### Determine the Right Recruitment Process Outsourcing Solution Executive Briefing

### Summary

Recruitment process outsourcing (RPO) is a widely adopted solution to improve Talent Acquisition (TA) effectiveness. There are many reasons for RPO’s rise, including limited in-house capabilities and the struggle to balance process efficiency, hire quality, and candidate experience.

### Our Recommendation

* Investigate the pain points of current TA processes and requirements to determine what is driving the need to outsource.
* Conduct market research either informally or through a request for information (RFI) to get an understanding of the vendor landscape and determine which vendors could meet the organization’s TA needs.
* Use a defined request for proposal (RFP) process to solicit proposals for RPO and form a proposal evaluation committee to objectively evaluate vendor RFP responses.
* Prepare the vendor for a successful and collaborative relationship by stating expectations and providing them with essential organizational information to customize service delivery.

### Client Challenge

* There are several RPO vendors in the market; finding one that is best suited for the organization and its specific needs can be daunting.
* An RPO solution is not always the best fit. An organization must determine whether outsourcing is right for them and which model of outsourcing is most appropriate.
* A vendor relationship must be nurtured to ensure the RPO solution succeeds in meeting its objectives.

### Critical Insight

* The performance of the TA process can be elevated by outsourcing tactical activities to an RPO provider, freeing up resources to focus on strategic projects and in-house upskilling.



### Get to Action

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| 1. Decide if RPO is appropriate
 | 1. Identify key stakeholders to involve in determining RPO appropriateness.
2. Decide if RPO is suitable to address your TA needs.
3. Outline goals and metrics for an RPO solution

**Deliverables:*** *Talent Acquisition Pain Points Assessment Workbook*
* *HR Metrics Library*
* *Standard Project Charter*
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| 1. Conduct RPO market research and issue an RFP
 | * Create an RPO vendor evaluation committee.
* Outline your customized vendor selection process.
* Generate a list of RPO vendors to contact.
* Issue an RFI (optional).
* Align vendor evaluation criteria with RPO needs.
* Issue an RFP.

**Deliverables:*** *Standard Project Charter*
* *Request for Information Template*
* *Request for Proposal Evaluation Grid*
* *Request for Proposal Template*
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| 1. Select RPO vendor and prepare to manage the relationship
 | * Select the right RPO vendor to meet your needs.
* Gain executive sign-off on your final vendor decision.
* Negotiate the contract with your selected vendor.
* Prepare internally for the vendor relationship.
* Equip vendor with the information required to successfully deliver the RPO solution.

**Deliverables:*** *Request for Proposal Evaluation Grid*
* *Talent Acquisition Pain Points Assessment Workbook*
* *Service-Level Agreement Template*
* *Post-Hire Survey – Hiring Manager*
* *HR Metrics Library*
* *Standard Project Charter*
* *HR Action & Communication Plan*
* *Guide for Vendors*
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