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Tender

Recruitment Process Outsourcing 2026 to 2031 Preliminary Market Engagement May/June 2025

Ofcom

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-057203

Procurement identifier (OCID): ocds-h6vhtk-05275f ([view related notices](#))

Published 17 September 2025, 10:13am

Scope

Reference

C20242173

Description

Ofcom require in a Recruitment Process Outsourcing (RPO) provider to supply an in-house (outsourced) service for permanent & temporary recruitment delivery. The requirement is to provide the permanent and temporary recruitment services that are outlined in the Specification of Requirements at Appendix 4 of the draft invitation to tender document.

Ofcom requires an RPO service for permanent & temporary recruitment delivery, with a contract commencement date effective from May 2026. The overarching key requirement is for the successful supplier to own the end-to-end process to satisfy the entirety of Ofcom's permanent & temporary resourcing delivery needs, acting as an extension of Ofcom's People & Culture team.

A hybrid service is required at Ofcom's London office and Manchester office and a remote

service for our other offices, with on-site visits when required, which will enable the supplier to deal with all aspects associated to the RPO delivery requirements, including (but not limited to) recruitment administration and logistics, hiring briefs, broad relationship management across the hiring community, inductions, interviews and all aspects of administration regarding temporary workers onsite.

Ofcom has a strong preference for ultimately partnering with an organisation that can demonstrate a genuine understanding of not only Ofcom but the firms we regulate - strongly supported through their current and existing client base and the types of contracts they currently manage. It is essential that providers can demonstrate candidate reach into the diverse communications industries such as online, telecommunications, engineering, broadcasting, government, regulatory, data and technology sectors.

Total value (estimated)

- £1,800,000 excluding VAT
- £2,120,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 February 2026 to 30 April 2029
- Possible extension to 30 April 2031
- 5 years, 3 months

Description of possible extension:

At Ofcom's sole discretion the contract can be extended by 2 extension option periods of 12 months each

Options

The right to additional purchases while the contract is valid.

At Ofcom's sole discretion the contract can be extended by 2 extension option periods of 12 months each

Main procurement category

Services

CPV classifications

- 79600000 - Recruitment services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79635000 - Assessment centre services for recruitment

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

Full details of the legal and financial conditions of participation are set out in the Procurement Specific Questionnaire

Technical ability conditions of participation

Full details of the technical ability conditions of participation are set out are set out in the Procurement Specific Questionnaire

Submission

Enquiry deadline

6 October 2025, 12:00pm

Submission type

Requests to participate

Deadline for requests to participate

13 October 2025, 12:00pm

Submission address and any special instructions

<https://ofcom.bravosolution.co.uk>

Suppliers will be directed to the opportunity on the Ofcom Bravo Solutions procurement portal (Bravo) at <https://ofcom.bravosolution.co.uk> where they will find the listing on the PQQ section along with the Procurement Specific Questionnaire (PSQ) and other relevant procurement documents.

Suppliers will need to complete and submit the Project Specific Questionnaire and provide a range of information via the Ofcom Bravo portal before the closing deadline of 12:00 hours on Monday 13 October 2025

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

6 to 8 suppliers

Selection criteria:

Technical Ability

Areas of business 1 - Leverage of Client Brands to fulfil permanent & temporary vacancies 30%

Areas of Business 2 - Diversity of Candidates 20%

Staff experience 15%

Adequate resource 15%

Previous Relevant Experience: 20%

Award decision date (estimated)

23 January 2026

Award criteria

Name	Description	Type	Weighting
9. Commercial (Pricing) assessment	Overall Total Fixed Price	Price	25%
1. Technical Solution: End to end process	1. The extent that the proposed solution provides confidence that the bidder can effectively implement, own and deliver the end-to-end process of satisfying the entirety of Ofcom's permanent & temporary resourcing delivery needs in multiple locations, acting as an extension of Ofcom's People & Culture team, including the management and facilitation of internal recruitment and mobility.	Quality	20%
2. Technical Solution: ability and methodology to leverage and enhance Ofcom's employment brand	2. Extent to which the proposed solution specifically details the ability and methodology to leverage and enhance Ofcom's employment brand to identify, pipeline and deliver a highly diverse mix of talent across various skillsets, professions and backgrounds to fulfill permanent & temporary vacancies across a wide range of seniority, to a clearly defined cost and delivery model.	Quality	10%

Name	Description	Type	Weighting
3. Technical Solution: Reaching a diverse range of candidates	3. The extent to which the proposed solution demonstrates the ability to reach and put forward a diverse range of candidates, including those who are disabled, minority ethnic and LGBTQ, among others, and to provide diversity data and reporting.	Quality	10%
4. Technical Solution: Process Management, Service Delivery and General Recruitment Administration	4. Proposals address Process Management, Service Delivery and General Recruitment Administration Practices, including (for temporary resourcing delivery) management of timesheets, effective invoicing and ability to produce concise management Information.	Quality	10%
7. Project Team	7. Extent to which the tender response gives Ofcom confidence that the capability and capacity of the project team, as well as the experience of each individual, including members of the tenderer's proposed supply chain, will enable the tenderer to deliver services	Quality	10%
5. Technical Solution: developing, maintaining internal and external relations.	5. Proposals demonstrate effective arrangements for developing, maintaining internal and external relations.	Quality	5%

Name	Description	Type	Weighting
6. Environmental, sustainability, and Equality and Diversity issues	6. The extent to which the Bid demonstrates that its approach is highly considerate of relevant environmental, sustainability and Equality and Diversity issues in operations and service delivery and shows it actively cares about progressing this agenda in its work with Ofcom.	Quality	5%
8. Social Value	8. The extent to which proposals add social value and community benefit	Quality	5%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Invitation to Participate

Invitation to Tender

Documents

Documents to be provided after the tender notice

Documents will be provided on the Ofcom Bravo Solutions procurement portal at <https://ofcom.bravosolutions.co.uk>

The documents will be included as attachments to the PQQ at reference pqq_89 entitled "Recruitment Process Outsourcing 2026-2031", tender reference C20242173

Contracting authority

Ofcom

- Public Procurement Organisation Number: PQQZ-1663-NWMN

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Organisation type: Public authority - sub-central government