

Framework Schedule 6

Order Form Template and Call-Off Schedules

Order Form

CALL-OFF REFERENCE: **TRHR3321**

ORDER FORM REFERENCE: **TRHR3321A** (Sub Lot 2)

THE BUYER: **Department for Transport (DfT)**

BUYER ADDRESS **Great Minster House 33 Horseferry Road,
London, SW1P 4DR**

THE SUPPLIER: **PeopleScout Limited**

SUPPLIER ADDRESS: **265 Tottenham Court Road, London, W1T 7RQ**

REGISTRATION NUMBER: **05648039**

DUNS NUMBER: **34-849-0686**

SID4GOV ID: **[Insert if known]**

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated **01/04/2025** date of issue.

It's issued under the Framework Contract Reference number **RM6229** for the provision of DfT Recruitment Services.

CALL-OFF LOT(S):
Lot 2 (FRAMEWORK Lot used).

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CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) **RM6229**
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for **RM6229**
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
 - Call-Off Schedules for **RM6229**
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 16 (Benchmarking)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) **RM6229**

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

The following Special Terms are incorporated into this Call-Off Contract:

NA

[Special Term 3.

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[None]

CALL-OFF START DATE: **09/04/2025**CALL-OFF EXPIRY DATE: **09/04/2026**CALL-OFF INITIAL PERIOD: **1 year with the option to extend by 2 years in 12-month increments (1+1+1)****CALL-OFF DELIVERABLES**

See details in Call-Off Specification (Annex 1) and the bidders formal technical submission including social value (Annex 2). This order form pertains to DfTc Provision of Recruitment Services, **Sub Lot 2 – Pre-Hiring Assessments**.

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £250,000.00 Estimated Charges in the first 12 months of the Contract.

CALL-OFF CHARGES

As per the supplier's commercial submission. See below.

The total overarching contract value, encompassing all sub-lots, is capped at £200,000.00 per annum (excluding VAT). This is a demand-led contract, and as such, there are no guarantees regarding the volumes or distribution of expenditure.

Pre-Assessment Fixed Costs		
Assessment Type	Fixed Price offered to DfT Excluding VAT (£)	Total price
Technical/Job knowledge test (Role-specific skills)		
Cognitive ability test		
Skill assessment test		
Situational judgment		
Aptitude Testing		
Personality test		

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REIMBURSABLE EXPENSES

NA

PAYMENT METHOD & INVOICE ADDRESS

The supplier will be issued with a Purchase Order (PO) number.

Invoices to - SSa.invoice@Ubusinessservices.co.uk

While email is preferable, if you need to send documents by post, you should send to:

Unity Business Services (UBS)
5 Sandringham Park
Swansea Vale
Swansea
SA7 0EA

Should you have any issues relating to invoices or payment and need to contact the Unity Business Services (UBS) support desk, you can email them at support@Ubusinessservices.co.uk or the telephone number is 0344 892 0343.

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED] (DfT Contract Lead)

Head of Resourcing Delivery

[REDACTED] [@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)

[REDACTED]

Birmingham, The Colmore Building

[REDACTED]

Resourcing Manager

[REDACTED] [@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)

[REDACTED]

Leeds, 7 & 8 Wellington Place

[REDACTED] (DfT Commercial Lead)

Commercial Manager, Group Commercial Directorate

[REDACTED] [@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)

Great Minster House 33 Horseferry Road, London, SW1P 4DR

BUYER'S ENVIRONMENTAL POLICY



DfT Corporate
Environmental Policy

BUYER'S SECURITY POLICY

Framework Ref: RM6229
Project Version: v1.0
Model Version: v3.8

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Information & Cyber
Security Policy.docx

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Managing Director, EMEA

[REDACTED]

[@peoplescout.co.uk](mailto:[REDACTED]@peoplescout.co.uk)

[REDACTED]

265 Tottenham Ct Rd, London W1T 7RQ

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

Account Director

[REDACTED]

[@peoplescout.co.uk](mailto:[REDACTED]@peoplescout.co.uk)

[REDACTED]

265 Tottenham Ct Rd, London W1T 7RQ

PROGRESS REPORT FREQUENCY

Unless otherwise revised by the DfT Contract Manager, this will occur on the first working day of each calendar month.

PROGRESS MEETING FREQUENCY

Unless otherwise revised by the DfT Contract Manager, this will occur quarterly on the first Working Day of each quarter.

KEY STAFF

[REDACTED]

Head of Solutions and Assessment Operations

[REDACTED]

[@peoplescout.co.uk](mailto:[REDACTED]@peoplescout.co.uk)

[REDACTED]

265 Tottenham Ct Rd, London W1T 7RQ

[REDACTED]

Client Services & Delivery Director

[REDACTED]

[@peoplescout.co.uk](mailto:[REDACTED]@peoplescout.co.uk)

[REDACTED]

265 Tottenham Ct Rd, London W1T 7RQ

[REDACTED]

Account Director

[REDACTED]

[@peoplescout.co.uk](mailto:[REDACTED]@peoplescout.co.uk)

[REDACTED]

265 Tottenham Ct Rd, London W1T 7RQ

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Recruitment Operations Manager

[\[REDACTED\]@peoplescout.co.uk](mailto:[REDACTED]@peoplescout.co.uk)

265 Tottenham Ct Rd, London W1T 7RQ

KEY SUBCONTRACTOR(S)

Vidcruiter Inc

1 factory lane, Moncton, NB Canada, E1C 9M3

Domo, Inc.

802 East 1050 South, American Fork, UT 84003, USA

DotDigital EMEA Limited

1 London Bridge, London, SE1 9BG

Meet & Engage Ltd

Unit 2 Charnwood Edge Business Park, Syston Road, Cossington LE7 4UZ

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

SERVICE CREDITS

Not applicable]

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in the Off Tender, as per their tender submission.

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For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:	Managing Director, EMEA	Role:	DfT Commercial Lead
Date:	17 th April 2025	Date:	01/05/2025

Annex 1 – Attachment 3 Statement of Requirements



Department
for Transport



Crown
Commercial
Service

Attachment 3
Statement of Requirements
DfT Provision of Recruitment Services
Call-Off

Contract Reference: TRHR3321

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PURPOSE

This procurement aims to identify and engage third-party suppliers to manage administrative support activities related to resourcing. These suppliers will be responsible for efficiently handling routine administrative tasks associated with recruitment campaigns, ensuring accuracy, timeliness, and seamless coordination. The goal is to enhance the efficiency and quality of the resourcing process by providing reliable administrative support, enabling the recruitment team to focus on other tasks. This approach aims to achieve operational efficiency, cost savings, and risk mitigation, while also offering scalability to adjust administrative support based on fluctuating demand.

BACKGROUND TO THE CONTRACTING AUTHORITY

We work with our agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. We plan and invest in transport infrastructure to keep the UK on the move.

At DfT, our vision is to 'Connect People and Places.' We aim to make journeys reliable, comfortable, and affordable through significant investments. Our goal is to support the economy by creating an inclusive, safer, more secure, and sustainable transport network for everyone.

Departmental Resourcing Group (DRG) is the operational area that delivers resourcing activity on behalf of Vacancy Holders from across the department.

BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

DRG has been undergoing transformation to enhance its service delivery including operational efficiency and focus on core business activities. As part of this transformation, it has become evident that outsourcing certain administrative and specialist resourcing activities to third-party suppliers can significantly improve service delivery. The decision to procure these services stems from the need to have resilience in the area and the ability to deliver when demand fluctuates.

The organisation is committed to delivering high-quality services to its stakeholders, including the public, taxpayers, and internal teams. By appointing a third party to undertake elements of administrative and specialist resourcing activities, the organisation aims to:

- **Enhance Efficiency:** Reduce the time and resources spent on routine tasks, allowing internal teams to focus on strategic initiatives.
- **Improve Quality:** Access specialised skills and knowledge, leading to better outcomes.
- **Stakeholder Satisfaction:** Ensure that services are delivered promptly and effectively, meeting the expectations of stakeholders.

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DEFINITIONS

Expression or Acronym	Definition
DfT	means Department for Transport and includes the executive agencies, Driver and Vehicle Licensing Agency (DVLA), Driver and Vehicle Standards Agency (DVSA), Vehicle Classification Agency (VCA), Maritime and Coastguard Agency(MCA) and Active Travel England (ATE).
DfTc	means the central department and does not include the executive agencies
DRG	means Departmental resourcing group, the team/area responsible for operational resourcing within DfT

SCOPE OF REQUIREMENT

The Department is seeking to put in place a contract containing **three (3) sub-lots** covering the following services.

LOT 1: ADMINISTRATION SUPPORT (Bulk Campaigns)

This service is to support the department with the administrative tasks associated with bulk recruitment campaigns. The initial coordinating tasks with the relevant business areas (requirement owners) and subsequent publication of the posts will be managed via DfT's DRG team. This Lot is designed to offer the DRG team support and resilience covering the below core tasks, once a recruitment campaign is active.

This service does not involve sourcing candidates.

Sift Coordination:

- Coordinating sift panel members and sending out sift packs with applications accordingly. Ensuring sift results are returned by the pre-agreed timeframes.
- Uploading sifts results onto DfT's recruitment platform, **Oleeo**.

Interview Coordination:

- **Scheduling Interviews via ATS:** Arrange interviews between candidates and hiring managers, ensuring coordination of schedules and resources.
- **Interview Logistics:** Coordinate logistics, ensuring that hiring managers have the necessary materials and candidate information ahead of interviews.
- Uploading sift results onto DfT's recruitment platform, **Oleeo**.

Candidate Communication & Management:

- **Ongoing Candidate Engagement:** Ensure that all candidates are kept informed at key stages throughout the recruitment process (screening, interview scheduling, and post-interview updates).

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Reporting and Analytics:

- **Candidate Progress Reports:** Generate weekly or monthly progress reports to track the status of recruitment (number of candidates at each stage, interview feedback, etc.).
- **Sourcing Effectiveness Metrics:** Provide reports on the effectiveness of recruitment channels, including metrics like time-to-fill, cost-per-hire, and quality-of-hire.
- **Diversity Tracking:** Support in tracking and reporting on diversity metrics within recruitment activities.

Data Management and Compliance:

- **Applicant Tracking System (ATS) Management:** Ensure that candidate information and recruitment data are accurately entered, updated, and maintained in the ATS.
- **Compliance with Data Protection:** Ensure that all candidate data and recruitment information is stored and handled in compliance with relevant data protection and privacy regulations.

LOT 2: PRE-ASSESSMENT SERVICES**Consultation and Requirement Gathering:**

- Meet with key stakeholders in the resourcing team and hiring manager to understand job requirements, competency frameworks, and selection criteria.
- Conduct a thorough analysis of the types of roles being recruited for and the required skills and qualifications.

Assessment Design:

- Develop custom assessment tools (e.g., cognitive ability tests, personality assessments, skills tests, situational judgment tests) based on the requirements.
- Define the structure and format of each assessment, including the number of questions, difficulty level, time limits, and scoring methodology in line with Civil Service practices.
- Design assessments for various roles, from entry-level to senior management, ensuring role-specific competencies are evaluated.
- Ensure assessments are aligned with Civil Service recruitment principles (if applicable) and any other relevant guidelines or frameworks.

Diversity and Inclusion:

- Design assessments that minimise unconscious bias and provide fair evaluation opportunities for candidates from diverse backgrounds.
- Ensure assessments are accessible to candidates with disabilities, meeting any relevant accessibility standards.

Integration with Recruitment Systems:

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- Ensure compatibility with the organisation's existing applicant tracking system (ATS), such as Oleeo VX or other systems used by the organisation, for seamless assessment delivery and tracking.
- Ensure assessments can be administered remotely and are secure.

Testing and Validation:

- Conduct test runs of the assessments to ensure they effectively measure the competencies and skills needed for the roles.
- Validate the assessments for accuracy, fairness, and predictive validity regarding candidate success in the role.
- Ensure all assessments are reviewed for legal and regulatory compliance, including data privacy and discrimination laws.

Reporting and Analytics:

- Provide tools for interpreting and reporting assessment results, including candidate scoring, performance analytics, and actionable insights.
- Ensure the results are easy to understand for hiring managers, with clear recommendations based on performance.

Ongoing Support and Maintenance:

- Offer continuous support for troubleshooting and maintaining the assessment tools.
- Provide updates or modifications to assessments as required, based on feedback from hiring teams or changes in hiring needs.

Deliverables

- A suite of pre-assessment tools tailored to the roles being recruited.
- Detailed documentation on how to administer, score, and interpret the assessments.
- Reports on testing and validation results, demonstrating the effectiveness and fairness of the assessments.
- Integration guidelines to ensure the assessments are compatible with the organisation's recruitment platforms.
- User guides for hiring managers and candidates on how to use the assessment tools.
- A compliance audit to confirm adherence to legal and regulatory standards.

LOT 3: CANDIDATE SOURCING SERVICES**Job Description and Role Understanding:**

- Collaborate with the department's HR and hiring teams to ensure clear understanding of the job descriptions, requirements, and specific competencies needed for each role.

Candidate Sourcing:

- Proactively identify, attract, and engage high-quality candidates through a variety of sourcing methods.

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- Utilise specialised tools and platforms to find suitable candidates, including but not limited to job boards, social media, databases, and niche networks.
- Target both active and passive candidates, reaching out to individuals who may not be actively job hunting but fit the role criteria.
- Provide a pre-screened candidate shortlist for each vacancy, ensuring that candidates meet the minimum qualifications and competencies as outlined in the job description.

Diversity and Inclusion Focus:

- Implement sourcing practices that promote diversity and inclusivity, ensuring candidates from a wide variety of backgrounds are considered.

Compliance with Civil Service Standards:

- Ensure all candidate sourcing activities comply with the Civil Service Recruitment Principles, including the requirement for fairness, transparency, and merit-based selection.
- Adhere to all relevant recruitment laws and guidelines, including data protection regulations (GDPR) and equality and diversity requirements.

Screening and Pre-Assessment and Support:

- Provide initial candidate screening based on predefined criteria to assess qualifications, experience, and suitability for the role.
- Conduct preliminary assessments where applicable (e.g., competency-based interviews, skills assessments) to ensure candidates meet the essential criteria.
- Support suitable candidates with their applications through the Civil Service Jobs portal and throughout the selection process.

Candidate Communication and Engagement:

- Effectively communicate with candidates throughout the sourcing process, ensuring timely updates regarding their application status.
- Provide a positive candidate experience, maintaining the Civil Service's reputation as an employer of choice.
- Handle candidate queries and provide clear information on the application and selection process.

Reporting and Metrics:

- Provide regular reports on candidate sourcing activities, including the number of candidates sourced, shortlisted, and interviewed.
- Track and report on key metrics such as diversity statistics, time-to-hire, candidate engagement, and sourcing channel effectiveness.
- Offer insights and recommendations for improving sourcing strategies, based on data and performance analysis.

Collaboration with Hiring Teams:

- Work closely with hiring managers and HR teams to ensure sourcing aligns with the department's recruitment needs and organisational culture.

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- Provide regular updates and feedback to hiring teams on candidate progress and sourcing outcomes.

Scalability and Flexibility:

- Offer flexible sourcing capabilities to scale up efforts during high-volume hiring periods or special projects.
- Be adaptable in adjusting sourcing strategies based on changing recruitment priorities or shifts in workforce needs.

Deliverables

- **Tailored Sourcing Strategy:** A detailed sourcing plan for each recruitment campaign, including recommended channels and methods.
- **Candidate Shortlists:** Pre-screened, qualified candidate shortlists for each role, provided within agreed timelines.
- **Diversity Metrics:** Regular reporting on the diversity of the candidate pool and sourcing activities.
- **Performance Reports:** Monthly summarising sourcing performance, candidate quality, and time-to-hire metrics.
- **Candidate Engagement Reports:** Updates on candidate communication, response rates, and feedback from candidates.
- **Compliance and Auditing:** Documentation demonstrating adherence to Civil Service recruitment standards and regulations.

Call Off Process:

The Department is operating the “taxi-rank” system to call off this contract. This essentially involves instructing a supplier on a rotational basis subject to the sub-lot/services that the business requires at the time. If the instructed supplier is unable to accommodate at the time (due to capacity etc), the next supplier will be instructed. Suppliers will enter into separate call-off agreements and will be given separate, unique reference numbers.

The **maximum** number of suppliers per sub-lot is **up to** three (3). Suppliers will be evaluated as per the Attachment 2 documents. The highest ranked suppliers (both technically and commercially) will be awarded a contract.

THE REQUIREMENT

The procurement process aims to identify and engage qualified third-party suppliers to manage administrative support activities for resourcing. These suppliers will be responsible for efficiently handling routine administrative tasks such as candidate screening, interview scheduling, communication management, and data entry, ensuring accuracy and timeliness throughout the recruitment process. Suppliers must have experience in managing administrative functions within Civil Service Recruitment, including familiarity with the nuances of the Civil Service Commissioners' Principles [Recruitment Principles - Civil Service Commission](#), and be proficient in using applicant tracking systems such as Oleo VX. The goal is to

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streamline administrative processes, improve efficiency, and provide reliable support to enhance the overall recruitment process

Skills Transfer: Suppliers should facilitate skills transfer to the internal team, ensuring they can independently manage tasks if needed.

Documentation: Comprehensive documentation and user manuals should be provided to support ongoing training and skills development.

Suppliers will need to use the departments systems such as outlook, teams, Salesforce and Oleeo.

KEY MILESTONES AND DELIVERABLES

The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1. Post Contract Award	Inception meeting roles and responsibilities	Within week 1 of Contract Award
2. Acknowledgment and engagement	Upon receipt of a live vacancy, the supplier is expected to engagement with vacancy holder to discuss particulars and agree an approach	Within 2 business days of receiving the formal request.
3. Job Advert Design	Assessment and advert design	Within 2 business days of receipt of formal instruction from the vacancy holder.
4. Job Adverts (publication)	Upon receipt of a finalised job specification, the advert is to be live on the suppliers' platforms and CS jobs.	Within 24 hours of receiving a finalise job specification.
5. Sifting CVs	Advert close- long list applications and send all sift applications and recommendations to vacancy holders	Within 24 hours of the advert closing.
6. Interviews	Upon receipt of shortlisted candidates and proposed interview dates and time (from the authority), the supplier will contact the candidates with proposed dates/times.	Within 24hrs of slots being provided to them.

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7. Wrap-Up And Lessons Learned	Wrap up/lessons learned/performance report.	Within week 2 of the campaign closing
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MANAGEMENT INFORMATION/REPORTING**Regular Reporting:**

- Suppliers must provide regular reports weekly detailing the progress and status of administrative and specialist resourcing activities.
- Reports should include key performance indicators (KPIs) to measure efficiency, accuracy, and timeliness of tasks.
- **Performance Metrics:**
 - Detailed metrics on task completion rates, error rates, and any issues encountered.
 - Analysis of cost savings achieved and risk mitigation efforts.
- **Compliance and Quality Assurance:**
 - Reports on compliance with contractual obligations and quality standards.
 - Documentation of any deviations from agreed-upon processes and corrective actions taken.
- **Training and Skills Transfer:**
 - Updates on training programs conducted and skills transfer progress.
 - Feedback from internal teams on the effectiveness of training and skills transfer.
- **Scalability and Flexibility:**
 - Information on how the supplier has adjusted operations based on demand.
 - Data on scalability efforts and their impact on overall efficiency.
- **Ad Hoc Reports:**
 - Provision for ad hoc reports as requested by the organization to address specific concerns or areas of interest.
- **Data Security and Confidentiality:**
 - Assurance that all reports comply with data security and confidentiality requirements.
 - Documentation of measures taken to protect sensitive information.

VOLUMES

In FY 23-24, there were 1,621 campaigns (3,891 posts) across the DfT Group. For the purposes of this procurement, suppliers should assume similar volumes (volumes are not guaranteed and are subject to business need). We would, when planning a campaign make an assessment upfront as to whether third-party support

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is required. During this assessment we will look at expected volumes, any specialised skills required and how critical the roles are.

CONTINUOUS IMPROVEMENT

The Suppliers will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

The Suppliers should present new ways of working to the Authority during quarterly Contract review meetings and as part of the annual review. These meetings need not be face-to-face (unless there are circumstances where this is required).

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. This is to include any changes to staff delivering the Contract, who shall be replaced with similarly qualified and experienced staff. The Authority requires sight and approval of the CVs of any proposed replacement staff.

SUSTAINABILITY

11.1 The authority has a responsibility to act and to support nature, the environment and its vital contributions to biodiversity. the suppliers is required to act in various sustainable manners in the delivery of the contract, particularly in terms of eliminating waste, reducing travel and minimising energy consumption. the suppliers must comply with all current legislation regarding sustainability and legislation introduced or amended during the period of the contract pertaining to this.

This must include compliance with the Modern Slavery Act 2015 and the Climate Change Act 2008

The Suppliers must consider their "carbon footprint" in allocating and deploying resources to undertake this contractual requirement.

The Suppliers shall provide a copy of its written Environmental Policy and Modern Slavery Policy upon the Authorities written request

QUALITY

Potential Providers will be expected to describe within their proposals how quality assurance will be maintained and highlight quality control processes that will be in place, including between organisations (where Potential Providers plan to draw on subject matter expertise from their supply chains). Quality will be measured in line with KPIS in section 15 (service levels and performance)

PRICE

Prices are to be submitted via the e-Sourcing Suite, Attachment 4 – Price Schedules, excluding VAT and including all other expenses relating to Contract

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delivery. As this is a multi-lotted contract, suppliers need to ensure they complete the applicable Attachment 4 in line with the lot they're bidding for.

Please note, costs submitted in any other format will not be accepted and your bid will be deemed non-compliant.

STAFF AND CUSTOMER SERVICE

The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

The Supplier's staff assigned to the Contract shall have the relevant industry qualifications and experience to deliver the Contract to the required standard.

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.

The Suppliers shall be flexible in their approach, be responsive to emerging priorities, and be able to apply their expertise in recruitment/staffing and be able to operate in a fast-moving organisational/strategic environment to deliver solutions for the authority.

The Suppliers 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.

SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA description	Target
2	Quality	Attracting the right candidate and having a successful outcome	Successful outcome
3	Accuracy	No Breaches of the Civil Service Commissioners Principles	100%
4	Accuracy	Meeting Vacancy holder needs	100%
5	SLA	Advert and assessment preparation and launch within business 5 days of receiving a final requirement	100%
6	SLA	Issuing applicant list and sending applications to the relevant hiring	100%

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		manager within 24hrs of campaign closing.	
7	SLA	Issuing sift/interview/offer within 24hrs	100%

Further KPIs may be agreed on an individual project basis subject to the approval of both parties.

Where the Authority identifies poor performance (4 consecutive failures in any rolling 6-month period) against the KPIs, the Suppliers shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 5 working days from the date of notification at the Authority's premises or in a virtual format.

The Suppliers shall provide a full incident report which describes the issues and identifies the causes. The Suppliers shall also prepare a full and robust 'Service Improvement Action Plan' which sets out its proposals to remedy the service failure. The Service Improvement Plan shall be subject to amendment following the performance review meeting and agreed by both parties prior to implementation.

The Authority agrees to work with the Suppliers to resolve service failure issues. However, it will remain the Suppliers' sole responsibility to resolve any service failure issues.

Where the Suppliers fail to provide a Service Improvement Plan or fails to deliver the agreed Service Improvement Plan to the required standard, the Authority reserves the right to seek early termination of the Contract.

In the event of termination, the Suppliers shall, within three (3) months after the Call Off Commencement Date, deliver to the Authority for Approval a draft of a plan which sets out the Suppliers' proposed methodology for achieving orderly transition of the provision of the Services from the Suppliers to the Authority, and/or the Replacement Suppliers on the Call Off Expiry Date or date of termination of this Call Off Contract

- 15.8 Within thirty (30) Working Days after submission of the draft Exit Plan (or any revised Exit Plan if the Authority does not approve the draft Exit Plan) the Parties will use their reasonable endeavours to agree its content and if they are unable to reach agreement then the dispute shall be referred to the Dispute Resolution Procedure.

SECURITY AND CONFIDENTIALITY REQUIREMENTS

Potential Providers shall meet all requirements of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

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Potential Providers must have a data protection policy, and this should be detailed in the tender documentation.

Elements of this tender are commercially sensitive, and Potential Providers shall not share any details of materials contained in the tender documentation. Non-disclosure agreements will be required given the official sensitives status of the Authority's work until work is officially published.

The supplier may be required to complete additional digital security and data protection related schedules in accordance with DfT's policies and procedures.

PAYMENT AND INVOICING

Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. The invoiced value of each work package must not exceed the maximum agreed cost as set out in the proposal and would not normally be expected to exceed the estimated cost.

Invoices should be submitted to: SSa.invoice@Ubusinessservices.co.uk

While email is preferable, if you need to send documents by post, you should send to.

Unity Business Services (UBS)
Sandringham Park
Swansea Vale
Swansea
SA7 0EA

CONTRACT MANAGEMENT

The Contract Manager and key stakeholders for this contract will be provided on Contract Award. Potential providers should outline their key stakeholders in proposal documents

Suppliers are required to attend regular, monthly contract review meetings to discuss performance, address issues, and plan for future activities. The frequency of these meetings may change depending on volume, urgency and business need.

Meetings should include key stakeholders from both the supplier and the organisation to ensure comprehensive discussions.

Progress Reporting:

- Suppliers must provide detailed progress reports ahead of each review meeting. These reports should cover:

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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- Status updates on administrative and specialist resourcing activities.
- Performance metrics and KPIs.
- Any challenges encountered and actions taken to resolve them.
- Updates on cost savings, risk mitigation, and scalability efforts.

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

LOCATION

The Authority's headquarters are located at Great Minster House, 33 Horseferry Road, London, SW1P 4DR.

The location of the Services will be carried out at Suppliers' premises. Eligible travel expenses are to be discussed with the DfT Contract Lead and are subject to DfT's travel and subsistence policy.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)
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Annex 2 – Tenderes Technical Submission (including Social Value)



Annex 3 - Tenderes Commercial Submission

