### 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.

Diagram

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### 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* |
| 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* |
| 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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