

fos_663- Permanent & Interim Recruitment 2020

Request for Information (RFI)



background

The Financial Ombudsman Service (The Service) is intending to go out to the market for a new recruitment model for permanent and interim staff.

As part of an early market engagement exercise, we are sending out this request for information which purpose is intended to bring the market perspective into our strategy in order to align our requirements and model to that of the market capability; we would like to understand what the current appetite for contracting is and the potential use of multi-vendor frameworks; In addition we also would like to encourage the market to suggest alternative models which may be more suitable.

As an organisation that provides an ombudsman service for consumers and now small and medium sized enterprises (SME's), we need to attract and retain staff with specific skill sets, who share the same values, vision, and work ethic as we have here.

Our values

What matters to us most at the ombudsman is fairness. Where things aren't fair, we can use our power to put them right.

Fairness isn't just about making sure our answers and decisions are technically right. It's also about wanting to make what we do feel right. And we do this by listening – thinking – and explaining.

Fairness is at the heart of our long-held values:

- we do the right thing;
- we treat our customers well and respect their needs;
- we do what we say we'll do; and
- we're inquisitive and build everyone's knowledge.

To learn more about us click here:

<https://financial-ombudsman.org.uk/about/index.html>

overview of our current position

The Service is based in London and Coventry and at the present time we have circa 2,900 employees. In addition we have circa 1,500 contingent workers and temporary staff. Our contingent labour requirements are not included as part of this procurement exercise.

When responding to the RFI questions, suppliers can consider the below information to build their responses. These are high level requirements at this stage for information only and may change at any time and are not limited to:

Current vacancies as at June 2019 +/- 70 (please note that this is not indicative of the vacancies which will be current at the time of the tender and subsequent contract award)

Temporary (interim) headcount (this excludes any contingent labour) as at June 2019 +/- 50

Previous recruitment trend

+/- 160 permanent positions filled over the last 12 months

+/- 70 temporary (interim) positions filled over the last 12 months

List of Business areas and roles

General Admin – admin/secretarial/PA's/Receptionist

IT – Support/Developers/Project Management Service Desk Analyst

Finance & Accounts – Accounts /Finance /Procurement/Payroll/Market

research/Business Systems/Property/Data protection/ Analysts/Business Information Knowledge and Information-

HR – Resourcing/HR/Reward/Change/OD/L &D

Marketing – Digital/Communications/PR

Legal – Legal Council

Security – business continuity analyst/head of information security/information security manager/information security analyst/Lead security analyst/security coordinator

Facilities – Facilities manager/Facilities coordinator/ Health & Safety Manager

Operations – Investigators/Ombudsman Managers/ Ombudsman Leads/ Casework coordinators/ Mass claims consultants

Estimated Value for all lots £4m per annum, which is inclusive of the pass through cost paid to interim and temporary staff. A breakdown of this is not available at this time.

Current arrangement

The Service currently contracts through a managed service provider (MSP) for all permanent and interim staff recruitment requirements. This contract is due to expire in June 2020 and therefore we are now in the process of setting a new strategy going forward.

future options

We are looking into the option of changing our recruitment model to multi-vendor frameworks with up to 3 different lots based on types of job roles and families. The lots may comprise of General, Specialist and Executive search options, which may support the Service with getting expertise for niche roles without reducing external resource for recruitment across the rest of the business.

What would our ideal arrangement look like as a multi-vendor framework option?

As a brief overview, the Service wants the ability to engage with a range of suppliers through the use of our own framework agreements based upon the category / job type as, and when the roles (requirements) arise. In previous arrangements, we found that having the option to go out to more than one provider would have given us access to a wider pool of candidates, which would then reduce the time from submission to appointment.

The Service is looking for suppliers who, through their tender submission, provide a robust attraction strategy with demonstrative evidence of how they intend to be introducing the right candidates to the Service, and individuals who want to share our core values. For more information on our offering, please see our website: <https://www.financial-ombudsman.org.uk/about/careers.html>

The contracts will be written so that we run competitions or undertake direct awards (: direct award criteria will be based on value and defined further, during the tender process) for each specific role or campaign of roles.

Competitions will be sent to all suppliers on the specific lot/s and the proposed procedure will be that the supplier who introduced the appointed candidate to the specific role will be awarded the contract. Management of this end to end process of appointment will be done electronically through the Service's own ATS system and therefore will address any duplicated candidates by differentiating the times of submissions. (The mini competition terms will be defined at the tender stage).

The terms of the framework agreement will align with the Service's own on-boarding processes & procedures such as a list of minimum pre-screening requirements e.g. DBS, right to work, financial reports, conflict of interest roles and any case study requirements for pre-screening during recruitment campaigns (The final list will be provided at the tender stage).

Our other key areas of focus at this stage will be based on lessons learnt: this will include (but not be limited to) ensuring communication channels are clear through to the Service from the supplier and the candidate; improved ratio of submission to placements for each supplier; and in general having a mutually beneficial contract

management process to develop and maintain a strong relationship with each supplier to ensure the overall delivery of the contract

RFI process

1. This Request for Information (RFI) will take place from the date of the published notice until the **deadline for submission** which is **10th July 2019 at 12 noon**.
2. **Any questions / clarifications** regarding this RFI should be submitted by **27th June 2019 at 12 noon** through the Bravo portal.
3. Suppliers who wish to respond should please do so through <https://procurement.financial-ombudsman.org.uk>
4. Neither the intention nor the purpose of this exercise is to confer any advantage upon its participants in any future procurement process.
5. This notice is NOT a call for competition.
6. All information gathered will be carefully considered and analysed by The Service's team commissioning this process. All responses will be anonymised and not shared with competitors for these services.
7. Any information gathered through this RFI will be used for the purpose of consideration of options when preparing and planning our procurement.
8. RFI Questions ;

1.1.1	Division of lots: considering the type of roles which the service recruits for, can you offer guidance on the best division of lots and would you be in a position to bid for 1 or more lots?
1.1.2	Submission of tender: What would encourage or discourage you to bid for this framework? e.g. number of suppliers on each lot, length of contract, and minimum annual contract value.
1.1.3	Role advertising: Where would you advertise and how would you make sure you reach a diverse pool of candidate's representing the location of the role i.e London & Coventry.
1.1.4	Recruitment success: How many successful candidates are you typically able to attract in one recruitment window? i.e a recruitment campaign looking for 50

	Managers
1.1.5	Experience: Tell us about your experience of performing this delivery model for other organisations.
1.1.6	Alternative candidate sourcing: If you were selected as one of the providers and you were unable to fill a specific role through a mini competition, what would be your solution? i.e would you use your supply chain or how else would you ensure that you are able to provide candidates?
1.1.7	Pricing structures: Suggested pricing structures: can you propose a pricing structure to include but not be limited to; salary band %'s, any retention rates and time frames, executive search rates?
1.1.8	Alternative options: Contract options: based on the information in this document do you think our approach of procuring a multi-vendor framework is the most effective way or, are you able to propose a more effective solution?
1.1.9	Weaknesses of multi vendor's for HR Are you aware of any weakness with a multi-vendor approach compared to a single managed services provider?
1.1.10	ITT information: What information would you expect to be included in the ITT to assist with your proposal?