**TEMPORARY STAFFING CONTRACT**

**HIGH LEVEL SPECIFICATION**

**Background**

Oxford City Council is the democratically elected body for Oxford with 48 Councillors. The Council is committed to providing accountability and effectiveness of its service delivery through its scrutiny, audit and area committees.

The Council is a District Council, with responsibilities for running local planning, housing, environmental health, electoral registration, waste collection, leisure and parks services, markets and fairs, tourism and cemeteries for the city of Oxford.

In partnership with other public, private and voluntary agencies the Council provides a wide range of services for approximately 154,600 residents and approximately 60,000 households spread over 24 wards. (Figures as of mid-2017).

Oxford Direct Services is made up of two companies that work together to deliver cost-effective public and commercial services. The Companies are owned by Oxford City Council who is the single shareholder.

Established in 2012, Oxford Direct Services was transformed into a wholly-owned social enterprise in 2018. Why? So that we can continue returning millions of pounds to the Council through the savings and returns generated from our commercial services. These savings and returns are used for core Council services, to offset cuts in Government grants and to create more jobs for the people of Oxfordshire.

We’re committed to efficient and environmentally responsible services for all. And, with a city population of 152,000, 46,000 commuters and an estimated 9.5 million visitors a year, it’s important that we take into consideration tasking reliable, experienced, local work forces with the job.

While the City Council is our largest customer as we empty bins, clean streets and maintain parks and properties, we provide important, customisable and innovative services to commercial businesses and organisations.

**General Contract Requirements**

* The contract will be for a 3 year period, with an option to extend by a period of up to 24 months (Made up of two separate 12 month options).
* The new contract will start from 1st September 2020.
* The contract is for the supply of temporary placements for Oxford City Council and Oxford Direct Services Ltd.
* The current contract value for the temporary staffing is circa £3.2 million per annum, (Oxford City Council represents circa £2.2 million and Oxford Direct Services Ltd £1.2 million). Naturally this level of expenditure is indicative only and cannot be guaranteed.
* There are approximately 1300 people employed by Oxford City Council and over 600 of those work for Oxford Direct Services Ltd.
* The overall contract will cover the complete range of roles, and subject to feedback could be in the following lots:
  + Senior managers
  + Specialist staff
  + Operational staff
  + Administrative/technical
* Management of all supplying agencies is to be via the successful agency for each lot
* Real-time management information, and portal use particularly for electronic time sheet submission and approval
* Services of a named account manager

**Method Statements**

* Agencies to specify how they will deliver an efficient and effective service in terms of:
  + Top calibre candidates
  + High levels of relevant candidates choice
  + Streamlined recruitment process (including aftersales customer care, candidate attendance and non-performing candidates)
  + Account management
  + Service levels measures and associated performance proposed (e.g.: fill rate; turnaround time, etc.)
  + How a non-exclusivity clause could operate
* In accordance with the Social Value Act, agencies to specify how they will promote skills and employment by providing growth and development opportunities for all within a community so that there is/are:
  + More local people in employment, representing the diversity of Oxford’s population;
  + More opportunities for disadvantaged people (long term unemployed, disabled, ex-offenders, NEETs);
  + An inclusive recruitment process with more opportunities to encourage a diverse workforce;
  + Improved skills for local people; and
  + Improved employability of young people
* Agencies to specify how they would work in partnership with Oxford City Council and Oxford Direct Services:
  + Advice sessions
  + Sharing best practice
  + Training and development

**Procurement Information**

* Tender evaluation will be split as follows:
  + 60% quality:
    - 30% approach to servicing the contract including technology used
    - 30% recruitment and selection of candidates including the candidate experience
  + 40% cost.
  + Social Value at xx% - to be determined
* Timeframe for evaluation to award to be attached