

# TENDER INFORMATION



## CLIENT LIST

Bedford Borough Council  
Brighton & Hove City Council  
CQC (Care Quality Commission)  
Camelot Group  
Central Bedfordshire Council  
EADS Astrium  
Ernst & Young  
Friends Provident

Financial Services Authority (FSA)  
GlaxoSmithKline  
Grant Thornton  
Hanover Housing Association  
Hewitt Associates  
Housing 21  
KPMG  
Luton Borough Council

Pfizer  
Philips Electronics  
NM Rothschild & Sons  
The Learning Trust  
Warner Bros.

## SERVICE OFFERINGS

### Full Managed

Perfect for private sector companies, the Full Managed service primarily involves the recruitment offerings of our affiliated suppliers. Should we be unable to provide the required resource, we can employ the expertise of hundreds of recruitment suppliers. What's more, if our current relationships do not match your needs, we will source the suppliers you need. Our Full Managed service covers temporary/contract and/or permanent recruitment.

### Direct Hiring

For organisations seeking a cost effective permanent staff recruitment solution, the Direct Hiring service uses your brand to attract candidates through a variety of approaches, including the internet, direct advertising campaigns, open days, recruitment fairs, employee referrals, maximising internal mobility, and building talent pools. Our Direct Hiring service usually forms part of a Full or Flexi-Managed service.

### Flexi-Managed

This subscription service blends the best of our Full Managed and Direct Hiring services. It is suited for organisations with comparatively fewer resourcing needs and companies that might require staff for occasional projects. Whilst delivered off-site, our team remains close to your business, using the offerings of affiliated suppliers and, if necessary, other recruitment organisations.

### Neutral Vendor

Designed for businesses and local authorities employing a diverse range of roles, this service draws equally on the expertise of our recruitment suppliers, showing no preference for our affiliated brands and companies.

### On Demand

This service was developed for clients who need access to specific areas of our expertise, but who prefer to buy these in when required. Having analysed the resource lifecycle, we identified 9 different stages starting from generating a job profile to on boarding, and beyond. 'On Demand' allows clients to purchase any one or more of these stages on a purely transactional basis given them true flexibility and scalability.

## IT SYSTEMS

We provide two systems that help make the most of your partnership with Carlisle Managed Solutions. Customised to your unique needs, e-volution tm allows you to manage, online, recruitment tasks such as job requests, timesheets, invoices and payments. CGI, our management intelligence tool, allows you to analyse your recruitment activities, performance, trends and spending.

## SCOPE OF SERVICE

### Implementation Team

Our experienced implementation team consists of PRINCE2 practitioners more than 60 implementations between them.

### Supplier Network

Our positive relationships with recruitment suppliers from Impellam Group and over 400 agencies throughout the UK means we can select and supply the best possible temporary, contract and permanent staff.

### On-Site Clients

We have placed a permanent Carlisle Managed Solutions on-site team in 17 client locations.

### Off-Site Clients

We provide an off-site dedicated team to 2 of our clients.

### Client Locations

We service 200 client locations across the UK.

### Range of Disciplines

Care, Catering, Contact Centre, Engineering, Finance, HR, Light industrial, Insurance, IT & Interactive, Legal, Marketing, Nursery Nurses, Administrative, Clerical, Secretarial, Sales, Social Housing.

### Range of Pay Rates

From £5.70 to £150 per hour.

### Range of permanent salaries

From £12,000 to £80,000.

### Number of temporary bookings filled per annum

An average of 2700 temporary workers deployed at any one time during 2008.

### Number of permanent hires per annum

2268 in 2007.

## SERVICE ETHICS

Our service is provided through dedicated, experienced account teams who work closely with our clients to ensure a thorough understanding of their recruitment needs.

On-site teams provide a local, hi-touch service underpinned by our on-line IT systems and processes.

Off-site teams provide a personal service, developing a close working relationship with clients, also underpinned by our on-line IT systems and processes.

Whilst it has expanded, our senior management team still consists of the original core members, who are still involved in daily client contact.



**Carlisle Managed Solutions**

SPECIALISTS IN RECRUITMENT OUTSOURCING

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