



## REQUEST FOR BID FOR POOL OF RECRUITMENT AGENCIES

VSO invites you to bid to join our roster of Recruitment Agencies for all types of roles including hard-to-fill and executive roles in the UK, USA, Asia or Africa. The agencies may operate globally or be focused on a specific region.

### Instructions to Bidders

To be considered, bids must:

- Be on your organization's letterhead.
- Contain both a Technical and Price Proposal.
- State the bid validity period.
- Be received by the VSO contact by the bid deadline.
- Include details of three referees and a brief description of relevant work performed for them.
- Include a sample of previous work of a similar nature.

### VSO Contact Details

For queries and submission of bid:

**Wambui Komu and Bijaya Shrestha**

Email: [Wambui.komu@vsoint.org](mailto:Wambui.komu@vsoint.org) / [bijaya.shrestha@vsoint.org](mailto:bijaya.shrestha@vsoint.org)

**Bid deadline:** December 20th, 2024

**Anticipated Consultancy Start Date:** 3-year engagement starting February 2025.

Bidders may be invited to present or attend a clarification interview. VSO is not obligated to accept any bid and will not be responsible for any costs incurred in bid submission. VSO reserves the right to accept all or part of an offer.

### Terms of Reference (TOR)

**Contract Period:** Engagement as part of a roster of agencies that VSO will work with for a 3-year period beginning February 2025.

#### 1. Introduction and Background

This project aims to establish a network of qualified recruitment agencies to support VSO in sourcing, selecting, and hiring top talent including hard-to-fill skills efficiently. This network will enable VSO to streamline its hiring processes, reduce time-to-fill for critical positions, and enhance workforce quality.

**About VSO:** VSO is the world's leading international development charity, working through volunteers to create a fair world for everyone. We focus on sustainable, long-lasting change in health, education, and livelihoods across Africa and Asia, with a growing emphasis on resilience, peacebuilding, social accountability, gender, and social inclusion.

## 2. Deliverables

- **Candidate Profiles:** Detailed profiles of shortlisted, pre-vetted candidates.
- **Performance Metrics:** Delivery according to defined metrics, including time-to-fill, quality of hire, and candidate satisfaction.
- **Progress Reports:** Weekly/bi-weekly updates on recruitment activities.
- **Final Report:** Summary of the recruitment process, outcomes, and recommendations.
- **Milestones:** Key milestones and deadlines, such as candidate submissions and interview dates, defined by VSO and the agency.
- **Completion Date:** Expected date for filling all positions.

### Action Schedule:

- Candidate Profiles: Bi-weekly
- Progress Reports: Bi-weekly
- Final Report: 1 week after project completion
- Completion Date and Other Milestones: As per specific recruitment requirements

## 3. Scope

**Positions to be Filled:** VSO will outline skill sets required for hard-to-fill roles and senior positions. Examples include Finance Manager (UK), Supporter Care (UK), Business Pursuit Lead (Global), Compliance and Risk Manager (Global), VSO Trustees, and freelancers in the UK in fundraising and supporter care.

**Geographic Scope:** VSO countries in Africa, Asia, and Europe.

**Role Types:** Full-time, interim, freelance, or permanent.

## 4. Approach and Methodology

### Recruitment Process

- **Phase 1: Research**  
VSO provides a role profile to the agency. The agency conducts market mapping to identify potential candidates across target industry sectors, companies, business units, and individuals.
- **Phase 2: Headhunting, Interviewing, and Shortlisting**  
The agency discreetly approaches potential candidates, screens, interviews, and shortlists those who meet the role profile requirements. Additional insights on salary ranges, industry trends, and competitors may be provided if applicable.
- **Phase 3: Closing**  
The agency facilitates the interview process between VSO and candidates, assesses compatibility with VSO's values, assists in offer negotiation, and secures acceptance. Credit, academic verifications, and formal references are conducted at the offer stage, with criminal checks as requested by VSO.

## 5. Qualifications and Experience

Staff responsible for recruitment must meet the following minimum requirements:

- **Education:** Bachelor's or Master's degree in business administration, HR, or a related field is preferred.
- **Experience:**
  - 7+ years in recruitment or talent acquisition, especially with senior and niche roles.
  - Leadership experience managing or supervising a team.
- **Skills and Competencies:**
  - Leadership and coaching abilities to motivate and lead a team.
  - Performance management skills, including goal-setting, tracking, and improvement strategies.
  - Business development skills for networking and client acquisition.

## 6. Payment

VSO pays an all-inclusive price as a percentage of the annual salary.

## 7. Exceptions and Interpretation

- A candidate is considered qualified if they meet the key criteria of the role profile or VSO confirms interest to interview.
- A search is considered "canceled" when VSO notifies the agency of its intention to cease the process.
- If a candidate withdraws, the agency will source additional candidates, provided the position remains unchanged and vacant.
- The agency will replace a candidate at no extra fee if the candidate leaves within 90 days due to resignation or termination for misrepresentation.

## 9. Confidentiality

VSO and the agency agree to keep confidential any business, personal, or organizational information disclosed, sharing it only with employees or advisers who need it for fulfilling the agreement, unless legally required otherwise.

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## TECHNICAL PROPOSAL

Respond to each question in the Technical Proposal, noting the word count for each:

1. Explain how your firm would deliver the contract requirements. (Max 500 words)
2. Provide details of key staff qualifications and experience. (Max 500 words)
3. Describe your recruitment approach and methodology. (Max 500 words)
4. Explain how your firm will meet deadlines and avoid delays. (Max 500 words)
5. Data Protection: VSO will send a data protection questionnaire if you are shortlisted.

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**PRICE PROPOSAL**

Provide a detailed price proposal, including a breakdown of all costs. Prices must be quoted in Pounds and include all costs necessary for contract performance. Charges not stated in the price schedule will not be accepted under the contract.

Item	Price in USD (exclusive of any taxes)
Percentage of annual salary for recruited position (e.g., 1%, 3%, etc.)	

**Other applicable charges can be listed below.**

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**VSO** is a company limited by guarantee, Registered in England and Wales registered number 703509 Registered Office 2 Putney Hill, London SW15 6AB. Charity Registration 313757 (England and Wales).

**Being a VSO Supplier:** All suppliers must comply with a VSO Code of Conduct. [View the Code here.](#)

**How we use your data:** [View VSO's Privacy Notice here.](#)

**Modern Slavery Statement:** [View our Statement on Modern Slavery here.](#)