



# Lot 3: HR Consultancy Specification



## 1. Introduction

This specification relates to the delivery of HR consultancy and professional service requirements. The providers will support wide range of HR consultancy projects, by providing advice and support to all HR public sector requirements.

The solution will be structured to support individual one-off consultancy requirements for each customer. The provider is delivering the customer a consultancy/professional service.

The provider must be able to supply and manage an efficient and effective provision of HR consultancy services across a variety of sectors to fulfil the requirements of the customer.

The provider must have the expertise to understand the customer requirements to ensure the appropriate service is delivered using a consultant/professional.

This can be done by an individual, consultancy agency or consultancy organisation who is employed on a fee basis, to deliver this set piece of work, often based on milestones and set outcomes. A key responsibility of the provider will be to work with the customer to understand their requirements, to deliver the project ensuring the best possible outcome. These services may be delivered by a consultant or professional.

The customers will be able to either invite providers through further competition or direct award. The aim of this lot is to allow contracting authorities to have the flexibility to work with providers to successfully deliver all services related to HR consultancy services.

It is expected that the providers will be able to offer a range of specialisms, which will benefit the customers through provision of:

- HR specialist skills
- Guidance on HR industry and sector knowledge
- Extra HR resources and capabilities
- Unbiased opinion on HR situations
- Competitive consultancy and professional rates, which will be evidenced throughout the duration of the framework agreement

Providers must be able to cover wide range of requirements in all of the public sector (local and central government, emergency services, housing, healthcare, higher education, schools, MATs and charities), on a national basis in all regions across the UK (including Scotland and Wales), on every working day of the year, excluding Bank Holidays. It is expected that providers offer tailored services to the customers in each sector and locality.

## 2. Providers requirements

The provider will be required to cover all types of HR consultancy requirements, ranging from, but not limited to:

- Microsites
- Organisational design and redesign
- Workforce delivery models
- People management business options
- Organisational development
- Executive coaching and development
- Outplacement
- Employer branding – strategies, employer value proposition development and the development of appropriate supporting brand materials
- Market intelligence and ideas for maximising recruitment from external and internal talent pools
- Optimisation of employer recruitment and resourcing strategies
- Job fairs
- Talent pool management
- Employee research
- Onboarding tools
- Assessment for executive and volume recruitment
- Employer reputation management
- Social media consultancy, management and execution
- Recruitment website design, management and hosting
- Recruitment video production
- Creative campaign recruitment

Requirements may also include support functions that support the delivery of HR services within a customer.

The providers shall support the customers by embracing and including their values, including all aspects of diversity in service delivery.

The framework will allow public sector organisations to utilise consultants and professionals of all calibre and size. The provider shall deliver a service of consultants and professionals that are fully vetted and ready to deliver the requirements across HR consultancy. The consultancy and professional services will be managed by the provider to ensure it is national, flexible and fluid.

Customers may decide to use this service for a one-off basis, as and when a project arises. The aim of the framework is to allow public sector organisations to source the most appropriate consultant and/or professional in a timely manner. The solution will be delivered by the providers that will be able to deliver all consultancy/professional needs across any public sector organisation.

A variety of communication methods must be available to customers, from email to on-site meetings. Premium rates must not be used for calls. No calls or systems can include any additional costs including no premium call costs for booking systems.

### 3. Process to deliver HR consultancy – call-off contract process

Detailed below is the process for undertaking a call-off contract from the LGRP framework through direct award or further competition.

Please note that the process below is a guide, each customer may decide to make amendments in the processes mentioned throughout the specification, this will be discussed and agreed when they carry out a direct award or a further competition.



#### 3.1 Direct award or further competition

The customer will review its requirements and can appoint a provider through a further competition or a direct award, as per the guidelines as per the guidelines in the framework management document.

#### 3.2 Understanding requirements

All projects will vary in the outcomes required but the level of support and guidance should be consistent across all projects delivered by the successful providers.

Each project will require a dedicated contact.

The provider(s) and the customer should set up an initial meeting to discuss in further detail the requirements of the customer. This meeting should be attended by the named consultant(s) and account manager. The account manager must have an understanding of the HR consultancy services market to provide the highest quality service to the customer.

#### 3.3 Call-off contract award (consultancy delivery)

It is expected that the provider will utilise a supply of high-quality consultants and professionals to deliver the HR consultancy service, the provider may also utilise consultants and professionals within their own organisation to deliver the statement of work or project, to meet the needs of the customer in a fair and cost-effective manner.

The provider shall agree with the customer a project plan, including outcomes, timescales, resources required from both parties, costs and any specific requirements of the customer.

The provider must:

- Have expert knowledge and guidance in relation to HR consultancy
- Be confidential
- Any information developed under this framework shall remain the intellectual property of YPO and/or the relevant customer, unless agreed in writing
- Assist with the framework agreement queries
- Be flexible in the way they work with each customer

Project timescales for the provision of the HR consultancy services will be discussed with each customer individually and included in the KPI's and then monitored by YPO and the customer under the terms of the framework agreement, the order form, and the call-off contract and any other similar documents that may be required by a customer.

Regular review meetings must be arranged periodically, as required by the customer.

It is the responsibility of the provider to manage any individual involved in the delivery of the services for the customer.

### **3.4 Call-off contract management**

The provider should work in partnership with the customer to ensure that the project required will have a positive effect in the contracting authority's long-term strategy.

There will be times when the contracting authorities are not clear what type of the consultancy they require and providers should support the customers through advice, option analysis, market and organisational research, to ensure they have a clear strategy.

All framework providers will work effectively sharing best practise across the customers utilising the framework agreement.

At the end of each project a report should be carried out to ensure the outcomes have been achieved.

The providers will be expected to provide market intelligence to the contracting authorities and framework manager.

The providers may be required to run seminars to help develop contracting authorities' knowledge on market changes such as IR35.