



Recruitment Services Framework

Buyers Guide

Contract period:

25th September 2023 - 24th September 2026 (+ 12 months option to extend)

FTS/OJEU reference number:

2023/S 000-016322

What's covered?

We have provided a number of choices for how you manage your recruitment needs; from completely outsourced managed services to PSL's, HR Services and Talent Bank Technologies. Our procurement team and nominated suppliers are all on-hand to help you to decide which options are best for you to ensure you get the right people first time, every time.

With each empty post in your organisation it is potentially meaning a delay in service delivery, so it is vital to have a quick, high-quality recruitment solution for all your permanent, temporary and interim labour needs. This framework brings together some of the largest suppliers and will offer Members a fresh new approach to recruitment, encompassing new products and technology services.

All awarded suppliers are experts in your sector delivering all disciplines of roles and niche areas of recruitment, offering a network of local offices as well as established national coverage. This ensures that not only do you get great value, the combined power of their market position as well as yours, but you also have access to the best local talent.

Lot structure

Lot 1 - Managed Recruitment Services

Fully managed recruitment service for temporary, interim and permanent labour requirements across all disciplines and geographical regions.

Suppliers will supply a master vendor solution using workers and candidates sourced from the Suppliers own pool of workers and candidates, supplemented by workers and candidates from second tier suppliers as a minimum requirement.

Lot 2 - General Recruitment Services

General Recruitment Services can be used to identify a single supplier to manage your recruitment needs or as part of a Preferred Supplier List with multiple suppliers. Preferred Supplier Lists can be set up on a ranked or neutral basis and will ensure your needs are covered across a range of experienced and professional organisation.

Lot 3 - Talent Bank Technology Solution

This Lot provides a technology solution which will allow PfH Members to manage their own talent pool of pre-qualified workers. The technology is particularly powerful where short term staff are required quickly (e.g. care and support roles, facilities management roles) and enables a hiring manager to access the talent bank to source suitably qualified and experienced candidates (including those they have used previously) to fill short term gaps in staffing. It can also be used for longer term roles where the organisation wishes to manage its own recruitment. Platforms operate as a Software as a Service (SaaS) solution providing access 24/7/365 whilst being compliant with ISO 27001. The platform provides a solution that will manage the lifecycle of recruitment from finding, through hiring, compliance, time-sheet management and management information; this single portal allows hiring managers, administrators and candidates to access the services at any time whilst also ensuring transparency through pay roll.

Supplier

| Rank | Lot 1 – Managed Recruitment Services |
|------|--------------------------------------|
| 1 | Service Care Solutions |
| 2 | Blue Arrow |
| 3 | Retinue |
| 4 | Reed |
| 5 | Adecco Group |

| Rank | Lot 2 – General Recruitment Services |
|------|--------------------------------------|
| 1 | Service Care Solutions |
| 2 | Niyaa People |
| 3 | Blue Arrow |
| 4 | Think |
| 5 | Reed |
| 6 | Total Assist |
| 7 | Adecco Group |
| 8 | Fusion People |
| 9 | Pertemps |

| Rank | Lot 3 - Talent Bank Technology Solution |
|------|---|
| 1 | Retinue |
| 2 | Dagny |
| 3 | Nuwe |
| 4 | Keystone |

Tender & evaluation process

PfH received 107 expressions of interest with four 26 bids received by the tender deadline. All submissions were checked for material completeness and screened to ensure that all mandatory requirements were met by the bidding suppliers, prior to the tender evaluation being undertaken.

The evaluation of this framework addressed key criteria, including, Account Management, Social Impact, Engagement and Mobilisation, and Service Delivery and Engagement. Additionally, lot specific quality questions were applied addressing detailed requirements and capturing the scope.

The documents were advertised via the Find a Tender service (FTS) as an open procedure. The contract notice was issued on 8 June 2023.

All lots were evaluated on a 60/40 qualitative / commercial split, with a minimum quality threshold of 50% set across all lots.

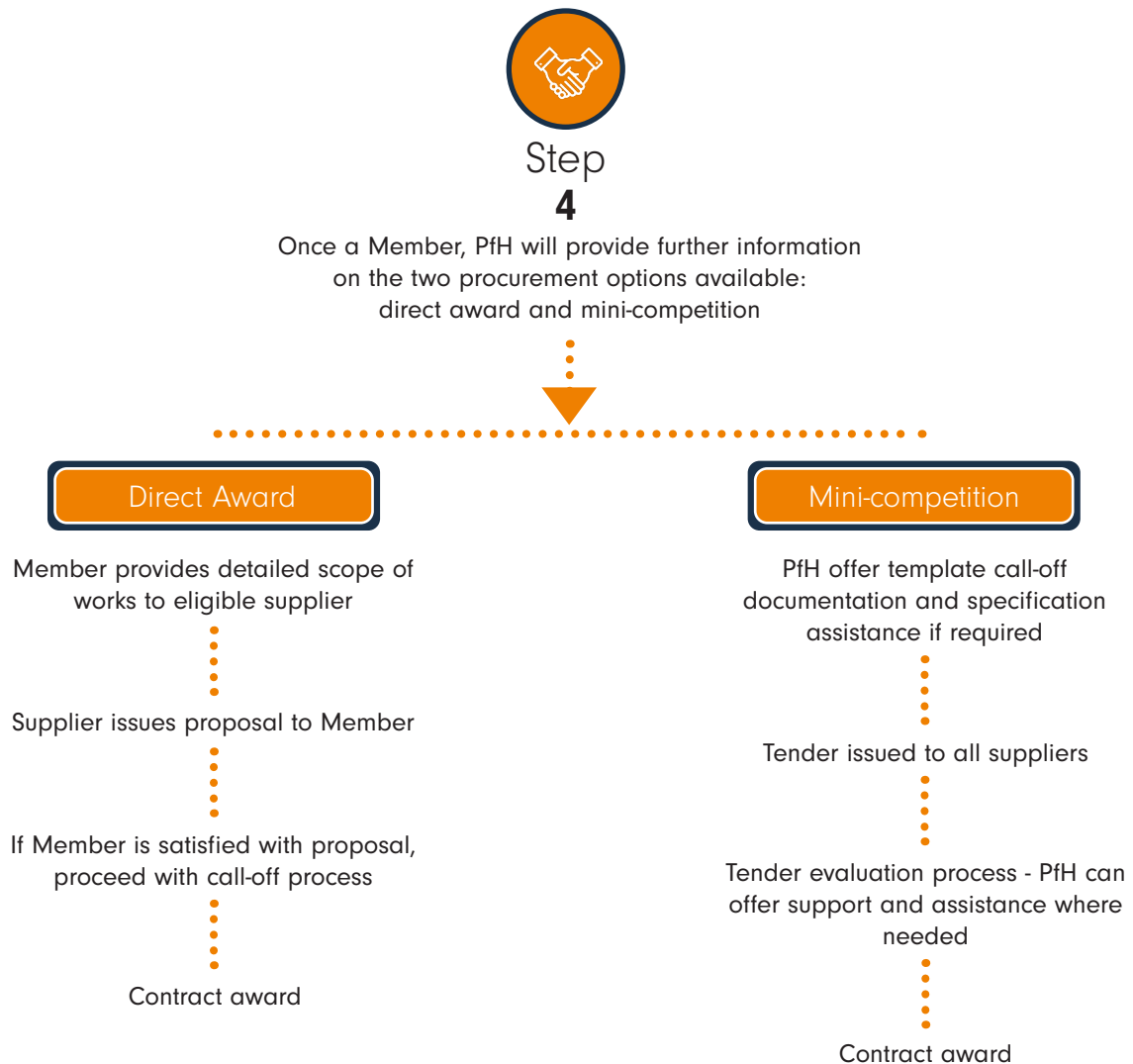
Benefits /value delivered

- Fully procured, FTS compliant solutions.
- Efficient and streamlined processes.
- The opportunity to mini complete between the successful suppliers.
- A wide range of options to PfH Members and residents throughout the United Kingdom.
- On-going contract management by a dedicated PfH procurement professional to ensure each individual contract runs to its full potential.

How we manage your contract

Our team is on hand to support you throughout the procurement process either acting as an extension of your internal procurement process or as a fully outsourced solution dependent upon your requirements; providing hands on category expertise and support to aid the delivery of an optimal contract environment. We will manage the tender process with you right through to contract award to ensure you get the most competitive pricing and best service delivery from our suppliers based on your specific needs. Our bespoke platforms and data rich environment enables us to interrogate contracts to give you to tools to drive value through the life of the agreement, tackle non-compliance, undertake trend analysis and standardise product ranges to improve the bottom line.

How to access the framework



Who can use the framework?

This Framework may be used by any contracting authority referred to in the FTS Notice and/or listed below:

- PfH Members
- Registered Social Landlords
- Local Authorities
- Arm's Length Management Organisations
- Police Scotland
- Scottish Fire & Rescue
- Universities & Further Education Establishments
- Registered Charities
- Subsidiaries of the above

Not a Member? Not a problem

Membership is open to all Scottish housing associations and local authorities, regardless of size. Once signed up, Members can access any of our procurement services from frameworks, to consultancy, to data services.

[Click here](#) for more information on how to become a PfH Member.



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