

# MSP SOLUTION FOR IGOM

TalentIn, in collaboration with Holland Inkoop Professionals, advised IGOM on the procurement of an efficient and future-proof Managed Service Provider (MSP) solution for its participants.

## INTRODUCTION

IGOM is a collaborative network currently comprising 34 (and expected to reach 37 by 2025) affiliated (semi-)governmental organizations. IGOM strives to establish a unified approach to employment and position itself as an attractive employer in the labor market. IGOM combines the strengths, knowledge, and capacity of over 9,000 employees in Zuid- and Midden-Limburg. Due to the expiration of the current contract, IGOM conducted a new tender in 2024 for an MSP solution for the period 2025-2030. TalentIn provided substantive advice to IGOM on this tender, while Holland Inkoop Professionals provided procurement technical support.

## OBJECTIVES

The objective of the tender was to contract an MSP service that ensures compliant hiring of external personnel in an efficient manner, while also supporting broader IGOM activities. This includes managing the IGOM Mobility Center in collaboration with IGOM and supporting other IGOM activities related to recruitment, retention, and enhancing the employability of employees of IGOM participants. All of this with a focus on corporate social responsibility and social return for the region.

## KEY BENEFITS

**Smooth process:** The tender process was conducted diligently and fully in accordance with the planned schedule, attracting a sufficient number of bidders and employing a thorough selection process. This process included both the submission of documents and presentations from the bidders.

**Robust solution:** The MSP's service delivery has been elevated to a higher standard for participants, candidates, and intermediaries alike. Access to the labor market for external employees is further improved, and processes are optimized for all stakeholders.

**Flexible and scalable:** The chosen solution offers flexibility and scalability, both at the level of individual participants and at the IGOM level.



## IN SUMMARY

- Smooth and thorough tender process
- Robust and future-proof solution
- Solution is flexible and scalable

## IGOM

Bert Timmermans, Chairperson IGOM:

"The approach, execution, and support provided by TalentIn and Holland Inkoop Professionals throughout the tender process exceeded our expectations. Their meticulous preparation and in-depth expertise enabled us to procure a flexible and future-proof MSP solution that perfectly aligns with the needs of our participants. The process was smooth and adhered to the schedule, and the collaboration between all parties involved was excellent. I also consider the complete support provided throughout the entire process to be a major advantage."

## SUCCESS FACTORS

- Strong collaboration with all stakeholders
- Thorough analysis and specification of required services
- Sound preparation and planning
- Support from participants and market players

## CONSULTANCY TALENTIN

The initial step involved conducting a comprehensive assessment of the needs and requirements of the participating organizations (both current and new entrants).

Additionally, an analysis was performed to identify the strengths and weaknesses of the existing solution. Based on these findings, a model was developed for the services to be procured. A key area of focus was the manageability and, where necessary, adaptability of the services to ensure an optimal solution for IGOM participants in the years to come. This includes considerations such as relevant reporting and management tools, scalability of the solution, and allowance for ongoing development of the program throughout its duration.

Furthermore, solutions were introduced to ensure seamless transferability of services, along with all supporting resources and systems, at the conclusion of this procurement process.

## EXECUTION

With the support of TalentIn and Holland Inkoop Professionals, the tender was prepared and executed, with TalentIn primarily responsible for substantive advice and Holland Inkoop Professionals primarily supporting the formal procurement process.

In the lead-up to the tender, a comprehensive analysis was conducted of the current solution (which has been active for almost 5 years), including its strengths and weaknesses. In addition, other requirements were inventoried, best practices outside of IGOM were examined, and attention was paid to potential scenarios for relevant developments in the coming years.

A comprehensive set of tender documents, including, of course, the specifications and selection criteria, provided interested bidders with a clear understanding of IGOM's needs and the opportunities for them to submit a suitable proposal.

After two concise question-and-answer rounds, the bidders submitted their proposals. Subsequently, all bidders were invited to present their bids and expertise in person. Following the pre-defined evaluation framework, the selection committee chose the most suitable proposal.

During the Alcatel period (standstill period), discussions were held with a number of bidders to explain the decision made, and the final award was granted without further objections.





## BUY-IN PARTICIPANTS

In the case of IGOM, with over 37 intended participants for this tender, securing a mandate for a steering committee to conduct the procurement process on behalf of the participants was essential. IGOM and its steering committee's strong track record served as a crucial foundation for this.

In preparatory discussions with new participants and those with specific needs and challenges, a careful assessment was made of desirable and feasible options. This was followed by a comprehensive information session in which all participants received an explanation of the planned tender, the considerations involved, and had the opportunity to provide further input on the procurement plans.

This approach respected the individual needs of the participants while also focusing on building a solution that allows all participants to reap the benefits of synergy.

## CONCLUSION

IGOM and its participants now have an MSP program in place for the coming years that enables efficient and compliant hiring of external personnel. Thanks in part to thorough preparation and consultation with all participants, IGOM has been able to procure a modern, flexible, and future-proof program.

Careful planning and excellent collaboration between all parties involved ensured a smooth and timely process, allowing ample time after the final award to properly implement the new program and launch the new setup by January 1, 2025.

