

E-Recruitment Best Practice

Contract Considerations Discussion Points For The DTI / DCF Workshop

Presented by

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Contract Considerations Content

- ***Importance of flexibility***
- ***Creative aspects***
- ***Bespoke v off the shelf solutions***
- ***Maintenance & updates***
- ***Service level agreements***
- ***Transferability***
- ***Tender process***

Introduction

- This presentation is intended to start a discussion on what should be considered when agreeing a contract for e-recruitment services
- It simply comprises ideas for consideration
- Not all items will be relevant for all solutions; the contract for a single job board entry will be very different from an integrated end-to-end solution

Importance of Flexibility

- Contract period
 - Allow for future developments
- Scope of work
 - Just for one off project or flexible enough to cope with changes in plans, organisation, technology?
 - Consider what you will do in future years if this contracted piece of work goes well and include rates that allow for this
- Pricing
 - Can you base the contract on a formula that gives a firm price for the initial project but is transparent for future developments/enhancements
- Contracted entities
 - OGD's eligible to use the services?
 - Allows for partnerships & alliances of suppliers and users?
- Personnel
 - Make sure as many people as possible know the long term vision

Creative Aspects

- How do you agree a contract for something that cannot yet be specified?
- Design element included or separate?
 - Recent discussions on PFI design & build projects is relevant where a creative component of the e-recruitment service is involved (e.g. outsourced recruitment incorporating advertising, applicant tracking and selection services)
 - Consider how much flexibility in the creative element is required in the project
 - Consider including day rates/ component rates etc. for items that cannot be specified at the time the contract is agreed

Bespoke Vs Off The Shelf

Bespoke	Off The Shelf
Requires specifying	Usually available faster
Takes time to define & build	Does it do exactly what you want it to?
From the start ensure ALL the right people are involved in specifying the solution & know when the changes to specification will end.	Is it possible to change aspects of the package after purchase & what will the costs be?

Maintenance & Updates

- What are the costs of maintaining the solution?
- What support/training do users require to do their part of the maintenance?
- Review the solution regularly to ensure it's up to date and meets latest laws/best practice (e.g. what are you doing about age discrimination this year?)
- Technology moves on – contract should allow for this and be clear on upgrades to basic technological components and costs involved

Service Level Agreements

- Measure what is important in terms of outcomes
- Include escalation procedures in agreements
- Recognise supplier and buyer/user both have a contribution to the smooth running of a contract
- Use the technology – most IT based systems have good statistics which is available in real time
- Review the SLA periodically, in the second year of the contract you may have different concerns to address.

Transferability

- Make the contract flexible in terms of expanding the service
 - other parts of your organisation
 - Other Government Departments
 - Use the maximum periods for the scope of contract you are buying (if you aren't promising exclusivity you aren't confined and the vendor will be delighted to have the option to work with you on your long term plans)
 - Costs nothing, can save lots of time / money later on.
- Use transferable technology
 - Too bespoke and you will be tied into the supplier
 - Use common / open source platforms?
 - Consider retaining rights to any database that contains your candidates
- Who owns the intellectual property?
 - System
 - Creative aspects
 - Candidate details

Tender Process

- Has to comply with EU & local legislation
 - Takes time
 - Has cost implications
 - Build flexibility in contract to reduce the need to re-tender when you don't see an advantage in doing so
- Enter the exercise with the long term view in mind & build as many flexible options as you can into the schedules
- Find shortlist of suppliers you feel you can trust & develop the contract with them
 - Industry expertise & clients that will testify on their behalf
 - Understand your objectives and concerns
- Negotiate & pick the brains of the suppliers, they may have ideas that help your long term plan
- Have a long term plan – even if you strongly suspect the world will change before you get there!

DTI/DCF Workshop Exercise

- What does success look like?
- What can go wrong?