We offer a range of opportunities for corporate partners to support our cause including becoming a Dementia Friendly Business, joining our Dementia Friends programme or by nominating Social Interest Group as charity of the year. Would you be interested in participating in any of these opportunities?\* |  |  |  |
| * 1. Social Interest Group is interested in exploring ways in which our suppliers can support our work in non-financial ways. This may range from offering Social Interest Group access to space for meetings, pro bono professional advice or mentoring. Do you have any opportunities of this kind to offer?\* |  |  |  |

\*responses to these questions will not form part of the formal evaluation of your RFP response.

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Environmental Considerations | Y/N | Details: |  |
| * 1. Does your organisation have a nominated person responsible for environmental management and sustainability? |  |  |  |
| * 1. Does your organisation have any objectives and targets for environmental management, if so please give brief outline? |  |  |  |
| * 1. How do you take environmental issues into consideration within your own supply chain? |  |  |  |
| * 1. Please identify any particular environmental aspects and impacts relating to the work/services/goods for which you are responding to today and outline how you ensure that you address these issues and consider the lifecycle perspective. |  |  |  |

1. Description of Proposed Service

|  |  |  |  |
| --- | --- | --- | --- |
| Overview | Y/N | Details: |  |
| 10.1 From the table in section 6.1 of this document showing areas of recruitment market expertise please state which areas you are proposing your organisation serves |  |  |  |
| 10.2 Please state which areas of the England, Wales and Northern Ireland you propose to serve and how you intend to do this?  (If you have a network of offices that you intend to use please state where these are based) |  |  |  |
| 10.3 Please state if your agency provides temporary/ interim or permanent recruitment services or both. |  |  |  |
| 10.4 Please state any accreditations / certifications your organisation currently holds that is relevant to the provision of recruitment services. |  |  |  |
| 10.5 Describe in outline your proposed model and approach to providing recruitment agency service to the Group  (No more than 200 words) |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Resourcing & Engagement | Y/N |  |  |
| 10.6 Please set out the account team structure that will serve the Group showing interfaces with the Group (Please show a structure chart) |  |  |  |
| * 1. Please clarify which people will be visiting the Group’s premises and the planned frequency / intensity of this |  |  |  |
| * 1. Please name the key personnel (and their role) as to who will be engaged with the Group on an ongoing basis as part of your service offering |  |  |  |
| * 1. What other people or resources will be available to serve the Group as part of your service that are engaged without visiting our offices? (please indicate media for communicating with them and hours of operation) |  |  |  |
| * 1. On a day to day basis explain how recruitment stakeholders in the Group will engage with your organisation with individual needs and recruitment requests   (Include a process flow if relevant) |  |  |  |
| * 1. How do you envisage working with the Group will be different from other clients? How will you adapt to accommodate this |  |  |  |
| * 1. Are there any elements of your core service that you will provide to the Group that will be subcontracted? If so please outline what and to whom |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Core Expertise | Y/N | Details: |  |
| * 1. Outline your approach to identifying suitable candidates for a role? |  |  |  |
| * 1. Outline the breadth of capability of your current recruitment expertise |  |  |  |
| * 1. Provide evidence of how you have successfully sourced and placed candidates for existing clients in the sectors you are proposing to serve for the Group?   (Give some data to show scale and recency) |  |  |  |
| * 1. How does your team keep abreast of changing trends, strategy and practices in the fields of expertise they are recruiting in? |  |  |  |
| * 1. What makes your agency stand out such that candidates choose to have you represent them rather than your competitors? |  |  |  |
| * 1. Outline what management information you would propose to routinely produce for the Group in relation to project status, spend, your organisation’s performance to KPIs and other relevant information   (Include details of frequency and format) |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Service Standards | Y/N | Details: |  |
| * 1. Please detail what standards of service you are proposing to offer to the Group   (Include days and hours of operation, itemise separately if this differs by function. Include key proposed response timescales to a vacancy search request) |  |  |  |

IMPORTANT NOTE: Please read carefully our information in Annex 1.2 on “Ethical Sourcing” before responding to the below section on Supply Chain Diligence

|  |  |  |  |
| --- | --- | --- | --- |
| Supply Chain diligence | Y/N | Details: |  |
| **YOUR COMPANY** |  |  |  |
| * 1. What action does your company take to ensure it complies with the Modern Slavery Act 2015?   (attach copy of your policy if you have one) |  |  |  |
| * 1. Within your own organisation do your employees work with their own free will and are they free to leave your employment by giving reasonable notice? |  |  |  |
| * 1. Do you request your employees lodge a bond or deposit of cash value (or equivalent) in order to work in your company?   If yes please give details and the purpose of the arrangement |  |  |  |
| * 1. Does your company recognise trade unions or a staff association for the purposes of collective bargaining?   Please give details of which trades unions or other bargaining bodies are recognised |  |  |  |
| * 1. Are your employees treated the same whether or not they are in a trade union or staff association? |  |  |  |
| * 1. Do you comply with all employer’s responsibilities set out in the Health and Safety at Work Act 1974 and other relevant Health and Safety laws and regulations?   If not, please outline why not. |  |  |  |
| * 1. Do you employ anyone either full or part time under the age of 18 years old?   If yes please provide details of duties and hours worked including the times of day they work. |  |  |  |
| * 1. Do any of your employees work more than 48 hours per week on average?   If yes please confirm you have voluntary written agreement from them to this and that you can provide evidence of this if requested |  |  |  |
| * 1. Do you pay all of your employees at least the National Living Wage for their age group? |  |  |  |
| * 1. If you ask your employees to work in excess of their contracted hours (Overtime) are they free to decline this request without prejudice?   If the answer is no please give details why not |  |  |  |
| * 1. If you ask hourly paid employees to work overtime do you pay at a premium of at least 125% of their regular hourly rate?   If the answer is no please explain |  |  |  |
| * 1. In connection with equality, diversity and inclusion what action do you take to conform to current UK legislation and promote equality, diversity and inclusion in connection with age, disability, gender, gender identity, race, religion, sexual orientation, marital status, caste, national origin, union membership, political affiliation and gender pay gap? Please attach a copy of your company’s Equality, Diversity & Inclusion policy |  |  |  |
| * 1. What action does your company take to prevent discrimination, bullying and harassment in the workplace? |  |  |  |
| * 1. Does your company have an anti-bribery policy?   Please attach a copy |  |  |  |
| * 1. What actions does your company undertake to ensure there are adequate procedures in place to prevent bribery? |  |  |  |
| * 1. Does your company have established grievance policies and procedures in place to enable employees to fairly and without prejudice raise a grievance?   Please attach  If no please explain |  |  |  |
| * 1. Do you employ any persons on Zero-hours contracts?   If yes, please give details about the number of employees and the nature of the work they undertake |  |  |  |
| * 1. What percentage of your workforce human resource requirement is made up of permanent employees?   If you use interim or contract labour are any of these workers on zero-hours contracts? If yes give details of how many workers and the nature of the work they are engaged in.  How diverse is your workforce? Please give details |  |  |  |
| * 1. What policies and procedures do you have for employee whistleblowing? |  |  |  |
| * 1. What do you do to ensure you comply with all relevant Safeguarding regulations? |  |  |  |
| * 1. Has your company ever had any allegations of unethical practices or harsh or inhumane treatment of employees in your supply chain raised by regulatory authorities, trade unions, employee groups or other stakeholders?   If yes please give details. |  |  |  |
| * 1. Has your company ever had any legal action or enforcement action taken against it due to non-compliance with relevant laws and regulations?   If yes please give details |  |  |  |
| 10.42 Please explain how your company will adhere to the new IR35 regulations and the policies and systems you will put in place for yourself and clients you are working with. |  |  |  |
| **YOUR SUPPLIERS** |  |  |  |
| * 1. How do you ensure your suppliers and sub-contractors adhere to the standards set out in 10.20 – 10.41 |  |  |  |
| * 1. Under what circumstances with respect to ethical issues will you refuse to do business with or cease business with a supplier? |  |  |  |
| * 1. How do you satisfy yourself that your supplier’s supply chain conforms to ethical practices on an ongoing basis |  |  |  |

11. Innovation and Technology

|  |  |  |  |
| --- | --- | --- | --- |
| Innovation and technology | Y/N | Details: |  |
| 11.1 Outline the technology that your organisation proposes to deploy to support the provision of this service |  |  |  |
| 11.2 How will this add value to the Group in its dealings with your organisation? |  |  |  |
| 11.7 What innovative approaches or practices can you offer the Group and what value will these add? |  |  |  |

12. Not Used

13. Compliance

|  |  |  |  |
| --- | --- | --- | --- |
| Compliance | Y/N | Details: |  |
| 13.1 Please confirm you have read and agree to the Group’s enclosed Legal Terms and Conditions |  |  |  |

## Annex 3 – Pricing Approach

|  |  |  |  |
| --- | --- | --- | --- |
| Commercial Model | Y/N | Details: |  |
| 14.1 Please outline how your proposed commercial model will work |  |  |  |
| 14.2 Please set out your proposed remuneration structure.  If your pricing approach involves fees then please clearly set these out with any parameters that apply.  If your pricing approach pro rates fixed term contracts or part time roles please detail.  If your pricing approach uses % margins please set this out and be exactly clear and detailed as to what the % is being applied against  If the remuneration structure differs whether an assignment is exclusive to your agency or multi-agency then please set this out |  |  |  |
| 14.3 If there are any rebates, discounts or incentives that have not been set out in 14.2 please detail these out together with any applicable mechanism for triggering these |  |  |  |
| 14.8 If you are prepared to offer any part of the service free of charge please set this out including an estimated value of this? |  |  |  |
| 14.9 It is important that any proposed remuneration and fees and charges are clearly stated such that the Group can see exactly how much it will cost to work with your organisation.  Therefore If there are any other costs, fees or charges that will be associated with this service (whether in implementation, transition or business as usual) please clearly state these in £s together with a brief description as to what these charges are for  . |  |  |  |