

5 tips for Structuring an RFP for outsourced recruitment services - Straight from a CWS Summit roundtable

Fresh from hosting a series of roundtables at the CWS Summit Europe on the topic of 'Structuring an RFP', Karina Townley, Head of Operations reflects on the top 5 tips from these sessions.

1. How to get the best from an RFP when 'you don't know, what you don't know'!

To find out what your don't know you need to talk to and gain from the experience of those that do know - sounds obvious, but many are scared to share challenges and uncertainties

TIP #1

Research suppliers and select a few to engage with. Sign NDA's, be transparent with your challenges, hold workshops pre-RFP and those 'unknowns' will start to get filled in

2. Get your goals clear and defined



Having a clearly defined set of goals will make the structuring of a RFP easier - scope and questions should be focused around the objectives you want to be achieved by the service delivered

TIP #2

Engage with stakeholders and sponsors to get to the root of what's important to them, along with what this change will achieve and set goals accordingly

3. Don't Be afraid to engage with suppliers pre-RFP



A pre-RFP relationship means the buyer benefits from the suppliers experience and can start to access cultural fit, whilst the supplier can better understand the buyer's needs and goals

TIP #3

Engage, share and collaborate with suppliers pre-RFP, this will lead to more focused and meaningful RFP solution resonance

4. Following best practice

A topic in itself but there are a few areas where the adherence to best practice is key to getting the very best from RFP

TIP #4

At a minimum follow best practice guidance for:

- Timelines: 3 to 4 weeks
- Amount of Questions: Depends on the scope of the RFP - the more focused the better
- Scoring: Make sure this is an accurate representation of your goals
- Engagement: Scheduled Q&A calls are more productive than email only
- Objectives/ goals: Be as clear and detailed as possible
- Supplier communications: A robust pre-RFP process should equip bidders with all the information they require

5. Get internal stakeholder buy in



Making changes to and bringing in new people can be a very emotive subject and each department will have a different view

TIP #5

Only bring into the process key stakeholders central to the goals of RFP. Get them engaged by bringing into briefings, presentations and workshops from the get go.

EXTRA TIP

Setting internal expectations on how the decision will be made avoids protracted decision making and keeps the focus on RFP's overall goals, not individual needs.

Use our experience to help structure your next RFP?

If you've found our tips useful and want further advice and support, or simply an unbiased view on your proposed RFP structure, then please contact us