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1. PURPOSE

- 1.1 The Home Office (hereafter referred to as the Authority), Senior Civil Service Recruitment and Public Appointments Team (the Recruitment Team) is seeking a media partner for a period of up to 3 years, which it can call upon to conduct media assessments. This service will better inform selection panels on the suitability of candidates for often high profile roles across the department and its agencies.
- 1.2 The Authority are seeking to award a contract for preparation, delivery and assessment of media assessment exercises to provide selection panels with additional evidence on which to base their decision on whom to appoint as either a public appointee or senior civil servant. These are high profile roles, where post holders will be the focus of intense public and parliamentary scrutiny and it is therefore likely that they will be required to engage with the media. The Authority require shortlisted candidates to be assessed in realistic radio and television interview scenarios, with footage available for the selection panel to view/listen to and to be supported by a written report on each candidate's performance.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority is one of the original great Departments of State and has one of the most challenging jobs in government. Its mission is fundamentally important: to keep Britain's streets safe and its borders secure. The Authority leads on immigration and passports, drugs policy, crime policy, counter-extremism and counter-terrorism and works to ensure visible, responsive and accountable policing in the UK. These issues are at the heart of the Government's agenda. The Department also sponsors 29 Agencies and public bodies, such as the new Office for Police Conduct (OPC), which will replace the Independent Police Complaints Commission.
- 2.2 The Authority is a ministerial department, supported by 29 agencies and public bodies.
- 2.3 The Authority leads on immigration and passports, drugs policy, crime policy, counter-terrorism, counter-extremism and modern slavery, and works to ensure visible, responsive and accountable policing in the UK.
- 2.4 Within this area of responsibility the Authority's key aims are to fight crime more effectively and efficiently, create an integrated criminal justice system, hold Police Forces to account, secure our borders and protect UK citizens from terrorism.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Recruitment Team manages the recruitment of all the Authority's SCS and Public Appointees (appointments made by Ministers or the Queen to sponsored public bodies or statutory offices).
- 3.2 The Authority now advertises the majority of its SCS roles externally. These are the most senior roles in the department, many of which will have a high public profile and/or be in specialist fields such as finance, commercial, programme management, technology and digital. 50-60 SCS vacancies are forecast for 2016/17.
- 3.3 The Authority is responsible for over 190 public appointments. These include Her Majesty's Inspectors of Constabulary, the Independent Reviewer of Terrorism

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Legislation, the Independent Anti-Slavery Commissioner, Chair and Board Members of the Gangmasters Licensing Authority, the Disclosure and Barring Service, the Security Industry Authority and the Advisory Council on the Misuse of Drugs. All posts have to be filled on merit via fair and open competition so, where there is no possibility of re-appointment for existing post holders, an external competition has to be run. On average approximately 10 public appointment campaigns are run within a 12 month period.

4. DEFINITIONS

Expression or Acronym	Definition
The Authority	Home Office
OPC	Office of Police Conduct
SCS	Senior Civil Servant

5. SCOPE OF REQUIREMENT

5.1 The Supplier will be required to:

- 5.1.1 Design an assessment process around two elements – a live Radio interview and a live Television interview to test credibility, personal impact and delivery, reputation management, crisis handling and persuasiveness. A realistic and highly detailed scenario relevant to the role should be developed as well as suitable questions. These must be agreed with the panel in advance.
- 5.1.2 Deliver assessments for all shortlisted candidates (expected to be 3-6 candidates per exercise). This will include providing an interviewer.
- 5.1.3 Provide and operate all the technical recording equipment to deliver the assessment to a high standard.
- 5.1.4 Record both elements of the assessment to broadcast standard and upload to a secure password protected server to be viewed by the Final Panel at their convenience.
- 5.1.5 If The Authority premises are unavailable or unsuitable for the exercise, secure alternative premises on which to undertake the assessments.
- 5.1.6 Produce for the selection panel concise written reports to support the recorded interviews, which assess each candidate about the agreed criteria.
- 5.1.7 If required by the selection panel, attend their interview prep session to give an oral briefing on the performance of the candidates. This will take place at Home Office HQ, 2 Marsham Street, London, SW1P 4DF.

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6. THE REQUIREMENT

- 6.1 The scenario should be carefully tailored to explore the particular challenges, opportunities and vulnerabilities that may confront a candidate on appointment.
- 6.2 It is envisaged around 4 to 5 appointments will take place a year for roles that require SCS that have do undertake live interviews or HASC briefings, with the occasional use in public appointments
- 6.3 Both elements of the assessment (radio and TV interview) should be recorded to broadcast standard.
- 6.4 The assessment should be rigorously role-played by an assessor and camera crew to ensure that it is as close to ‘real life’ as possible.
- 6.5 The written report should include scores for each candidate on credibility, personal impact and delivery, reputation management, crisis handling and persuasiveness. This should be accompanied by a commentary on performance.
- 6.6 Through consultation with the Supplier the Authority will inform the timescales for delivery with Key Milestones through the development and agreement of an Implementation Plan, this may change subject to Ministerial approval and panel availability: In some cases the Implementation plan may need to be amended at short notice via consultation.
- 6.7 If so required by the Customer, the Supplier shall produce a further version of the each Interview plan in such further detail as the Customer may reasonably require. The Supplier shall ensure that each version of the Interview Plan is subject to Customer approval.
- 6.8 The Supplier shall perform its obligations so as to achieve each Milestone by the Milestone Date.
- 6.9 Changes to the Milestones shall only be made in accordance with the variation procedure and provided that the Supplier shall not attempt to postpone any of the Milestones using the variation procedure or otherwise (except in the event of a Customer default which affects the Supplier's ability to achieve a Milestone by the relevant Milestone Date).

7. KEY MILESTONES

- 7.1 The Supplier should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe of Initial Requirement	Call-Off Requirements
1	Meet with supplier and Implementation Plan	Within week 1 of Contract Award	5 working days

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2	Supply further version of Implementation Plan	Within week 2 of Contract Award	10 working days
3	Deliver the media assessment exercise for all shortlisted candidates	As agreed with the Recruiting Manager	As agreed with the Recruiting Manager
4	Provide written reports on each candidate to the Authority Recruitment Team	within one week of the media assessment	7 working days
5	If necessary, attend pre-interview preparation session to brief the panel on the performance of each candidate in more depth (at 2 Marsham Street, London, SW1P 4DF)	As agreed with the Recruiting Manager	As agreed with the Recruiting Manager
6	Submit invoice to the Authority representative a detailed breakdown of expenditure against the rate cards	Within 10 days of completion of work.	Within 10 working days of completion of the work

7.2 Work will be undertaken on a Call-Off basis and will be agreed on a case by case basis between the Authority and the successful Supplier.

7.2.1 Each Call-Off will be instigated by the Authority and the Supplier must be available to carry out each piece of work upon request in the timeframe stipulated.

7.2.2 The Authority will contact the Supplier indicating type of Interview process that is required, candidate numbers and timeframe required.

7.2.3 The Supplier shall ensure that for each Call-Off a new version of the Interview Plan is provided.

8. AUTHORITY'S RESPONSIBILITIES

8.1 The Authority is responsible for providing all necessary information to allow the Supplier to complete any described activities by the prescribed milestones for this initial assessment activity and all subsequent assessment activities.

8.2 The Authority will ensure that the Supplier is provided sufficient levels of resource throughout the duration of the initial research activity and all subsequent activities.

9. REPORTING

9.1 The written report should include scores for each candidate on credibility, personal impact and delivery, reputation management, crisis handling and persuasiveness. This should be accompanied by a commentary on performance.

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- 9.2 Reporting must be authoritative and comprehensive, and it will be necessary to present this in a format which can be readily-understood

10. PRICE

- 10.1 The contract will be subject to Ministerial approval and the Authority reserve the right not to spend the maximum value of the contract.
- 10.2 Prices are to be submitted via the e-Sourcing Suite using Appendix E – Price Schedule.
- 10.3 Prices should be submitted inclusive of expenses and excluding of VAT.
- 10.4 Prices will be held firm for the duration of the contract.
- 10.5 Work will be undertaken on a Call-Off basis and costs will be agreed on a case by case basis between the Authority and the successful Supplier, any costs arising from the contract, will be benchmarked against the price proposal provided in Appendix E – Price Schedule.

11. STAFF AND CUSTOMER SERVICE

- 11.1 The Authority requires the Supplier to provide a sufficient level of resource throughout the duration of the Media Assessment & Recruiting Contract in order to consistently deliver a quality service to all Parties.
- 11.2 Supplier’s staff assigned to the Media Assessment & Recruiting Contract shall have the relevant qualifications and experience to deliver the Contract.
- 11.3 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.

12. SERVICE LEVELS AND PERFORMANCE

- 12.1 The Authority will measure the quality of the Supplier’s delivery by:

12.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Account Management	The supplier will answer all e-mail queries within 48 hours of submission	98%
2	Account Management	The supplier will answer all complaints within 24 hours and implement suitable performance improvement plans within 1 week	100%



3	Service Delivery	The supplier will meet all reasonable deadlines set by the Authority unless otherwise agreed	98%
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12.2 The Authority will provide the Supplier one months' notice to improve on failings and a further one months' notice should the service be unsatisfactory.

12.3 The Authority expects the Supplier to maintain effective disaster recovery and business continuity plans to maintain communication with the Authority and secure minimum disruption to services.

13. PAYMENT

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

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

13.3 Invoices need to be marked clearly with the appropriate Purchase Order number and addressed to the following:

F.A.O. Debbie Keane
Public Appointments Team
Human Resources, Capabilities & Resources
Ground floor, Seacole Building, 2
Marsham Street,
London,
SW1P 4DF

14. LOCATION

14.1 Where possible, the assessment will be undertaken at Home Office HQ, 2 Marsham Street, London, SW1P 4DF. If the premises are unavailable or unsuitable, the Home Office recruitment team will work with the supplier to identify an alternative.