

AoG External Recruitment Services contract

Services Definitions

Primary Service Specification

Full Service Placements

NZGP requires Providers to deliver Primary Services in the areas of Permanent, Temporary or Contractor placements for in scope Job Families, which are likely to include these process components:

- Pre-recruitment briefing and consultancy with the customer organisation on the vacancy, job description and other specific parameters for the recruitment
- Confirmation of a Recruitment Services Order or a similar request for services, as presented by a customer organisation
- Successful delivery of services to meet the recruitment objective agreed by the Participating Agency in the Recruitment Services Order (or similar request for services).

Services for Payroll-only Contractors

NZGP requires Providers to deliver Primary Services in the area of Services for Payroll-only Contractors across all in-scope and out of scope Job Families. The Job Families do not apply to this service as sourcing Candidates is not one of the processes included in the service. The service is likely to include these process components:

- Pre-engagement briefing and consultancy with the Participating Agency on the service description and other specific parameters for the work
- Confirmation of a Recruitment Services Order or a similar request for services, as presented by the Participating Agency
- Successful delivery of services to meet the objectives agreed by the Participating Agency in the Recruitment Services Order (or similar request for services).

A Primary Service should be considered as including a range of activities undertaken by the Provider with the objective of placing a Candidate into the Participating Agency. Whilst specific inclusions may vary by recruitment, in general a Primary Service should comprise an appropriate mix of activities described below:

Recruitment Activity	Permanent	Temporary	Contractor	Payroll-only Contractor
Review job description and confirm requirements with client	✓	✓	✓	
Research industry, locate logical talent pool, search current databases	✓	✓	✓	
Local advertising (job boards and websites)	✓	✓	✓	
Management of applicant communications	✓	✓	✓	
Applicant matching and screening	✓	✓	✓	
Long-listing or short-listing (as agreed with customer)	✓	✓	✓	
Arrange and schedule interviews with hirer (phone-based, Skype or in person)	✓	✓	✓	
Referee checks and reports	✓	✓	✓	
Credential check and verification (e.g. clearance to work in NZ, Ministry of Justice criminal record check)	✓	✓	✓	
Identify preferred Candidate with client, complete remuneration negotiations and offer acceptance	✓	✓	✓	
On-boarding activities as required	✓	✓	✓	✓
Unsuccessful Candidate de-briefing	✓			
Post-placement activities as agreed	✓	✓	✓	✓
Personnel time-sheeting & client billing		✓	✓	✓
Manage personnel on-costs		✓		
Personnel payroll		✓	✓	✓

Additional Services

Additional Services are either unbundled aspects of a Primary Service, or additional offerings that Providers can supply to Participating Agencies. Providers do not have to offer these services, and Participating Agencies are not bound by exclusivity when engaging a Provider for these services. Additional Services include but are not limited to:

- Psychometric Assessments
- Technology Solutions
- Interview support
- Assessment centre facilitation
- Workforce Management Support
- Recruitment Process Outsourcing.

Any Additional Services were not evaluated as part of the selection process, however they may be considered by Participating Agencies in selecting Panel Providers through a secondary selection process.

Value-added Services

Value-added services are offerings that can be provided to Participating Agencies at no charge. These add value to the Services and can help set you apart from your competitors. Examples include whitepapers, breakfast sessions, salary surveys and the use of meeting rooms.

A full list of value-add services will be available for each provider on the Online Panel Directory.

Again, value-added services were not evaluated as part of the selection process, however they may be considered by Participating Agencies in selecting Panel Providers through a secondary selection process.

Job Family Definitions

The Panel covers Permanent, Temporary, and Contractor Placements as well as Services for Payroll-only Contractors.

Auckland, Wellington and Christchurch are within the scope of this Panel and as part of evaluation we have ensured that we have adequate coverage across these regions and the in scope services.

The following lists outline the sorts of role types that the Panel are expected to have the capability and capacity to recruit for. Services for Payroll-only Contractors are not affected by the following lists as they do not include the sourcing of Candidates by external recruitment Providers.

Figure 1: Job Families

Common Administration and Corporate	Common IT
<ul style="list-style-type: none"> • Accounting and Finance • Administrators • Asset Mgmt. /Property/Facilities • Change Management/transformation (non-ICT) • Collections and Enforcement • Contact Centre and Customer Services • Executive and Personal Assistants • General Management • Health and Safety • Helpdesk (non-ICT) • HR and recruitment, workforce development • Knowledge management (Library and records) 	<ul style="list-style-type: none"> • Application Support • Architect • Business Analyst • Business Intelligence Analysis • Change Management/transformation (ICT) • Chief Information Officers • Data warehouse • Database Administrator • Developer (Database, Software) • e-solutions Specialists • Digital (Marketing and Communications ICT) • Hardware Engineers

Common Administration and Corporate	Common IT
<ul style="list-style-type: none"> • Legal • Marketing & Communications (including Digital) • Office Assistants and Office Managers • Other • Planning and reporting • Policy, Research and Evaluation • Procurement/Contract managers/category managers • Programme Directors/Managers (non-ICT) • Project Admin/Support • Project Managers/Co-ordinators (non-ICT) • Receptionist • Tier 1 and 2 roles (where appropriate) • Training and Learning and Development • Other 	<ul style="list-style-type: none"> • Helpdesk and IT Support • IT Management • Network and Systems Administration • Network Engineers • Other • Programme Directors/Managers (ICT) • Project Managers/Co-ordinators (ICT) • Security/Risk (IT) • Service Management (includes Change, Release, Incident, problem) • Technical Writers/Web- content/Reporting • Testing • Web/intranet Development

The following is not in-scope of the Panel. While some Panel Providers may be able to service these roles, having coverage and capability for these roles it is not an objective of this Panel. Government agencies will be able to engage non-Panel Providers for these roles. Due to changes to subcontracting provisions in the contract there may be opportunities to engage specialists as sub-contractors through Panel Providers.

Figure 2: Specialists

Specialists <u>Specific</u> to a Sector (Non-Primary)
<ul style="list-style-type: none"> • Registered “Trades” (e.g. electricians, builders) • Unregistered “Trades” – other roles (e.g. kitchen assistants, cleaners, etc.) • Defence, Corrections and Security (e.g. prison guards) • Education (Teachers) • Engineers, Architects, Surveyors, etc. • Health and Medical (E.g. doctors/nurses) • Police, Emergency services • Oil and Gas workers • Science, Technology and Environmental (e.g. scientists) • Social welfare and community (include case workers, tenancy managers) • Transport and Logistics (e.g. Train driver) • Other