**Fast track recruitment**

**Nottingham Revenue & Benefits Ltd**

**Soft Market Testing Approach**

**March 2017**

**1 Why are we doing Soft Market Testing?**

Soft Market Testing is a method of gathering market intelligence on a given subject area by engaging with the providers of the goods / services required. At the same time Nottingham Revenue & Benefits Ltd (NRB Ltd) is looking for efficiencies and best value.

**2 Soft Market Testing Process**

NRB Ltd is to undertake a soft market testing exercise to canvass external providers of recruitment & training for Benefits and Council Tax colleagues. For the purpose of this exercise, it is important to note that we are looking for a provider able to advertise, recruit, train and test groups of high calibre individuals in a short window.

**Intended outcome of this document**

To gain information and insight from potential external suppliers on this alternative model within the city of Nottingham. Once agreed, the model will then be put out for tender.

**Process**

1. The soft market testing will take place from the date of the published PIN (Prior Information Notice) until 30th April 2017.

* Any **questions** regarding the soft market testing approach document should be submitted by **24th April 2017 at 12 noon** to [bev.osborne@nottinghamcity.gov.uk](mailto:bev.osborne@nottinghamcity.gov.uk)
* Any **responses** to the soft marketing testing should also be returned to [bev.osborne@nottinghamcity.gov.uk](mailto:bev.osborne@nottinghamcity.gov.uk) by **30th April 2017 at 12 noon**

1. Neither the intention nor the purposes of this soft market testing exercise is to confer any advantage upon its participants in any future procurement process.
2. **This PIN is NOT a call for tenders and responses.**
3. All information gathered from the Soft Market Testing will be carefully considered and analysed by the NRB Ltd senior management team commissioning this process. All providers’ responses will be anonymised and not shared with competitors for these services.
4. An appropriate specification and service model will be designed using the information provided and from wider consultation with stakeholders.

**Methodology for soft market testing**

* The PIN is published inviting all parties interested to register and fill out the questionnaire at the end of this document and return to us via the email address specified above.

**3 Context for alternative recruitment model**

**Context**

The purpose of this approach is to develop an alternative recruitment model in which the provider sources and trains groups of high calibre staff for Revenue and Benefits posts.

This will be achieved through an open, fair and transparent procurement process.

**What we want to commission**

Nottingham Revenue & Benefits Ltd is based in Nottingham city centre. The company requires a recruitment solution which can deliver against both forecast recruitment windows and which is also able to react swiftly to new requirements.

The numbers of staff required will vary and NRB Ltd is seeking to minimise the length of time from the need arising to having trained, high calibre staff operational.

A rigorous process including selection, referencing, DBS checks and training is required.

**4 Soft Market Questions for a company to deliver an alternative recruitment model in Nottingham.**

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|  | **Company Name:** |
|  | **Contact name for further questions (***if required***):** |
|  | **Services supplied** |
| 1 | How would your company propose to deliver the outlined recruitment and training service? What, if any, added value could you offer? |
| 2 | In terms of your current experience recruitment and training in the Revenue and Benefits field, what advantages can you offer if chosen as the provider? |
| 3 | How do you propose to advertise, recruit and train? What steps would your process include? |
| 4 | What is your success rate in terms of individuals placed securing permanent posts beyond probation period? |
| 5 | Can you provide case studies/references for existing/past contracts for this service relating to Revenue & Benefits staff? |
|  | **Attractiveness of Opportunity** |
| 1 | What would encourage you to bid or discourage you to bid? e.g. length of contract, sole supplier, etc. |
|  | **Model** |
| 1 | Where would you advertise and how would you make sure you reach a diverse pool of candidates representative of the city of Nottingham? |
| 2 | What steps would your section process include?  Please be as specific as possible. |
| 3 | What is the scope of your training and what does it include? How do you include local policies & processes, if your scope extends to that level |
| 4 | How long is your end to end process from notification of requirement to operational staff ‘on the floor’? |
| 5 | How many successful staff are you typically able to attract in one recruitment window? |
| 6 | How well are you able to react to unplanned/short notice recruitment windows? |
| 7 | How do you measure success once staff are placed with an organisation? |
|  | **Financial questions** |
| 1 | What kind of fee structure can we, NRB Ltd, expect to pay if you won the tender? |
| 2 | What length contract would you expect to see in place? |
| 3 | What financial outlay, if any, would you expect NRB Ltd to cover? |
| 4 | Tell us about your experience of performing this delivery model for other organisations. |