

Truro City Council HR Support Tender Clarifications 14.10.2024

Q. How you currently manage your HR provision?

A. Through similar contract to this specification and two employees having responsibility for administration of HR.

Q. What criteria has been used to determine a requirement of 30 hours per month?

A. That TCC would like one day a week exclusive access to professional/technical advice/HR personnel. This assumption has been based on the service provided by our current contractor. A fixed day a week enables us to plan ahead so that the best use of time is ensured

Q. Are Councillors included in the staff numbers?

A. No, councillors are not staff and are not included in the count.

Q. What are the expectations for signposting; would the development of an intranet satisfy this?

A. If the level of complexity is out of the contractor's experience, TCC would be signposted as to other appropriate professional – e.g. employment lawyers.

Q. Would the council consider an initial one site visit per month for the first 3 to 6 months to establish relationship with team?

A. TCC has found that having onsite HR personnel on a weekly basis is very helpful. The current contract has onsite one day per week, but having reviewed this level of contact TCC has decided that it could accommodate a fortnightly visit as a minimum with online access at other times. However, TCC would not consider once a month to be acceptable so if this is all you can offer this could potentially disadvantage the proposal during the contractor selection process.

Q. Would being available on call during hearings fulfil the need to attend; given that materials and process would have been provided?

A. Yes, that would be acceptable

Q. Would the council consider general training sessions to committee members and councillors as an additional fee service?

A. Yes, but this could potentially disadvantage the proposal during the contractor selection process

Q. Would it satisfy the council to pass information onto the unions where required and instructed rather than engage with?

A. Yes

Q. Recruitment can be undertaken on a fee for service basis; would this be considered by the council?

A. Yes, but this could potentially disadvantage the proposal during the contractor selection process

Q. Contract drafting and authoring of terms for senior management recruitment would be a for fee service. Would this satisfy your requirement?

A. Yes, but this could potentially disadvantage the proposal during the contractor selection process

Q. Can undertake the design and implementation of organisational change and service improvement projects on a for fee service basis – would this be considered by the council?

A. Yes

Q. Would it satisfy the requirement to develop staff resource sheets on various topics that might assist with the support of staff members on an individual basis?

A. Yes

Q. Would the council consider a 3rd party mediation and counselling service liaised when needed?

A. Yes