

Crown Commercial Service

Call Off Order Form

FRAMEWORK SCHEDULE 4

CALL OFF ORDER FORM AND CALL OFF TERMS

PART 1 –CALL OFF ORDER FORM

SECTION A

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for the provision of Cybersecurity Permanent Recruitment Campaign dated 10/03/2022

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Call Off Order Form and the Call Off Terms.

Order Number		<i>Ccse22a01</i>
From	("CUSTOMER")	REDACTED Cabinet Office
To	("SUPPLIER")	Global Resourcing Ltd REDACTED

SECTION B

1. CALL OFF CONTRACT PERIOD

1.1.	Commencement Date:	<i>21st March 2022</i>
1.2.	Expiry Date: End date of Initial Period End date of Extension Period Minimum written notice to Supplier in respect of extension:	<i>21st September 2022</i> <i>21st March 2023</i> <i>30 days</i>

2. SERVICES

2.1	Services required: In Call Off Schedule 2 (Services)	Please see Annex 1 at bottom of document
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3. IMPLEMENTATION PLAN

3.1.	Implementation Plan:	As per the Call Off terms and conditions
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4. CONTRACT PERFORMANCE

4.1.	Standards:	Clause 11 (Standards) and the definition of Standards in Call Off Schedule 1 (Definitions).
4.2	Service Levels: Customer periodic reviews of Service Levels (Clause 13.7.1 of the Call Off Terms):	See Annex 1 – Service Levels and Performance (Clause 13.7.1 of the Call Off Terms):
4.3	Critical Service Level Failure:	Not Applied
4.4	Performance Monitoring:	In Part B of Call Off Schedule 6 (Service Levels and Performance Monitoring)
4.5	Period for providing Rectification Plan:	In Clause 38.2.1(a) of the Call Off Terms

5. PERSONNEL

5.1	Key Personnel:	Customer: REDACTED Supplier: REDACTED
5.2	Relevant Convictions	Clause 27.2 of the Call Off Terms

6. PAYMENT

6.1	Call Off Contract Charges (including any applicable discount(s), but excluding VAT): In Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)	In Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)
6.2	Payment terms/profile (including method of payment e.g. Government Procurement Card (GPC) or BACS):	To Be Confirmed at Start of Contract between Customer and Supplier As per Statement of Requirements Section 17 Payment and Invoicing

		<p>1.1. FIXED FEE PAID AT MILESTONES;</p> <p>1.2. 25% AT PLACEMENT OF ADVERT.</p> <p>1.3. 25% AT ACCEPTANCE OF SHORTLIST.</p> <p>1.4. 50% AT SUCCESSFUL PLACEMENT OF WORKER (THEY HAVE JOINED AND ALL CHECKS ARE COMPLETE).</p> <p>1.5. A REBATE OF 50% OF THE TOTAL FEE WILL BE APPLIED IF THE SUCCESSFUL CANDIDATE LEAVES THEIR POST WITHIN 6 MONTHS.</p> <p>1.6. BEFORE PAYMENT CAN BE CONSIDERED, EACH INVOICE MUST INCLUDE A DETAILED ELEMENTAL BREAKDOWN OF WORK COMPLETED AND THE ASSOCIATED COSTS.</p>
6.3	Reimbursable Expenses:	Permitted
6.4	Customer billing address (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):	To Be Confirmed at Start of Contract between Customer and Supplier
6.5	Call Off Contract Charges fixed for	<p>(paragraph 8.2 of Schedule 3) Call Off Contract Charges, Payment and Invoicing Call Off Contract Years from the Call Off Commencement Date</p>

		6 months plus 6 month option to extend
6.6	Supplier periodic assessment of Call Off Contract Charges	Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)
6.7	Supplier request for increase in the Call Off Contract Charges	(paragraph 10 of Call Off Schedule 3) (Call Off Contract Charges, Payment and Invoicing) Not Permitted

7. LIABILITY AND INSURANCE

7.1	Estimated Year 1 Call Off Contract Charges:	The sum of £20,000.00
7.2	Supplier's limitation of Liability	In Clause 36.2.1 of the Call Off Terms
7.3	Insurance	Clause 37.3 of the Call Off Terms

8. TERMINATION AND EXIT

8.1	Termination on material Default	Clause 41.2.1(c) of the Call Off Terms
8.2	Termination without cause notice period	In Clause 41.7.1 of the Call Off Terms
8.3	Undisputed Sums Limit:	In Clause 42.1.1 of the Call Off Terms
8.4	Exit Management:	Not applied

9. SUPPLIER INFORMATION

9.1	Supplier's inspection of Sites, Customer Property and Customer Assets:	Not applied
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9.2	Commercially Sensitive Information:	No specific commercially sensitive information has been listed

10. OTHER CALL OFF REQUIREMENTS

10.1	Recitals (in preamble to the Call Off Terms): Recitals B to E Recital C - date of issue of the Statement of Requirements: Recital D - date of receipt of Call Off Tender:	 31/01/2022 15/02/2022
10.2	Call Off Guarantee (Clause 4 of the Call Off Terms):	Not required
10.3	Security:	Select short form security requirements Security Policy
10.4	ICT Policy:	If Applied To be provided by the Customer before the Commencement Date
10.5	Testing:	Clause 12 (Testing) and Call Off Schedule 5 (Testing). Not Applied
10.6	Business Continuity & Disaster Recovery:	Not applied
10.7	Failure of Supplier Equipment (Clause 32.8 of the call off Terms:	Not applied
10.8	Protection of Customer Data	Clause 34.2.3 of the Call Off Terms

10.9	<p>Notices (Clause 55.6 of the Call Off Terms):</p> <p>Customer's postal address and email address?</p> <p>Supplier's postal address and email address:</p>	<p>Customer's: REDACTED</p> <p>Suppliers: REDACTED</p>
10.10	Transparency Reports	<p>In Call Off Schedule 13 (Transparency Reports)</p> <p>If Transparency reports are required, populate Annex 1 of Call Off Schedule 13.</p>
10.11	Alternative and/or additional provisions (including any Alternative and/or Additional Clauses under Call Off Schedule 14):	Not Applicable
10.12	Call Off Tender:	In Schedule 15 (Call Off Tender)

FORMATION OF CALL OFF CONTRACT

BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms Call Off Order Form and the Call Off Terms.

The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.

In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Supplier within two (2) Working Days from such receipt.

For and on behalf of the Supplier:

Name and Title	REDACTED
Signature	REDACTED
Date	

For and on behalf of the Customer:

Name and Title	REDACTED
Signature	REDACTED
Date	

Annex 1 – Statement of Requirements

1. PURPOSE

- 1.7. The purpose of this procurement is to establish a single Supplier Contract to commission the help of an Executive Search Consultancy to support the Cabinet Office in the recruitment campaign for the position of Director, Cyber Security. This is a specialist; critical role and the department wishes to attract a diverse mix of high calibre candidates.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1. The Government Security Group (GSG), headed up by the Government Chief Security Officer, is the corporate centre of the

Government Security Function. It is responsible for the oversight and coordination of protective security across all central government departments, their agencies and arms-length bodies. GSG supports Ministers, the Cabinet Secretary and the Chief Operating Officer of the Civil Service by driving forward the Government Security Strategy, monitoring departmental security performance, providing a number of cross-Government shared security services and managing serious or pan-government security risks and incidents.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1. This is a new vacancy to provide leadership in keeping the government safe from cyber-attack and ensuring it is cyber resilient both now and into the future.
- 3.2. Working at the heart of government, leading the Cyber Security Directorate in the Cabinet Office, the successful candidate will be responsible for:
- 3.3. Providing strong Functional leadership across Government to galvanise senior colleagues around Government's cyber security agenda and to cohere and co-ordinate cyber security effort to achieve maximum effect;
- 3.4. Delivering the Government Cyber Security Strategy* through the Cyber and Information Risk Management Programme and the Government sector elements of the National Cyber Security Programme and continuing to evolve the Government's cyber security strategic outlook into the future.
- 3.5. Influencing Permanent Secretary and HM Treasury colleagues to invest in cyber security for the Government, including addressing the challenges of legacy IT, ensuring that resources are secured through Spending Review and Planning Round processes and prioritised accordingly.
- 3.6. Responding to significant and / or cross Government cyber security incidents working closely with other Government Departments, Agency partners and the National Technical Authorities on remediation activity and ensuring that lessons are learned and acted upon;
- 3.7. Being the Senior Responsible Owner for the public sector elements of the National Cyber Security Programme, ensuring effective and efficient delivery of initiatives and projects and to address cyber priorities and risks;
- 3.8. Championing the Cyber Security Profession across Government, working in partnership with the Digital, Data and Technical Profession, to promote cyber security opportunities in Government, to nurture and retain talent and to build a sense of culture and common mission across the Cyber Security cadre.
- 3.9. The Director will lead one of the four Directorates in the Government Security Group (GSG) working for the Government Chief Security Officer. They will work with a wide range of stakeholders across all Government departments, the security and intelligence agencies and the National Security community including with the most senior Officials and with Ministers.

- 3.10. They will also play a key role in the leadership of GSG and the wider Government Security Function as a member of the Senior Management Team, taking decisions that affect the breadth of government security and driving forward improvement and change.

4. DEFINITIONS

Expression or Acronym	Definition
GSG	means Government Security Group
SCS	means Senior Civil Service

5. SCOPE OF REQUIREMENT

- 5.1. Executive recruitment search, or headhunting support, has been requested by GSG to help identify an appropriate pool of candidates for the role of Director, Cyber Security. This will involve a process of exploring the market, understanding the organisation's needs, culture and output and then building a search list of suitable candidates to approach and engage in the process.
- 5.2. Due to the specific nature of the role this will include researching similar organisations as well as counterparts in other sectors and approaching relevant candidates.
- 5.3. The supplier will also be collating all applications once the vacancy is live, along with attending the long and shortlist meetings to present the applicants and their various merits. For longlisting, applications should be graded A = recommended, B = marginal or C = not recommended, with a brief justification of the grade given. For shortlisting, our expectation is that the supplier will conduct in-depth discussions with those longlisted to create more detailed reports.
- 5.4. The supplier will be expected to do their utmost in order to provide a diverse range of candidates that includes both disabled and BAME applicants.
- 5.5. The supplier will not be conducting any of the assessments or tests such as psychometric testing or staff engagement exercises.

6. THE REQUIREMENT

- 6.1. GSG requires the following executive search services;
- 6.2. Help at planning stage to design a process and literature to support selection to include;
- 6.3. Meeting with vacancy holder and Cabinet Office SCS team to hear an in-depth view on the role and its responsibilities and confirm campaign strategy and logistics.
- 6.4. Understanding the role, directorate and future plans of the team.
- 6.5. Advising on length of advertising period and advertising sources.
- 6.6. Advising on likely search area for potential applicants.
- 6.7. Approach to diversity and ensuring a diverse field.
- 6.8. Launching of the role via external media, where applicable;
- 6.9. Including on the search supplier's site if applicable.
- 6.10. An application list of suitably qualified and experienced candidates;

- 6.11. The supplier is to collate all applications via advertising.
- 6.12. The supplier is to approach and engage proactively the individuals identified as part of the search process.
- 6.13. A diverse field of applicants;
- 6.14. Based on the conversations at planning around diversity and the makeup of the team / agency.
- 6.15. A longlist of candidates to be interviewed preliminarily;
- 6.16. Attendance at a longlist meeting with the selection panel which is chaired by a civil service Commissioner.
- 6.17. A report is produced by the supplier containing all applications and their grading of their suitability based on the agreed person specification.
- 6.18. Candidates are graded between A-C (A = recommended B = marginal C= not recommended)
- 6.19. A total of roughly 8-12 are invited to undertake a preliminary interview with the supplier.
- 6.20. A shortlist of candidates to be assessed and subjected to a panel interview;
- 6.21. A further shortlist report is produced by the supplier detailing the outcome of the preliminary interviews.
- 6.22. The panel, chaired by the Civil Service Commissioner, will meet to discuss the report.
- 6.23. The panel agrees to interview between 3-6 candidates approximately.
- 6.24. Supporting Cabinet Office SCS team with candidate handling and literature confirming all assessments and interviews;
- 6.25. Including date time and location of interviews (assistance with technology if undertaking remotely)
- 6.26. Details of assessments including deadlines.
- 6.27. Confirmation in writing of all interview and assessment arrangements.

7. KEY MILESTONES AND DELIVERABLES

7.1. The following Contract milestones/deliverables shall apply:

Milestone/ Deliverable	Description	Frequency or Due Date
1 - Launch	Launching the role on the supplier's site as well as external job boards.	Within week 1-2 weeks of contract award
2 - Update	Weekly updates throughout search period to include; <ul style="list-style-type: none"> • Named examples of target candidates • Number of confirmed applications 	Weekly

	<ul style="list-style-type: none"> • Market feedback on salary, location and appeal of the role • Potential risks to delivering an appropriate field of candidates • Potential risks to delivering a diverse field • Plan to overcome any risks 	
3 - Longlist	Produce a longlist of candidates for preliminary interviews with appropriate grading.	Within 6-7 weeks of contract award
4 - Shortlist	Produce a shortlist of candidates to be assessed (with reports for each applicant) and subjected to a panel review.	Within 7-9 weeks of contract award.

8. MANAGEMENT INFORMATION/REPORTING

- 8.1. GSG and Cabinet Office SCS recruitment team request that the supplier;
- 8.2. Records all longlist and shortlist notes that are relevant, to be used for providing candidate feedback.
- 8.3. Records Diversity information and statistics on candidates at each stage (long listing, shortlisting, interviews) to report back to GSG and the Cabinet Office SCS recruitment team.

9. VOLUMES

- 9.1. The Requirement for the executive search support is based on a single campaign.

10. CONTINUOUS IMPROVEMENT

- 10.1. The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2. The Supplier should present new ways of working to the Authority during weekly Contract review meetings.

- 10.3. Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

11. SUSTAINABILITY

- 11.1. The supplier acknowledges that the GSG must at all times be seen to be actively promoting sustainable development through its environmental, social and economic responsibilities.
- 11.2. GSG suggests that suppliers provide soft copies of all paperwork including CV's and supporting statements. If agreed, it would then be the responsibility of the GSG and the selection panel to print their own paperwork.

12. QUALITY

- 12.1. Suppliers should be REC (recruitment & employment confederation) accredited although it is not a formal requirement.

13. PRICE

- 13.1. The Budget will be set at "Under £55,000 Ex-Vat" This will mean that 24 out of 24 suppliers in Lot 6 are in scope.
- 13.2. Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

14. STAFF AND CUSTOMER SERVICE

- 14.1. The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2. The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.3. The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
- 14.4. Levels of customer service should be monitored throughout the campaign and raised with the supplier if an issue occurs.

15. SERVICE LEVELS AND PERFORMANCE

- 15.1. The Authority will measure the quality of the Supplier's delivery by:

The supplier shall comply with the Framework RM6002 Schedule 8 (framework Management) and the Key Performance Indicators as set out in Framework RM6002 Schedule 2, Part B. (Key Performance Indicators) throughout the duration of the contract.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Communication	All telephone, email or postal enquiries to be fully answered within 3 working days of receipt.	3 working days of receipt.
2	Issues raised	Any issues raised to be acknowledged within 2 working days of receipt.	within 2 working days of receipt.
3	Candidate management	Supplier to manage all candidate interest throughout the search/advertising period. Acknowledging all enquiries within 24 hours of receipt and responded to within 3 working days.	Acknowledging all enquiries within 24 hours of receipt and responded to within 3 working days.
4	Meetings	Supplier to attend review meetings as arranged with GSG.	100%

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 16.1. There are no additional security requirements to those which suppliers have already agreed to within their Permanent Recruitment Solutions Framework contracts with CCS.

17. PAYMENT AND INVOICING

- 17.1. Fixed fee paid at milestones;
17.2. 25% at placement of advert.
17.3. 25% at acceptance of shortlist.
17.4. 50% at successful placement of worker (they have joined and all checks are complete).
17.5. A rebate of 50% of the total fee will be applied if the successful candidate leaves their post within 6 months.

17.6. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

17.7. Invoices should be submitted to: TBC

18. CONTRACT MANAGEMENT

18.1. Attendance at Contract Review meetings shall be at the Supplier's own expense.

18.2. The Cabinet Office SCS team will remain in regular contact with both the supplier and hiring department throughout the recruitment campaign.

19. LOCATION

The location of the Services will be carried out at the supplier's business address with meetings to be held remotely via video link. Meetings will be held at one of the Cabinet Office's national offices if required