

Appendix 4

Executive Search, Selection and Executive Assessment Services

CALL-OFF CONTRACT

CALL-OFF CONTRACT

CO1. Client Information	
Purchase Order to be issued under separate cover	
Client Reference (if applicable):	Individual Leadership Assessments 2017 (Ref 0070)
Purchase / Limit Order No:	TBC
Material Group: For Client use only	Professional Services
Client Commercial Contact	
Name:	Graham Ovington
Contact Telephone No.:	
email:	
Client Work Manager	
Name:	Angela Seesurrun
Contact Telephone No.:	
Contact Address:	
email:	
Client Authorised Officer: (Sponsor/Budget Approver/Invoicing & timesheets)	Angela Seesurrun

CO2. Contractor Information	
Vendor (Supplier):	Gatenby Sanderson Ltd
Contact:	
Contact Tel No:	
Contact Address:	GatenbySanderson, Level One, 12 Appold Street, London, EC2A 2AW
email:	
Contractor / Key Personnel:	

CO3. Contractual Detail	
Special Terms and Conditions: e.g. overtime, expenses, travel &	This Call-Off Contract is covered by HMRC - Executive Search, Selection and Executive Assessment Services Dynamic Purchasing System

subsistence, notice period.	T&C may be supplemented by Client specific details listed below: Not Applicable
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CO4. Project Information	
Project Title:	Individual Leadership Assessments
Primary Location: (including full address)	London
Start Date:	Service commencement date to be agreed with Business
End Date:	2 years following service commencement

CO5. Commercial Detail (insert alternative cost schedule)		
Description of Services	Cost Breakdown	Total charge (£)
		Redacted
Grand Total (£) exclusive of VAT:		
Please note that the above costs are indicative costs used for evaluation purposes only. The actual contract value is up to a maximum of £3,500,000.00		

A Single Invoice per campaign (unless stated otherwise) relating to this Call-Off Contract should be sent to the Client Work Manager (provided at 1. above) within 2 weeks of delivery of the services, by email in pdf format, unless otherwise indicated. If you are unable to email the invoice(s) then a hard copy by post will be acceptable. The invoice should quote the Purchase Order Number (and Client Reference where applicable).

Invoices received without a Purchase Order number may be rejected.

Specification of Requirements / Role Description / Deliverables

The section below should be used to provide clear details relating to the requirements for delivery of the project/assignment. It should include, where appropriate, milestones / key deliverables with dates, and proposals for skills transfer.

Details of Project / Requirement / Role

Background

- a) Civil Service Executive Recruitment manages the delivery of a range of occupational psychology-related products and services to the Civil Service. This request for quote refers to a requirement to provide a service for online and face to face, executive level assessment of candidates for Senior Civil Service roles based on online psychometric and ability tests. In addition, up to 5 per cent of assessments may be based on 'staff engagement exercises' where candidates interact with staff in a question and answer setting and a psychologist observes and comments on the interaction.

The delivery context

- a) Currently, the Individual Leadership Assessment (ILA) is a psychological assessment of leadership strengths which is used to support both organisational and individual decision making about entry into and movement within the Senior Civil Service (SCS). It is used as a supporting process in both recruitment and selection. Applicants who are short-listed (i.e. invited to interview) for SCS roles in a range of Departments may be required, as a part of the selection process, to undertake an ILA. The ILA comprises the applicant's completion of a set of online personality and ability tests followed by an in-depth face to face feedback and assessment interview with a suitably qualified and experienced assessor. Following the assessment, the assessor creates a written report to a pre-determined format.
- b) The customer may require an assessor to provide a verbal briefing to the interview panel. An assessor may also be asked, on rare occasions, to provide individual feedback for those candidates who request this, where this has the agreement of the department.
- c) As well as the ILA assessments, Civil Service Executive Recruitment are now also intending to offer vacancy holders the option of a number of different candidate assessments with system generated reports, suitable for use in the recruitment of the most senior (Board level) professionals.

Specification of Requirements

The contractor shall carry out the services requested within the specification and as per their response to the Request for Quotation as attached at **Annex A**.

Length of Contract (Online and Face to Face)

- a) The contract is expected to be for a 2 year period, extendable by up to a further 6 months i.e. Maximum contract length of 30 months.

Note - No form of exclusivity will be granted by Civil Service Executive Recruitment for these services and we are at all times entitled to enter into contracts and arrangements with other providers for the provision of any or all services which are the same as or similar to these services.

Primary Location: Full address, including Business Area	Number of positions: If appropriate
No primary location due to nature of business. The work will ordinarily be completed in London or online	N/A

Quality standards checklist – ILA report writing

Reports must:

1. Make appropriate use of the Fletcher questions, ensuring most are referenced
2. Be concise whilst retaining evidencing - between three and four pages long
3. Be balanced – neither overly negative or positive
4. Display a high standard of grammar and spelling
5. Be careful in the use of language – avoiding controversial language and language that could be misconstrued
6. Not make definitive statements unless the evidence is clear
7. Provide evidence in support of statements
8. Ensure the strength of the behaviour/competency and the consequence of the statement are clear to the reader
9. Avoid Barnum-type statements
10. Be engaging to read and appear bespoke (i.e. not formulaic or 'copy and paste' in style)
11. Avoid contradictions in the writing and reference clearly when and why a consistent judgement is not achievable
12. Be clear about the difference between what the test said, what the candidate said and what your professional judgement is – and ensure the focus is on the professional judgement and the evidence for it
13. Avoid technical, jargonistic and theoretical/model based language
14. Use tools appropriately and in a balanced way
15. Avoid an overly developmental language, although it is helpful to know if the candidate could improve with developmental input – it is not known if they would improve, so retain the assessment in the moment judgement as the key focus
16. Have a clearly written summary section of strengths and areas of concern which can be readily integrated into the panel interview

CO7.

Contract Management, KPIs and MI

(insert details such as frequency of project and review meetings; agreed service levels; and frequency and level of detail required for MI)

2.2.17 Service Level Agreements (Please note these were the SLA's as stated in the original specification, now replaced by Schedule 3).

The selected service provider will need to agree to and will be measured on the following Key Performance Indicators:

Assessment administration	SLA
Report	
Panel briefing	
Candidate	

Civil Service Executive Recruitment invites providers to suggest additional key performance indicators as part of the tender or during the course of the contract.

2.2.18 Service Credits

On award of the contract and before contract signature, the preferred supplier and the authority will agree and implement a service credit regime based on a selection of the key performance indicators contained within the specification.

The Contractor's maximum annual service credit liability under this Contract shall be ten percent (10%) of the Annual contract value.

The authority shall be entitled to Service Credits calculated to the nearest penny in the event that any Service Level falls below the relevant Service Level Target measured on a quarterly basis.

Service Credits are calculated as set out below

Where the Service Level Target has not been met in the previous quarter the amount of the Service Credit shall be calculated using the formula:

2% of the quarterly charge for every Service Level Target not met up to a maximum of 10% (*Final figures to be agreed prior to contract signature*).

Service Credits are cumulative (that is Service Credits for all Service Level Targets

that have not been met or exceeded shall be added together to make the total Service Credit payable for that quarter).

Service Credits are a reduction of the amounts payable in respect of the Services and do not include VAT. Any such Service Credits shall be applied by way of an itemised % (net) deduction by the Contractor from the invoices for Charges in the 3 Months following the measured Quarter in respect of which the Service Targets have not been met.

The Parties agree that Service Credits are a non-exclusive remedy, without prejudice to any rights or remedies of the authority under the Agreement or at Law including any entitlement that the authority may have to damages and/or to terminate.

2.2.19 Account Manager

The Contractor must appoint a suitable Account Manager to oversee the contract and services and to attend regular review meetings with Civil Service Executive Recruitment. The Account Manager should also be the appropriate person with whom to escalate any potential issues.

Should the appointed Account Manager be unavailable for more than one working day, an alternative contact will be nominated. The Provider will fully update any replacement Account Manager on the status of campaigns.

2.2.20 Management Information

The Contractor must supply regular information and other information, in excel format, to include but not limited to:

- a) Numbers of candidates assessed by: campaign title, location, assessor used, length of time in the assessment interview, date of receipt of shortlist from Civil Service Executive Recruitment, date of first successful telephone contact made with candidate to arrange an assessment booking, confirmation of each test and questionnaire completed by each candidate, date of sending of candidate written invitation to assessment, date of assessment interview, date assessment report placed into Shared Workspace.
- b) Number of panel briefings carried out, by campaign title, assessor used, length of time in the briefing session, date of briefing and location.
'Regular' means by the 10th of each month, commencing from the date of contract award. This information should be provided to Civil Service Executive Recruitment via our Shared Workspace.
- c) The Contractor will ensure that Civil Service Executive Recruitment has access to a monthly summary of all testing and test results for monitoring purposes.
- d) Management information about assessments must include details of the assessor who completed each assessment, the date of the assessment and the name of the Lead Assessor (for panel briefings).

SCHEDULE 1 – THE SERVICES

Description of the Services

The Contractor will comply with the detail set out within the following additional documents which shall be deemed to be incorporated into this Contract;

Document	Dated
Specification	ILA 2017 Specification FINAL v1.0 as issued on Emptorus as part of the RFQ on 14 th February 2017 a copy of which is attached at the Appendix A to this Schedule 1. A copy of which is attached at the Appendix A to this Schedule 1.
Contractors Tender	Received through Emptorus on 21 st February 2017
Question & Answers Log (Q&A)	Response to the Q&A Log during the bidding period, as posted on Emptorus on 23 rd February 2017
Tender Clarification	Responses to clarification (Quality, Security and Pricing) questions and additional responses received through Emptorus. Assessor qualifications and certificates received through Emptorus.

Annex A

Specification



ILA 2017
Specification FINAL

Suppliers Tender response

Redacted

Schedule 2 – Exit Management Plan

- 1.1 The Contractor shall provide CS Resourcing Contract Manager with a high level exit plan inclusive of key activities and timescales for the transfer of data and services gathered during the life of the contract, no later than 3 months from commencement of contract.

The Contractor shall provide CS Resourcing Contract Manager with a 'Final' exit plan no later than 3 months prior to the contract end date. The Exit Management Plan shall be agreed by the Contract Manager prior to initiation by the Contractor.

- 1.2 The Contract Manager shall provide the Contractor with clarification of expected transfer and delivery of data, assets etc to either a) the Contracting Authority and/or b) any contracted replacement supplier.
- 1.3 Key activities shall as a minimum include: Data Migration, Dates and volumes of data for transfer, reports, records, amount and reconciliation of final invoices for payment and transfer of any other assets owned by CS Resourcing or the client. All transfer of assets shall be at nil cost to the Authority.
- 1.4 At the end of the life of this contract, the Contractor shall be responsible for ensuring secure destruction of records in line with timescales stipulated in this contract and as agreed by the Contract Manager.
- 1.5 The Contractor shall ensure full delivery in line with the Service Level Agreement of all contracted works which are requisitioned but extend beyond the end date of this contract.
- 1.6 The Contractor shall be responsible for ensuring all data is transferred to ensure a timely and informed launch of any replacement contracted service whether the data is to be transferred to a newly appointed supplier, CS Resourcing or the client.

Schedule 3 – Individual Leadership Assessments 2017

(Ref 0070)

Service Levels & KPI's – Proposed Service Credits

Service Levels & KPI's

The service provider confirms their agreement to be measured on the following Key Performance Indicators, including the five (5) SLAs identified for measurement against Service Credits:

Assessment administration	SLA
Report	
Panel briefing	
Candidate	

SIGNED:

Signed for and on behalf of the Client	Signed for and on behalf of the Contractor
Name: Angela Seesurran	Name: Jody Goldsworthy
Signature:	Signature:
Title/Role: Commercial Manager	Title/Role: Director
Date of Signature: 08/07/2017	Date of Signature: 7 th July 2017

