

Ref: FOI / 6352

14<sup>th</sup> May 2026

## **Freedom of Information Act 2000 Request - Agency Staffing Contracts and Recruitment Practices**

I refer to your FOI request and respond as follows:

### **1. Agency Suppliers and Contract Awards**

- **A list of all recruitment agencies and/or managed service providers currently engaged to supply temporary, contract, or interim staff.**

MPA, Staffline, Riada

- **Details of any agencies engaged within the last 3–5 years.**

As above

- **The service areas supplied (e.g. administration, industrial, care, professional services)**

Administration, recycling attendants, streetscape operatives, leisure attendants, receptionists, customer services assistants etc.

### **2. Frameworks and Contract Structures**

- **The name and reference of any frameworks or contracts used (e.g. neutral vendor, PSL, direct award).**

The Council are responsible for this tender, no framework was used

- **Contract start and end dates, including extension options.**

1 March 2024 – 28 February 2027

- **Estimated or actual annual spend where available.**

At the time of tendering 3 years ago the previous 12 months agency expenditure at that time was approximately £710K. This figure was significantly higher than the previous 3 years due to the impact of Covid. It was anticipated that there would be a significant reduction in training costs moving forward from 1 March 2024.

### **3. Pricing, Charge Rates and Commercial Models**

- **The charge rates paid to agencies per hour by role category.**

(see below)

- **Corresponding pay rate ranges where available.**

(see below)

- **The pricing mechanism used (e.g. fixed mark-up, percentage margin, rate card, or capped rates).**

Allowed a mark-up on NJC Rates, (bidders to ensure min statutory requirements are met within pricing schedule)

- **Any guidance or restrictions applied to agency charge rates or margins.**

Requested Rate charged for all pay scales, bidders to provide % mark up per scale and then overall average for all scales.

#### **4. Award Criteria and Evaluation**

- **The evaluation criteria and weightings used in the most recent procurement exercise.**
- **Any scoring methodologies or guidance used during evaluation.**
- **Key factors that contributed to successful supplier selection.**

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#### **Technical Capacity**

- The Supplier shall effect and maintain insurance necessary to cover their liabilities under this Contract. This will include Public Liability (£5 million) and Employer's Liability Insurance (£10 million) & Professional Indemnity Insurance where applicable. Copies of all valid insurances should be provided. Failure to provide these documents may lead to a fail mark.
- Tenderers must agree to meet the general conditions of contract and the specification. Complete and Return eTendersNI Terms and Conditions document.
- The Tenderer shall provide a written statement confirming that all elements contained within Introduction & Scope of Works are understood & included as part of tender submission.

#### **Company Experience**

- The Tenderer shall supply a list of three similar contracts, carried out within the past five years, one of which must be an organisation in excess of 500 employees. Please fill out and return document below. Failure to return this document may lead to a fail mark.
- Any scoring methodologies or guidance used during evaluation.

## **Methodology**

- Proposed schedule of implementation of the service by Autumn 2023.  
Provide CV of dedicated personnel and proposed contract Manager– clearly indicating their relevant qualifications and experience. (NB: this may be the same person).
- How you will provide all categories of temporary agency workers including administrative and clerical, technical, professional and manual post to meet standards as required in the specification.
- Recruitment & selection procedure to include the systems and controls you use for skills testing/qualification checking and compliance with all essential criteria and vetting as outlined in the specification.
- The processes involved to ensure the payment of temporary agency workers and administration of invoices.
- How temporary agency workers are briefed about posts prior to commencement
- Proposals for the provision of management information reports
- Scoring methodologies used: Pass/Fail in Stage 1 (Technical Capacity & Company Experience) and Stage 2 Methodology
- Cost – 100%

Key factors that contributed to successful supplier selection.

- Contract awarded based on most economically advantageous tender (MEAT).

## 5. Recruitment and Supply Model

- **Details of the operating model (e.g. MSP, neutral vendor, PSL). We have a number of pre-approved agencies that are engaged directly by the Council in accordance with agreed terms and conditions, awarding in order of score hierarchy in line with terms outlined in tender**

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- **The process for onboarding and approving agencies.**

The Council will be responsible for ensuring that agency workers are inducted into their role appropriately.

- **Any use of second-tier or subcontracted agencies.**

If no candidates are provided within the specified timeframe then Council will approach other agencies directly.

## 6. Compliance Requirements

- **Minimum compliance standards required of agencies (e.g. ISO certifications, safeguarding, Right to Work, insurance).**

- Standards of Service
- Suitable Candidate Employment Checks

The appointed agency/agencies will be provided with a job description and a person specification for each post clearly outlining essential criteria for the post.

The relevant appointed agency will only put forward candidates who meet the essential criteria, are thoroughly vetted and referenced, and who are suitable for the position.

The successful agency worker will be appointed subject to written confirmation from the agency that they hold the required qualifications, satisfactory references have been obtained and any other pre-employment documentation applicable for the role including health screening and Access NI checks etc. ***This list is illustration purposes and is not exhaustive.***

The Appointed Agency will also be responsible for ensuring that all placements comply with the Working Time Regulations and the Asylum and Immigration Regulations/Legislation where necessary.

The agency will be able to evidence that workers meet essential criteria at all times and be able to produce copies as required to Council.

- **Any mandatory policies required.**

As above

## **7. Recruitment Methods and Expectations**

- **Any documented expectations regarding candidate sourcing methods.**

As above

- **KPIs or performance measures applied to agencies (e.g. fill rates, time-to-fill).**

Agencies are required to provide suitable agency worker(s) candidate details in CV format within 3 working days of the time of the requirement having been notified to the agency or the Council will move to the next agency on the supplier list.

## **8. Performance and Supplier Management**

- **How supplier performance is monitored and reviewed.**

See below

- **Any scorecards, reporting requirements, or review processes used.**

Where the Council is not satisfied with the standard of work or conduct of a Temporary Agency Worker, the Council may instruct the Appointed Agency to remove that person from work and supply a replacement.

## **9. Invoicing and Payment Processes**

- **The invoicing model used (e.g. self-billing, standard invoicing).**
- **Any controls or processes in place to ensure invoice accuracy.**
  - The Appointed Agency will be responsible for all administration and payroll procedures and associated liabilities including Tax, National Insurance, holiday, sickness and pension entitlement.
  - The Appointed Agency will be issued with a purchase order number and shall submit invoices per agency worker for the hours worked on a weekly basis.
  - Invoices shall clearly show the Council Department, Temporary Agency Worker Name, Position, Purchase Order Number, Location, Timesheet Number, Date Worked, Hours Worked, Scale and Rate Charged.
  - Timesheets will be submitted to the Appointed Agency on a weekly basis before Monday 12 noon by the designated line manager.
  - Council reserves the right to review the information required to be included on invoices.

## **10. Future Procurement Activity**

- **Details of any upcoming tenders, framework renewals, or changes expected within the next 12–48 months.**

The Provision of Employment Agency Services expires 28 February 2027.

If you are dissatisfied with our response, you have rights of review and appeal; these rights consist of two review processes.

Firstly, our internal review procedure is available by contacting:

John Kelpie  
Chief Executive  
Derry City and Strabane District Council  
98 Strand Road  
Derry BT48 7NN  
Tel: 028 71253253 or email: [john.kelpie@derrystrabane.com](mailto:john.kelpie@derrystrabane.com)

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
CHESHIRE SK9 5AF  
Tel: 0303 123 1113 (local rate) or email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

I would however advise that the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

**Paula Donnelly**  
**Head of Human Resource**

