

## **SCHEDULE 6 - CALL-OFF CONTRACT**

**Framework Number: TfL 94905**

**Call-Off Contract Number: TfL 94905 – Lot 1– High Volume**

**THIS CALL-OFF CONTRACT** is made the 4<sup>th</sup> of April 2022

### **BETWEEN:**

- (1) Transport for London, a statutory corporation whose principal place of business is at 5 Endeavour Square, London, E20 1JN (“the Contracting Authority”); and
- (2) Talogy Ltd, a company registered in England and Wales (Company Registration Number 03840112) whose registered office is at First Floor, Building 1000 Cathedral Square, Cathedral Hill, Guildford, GU2 (“**the Service Provider**”).

### **RECITALS:**

- A. The Contracting Authority and the Service Provider entered into an agreement dated 4<sup>th</sup> April 2022 which sets out the framework for the Service Provider to provide certain Services to the Contracting Authority or the Authority (“**the Agreement**”).
- B. The Authority wishes the Service Provider to provide the specific Services described in this Call-Off Contract pursuant to the terms of the Agreement and this Call-Off Contract and the Service Provider has agreed to provide such Services on those terms and conditions set out in the Call-Off Contract.

### **THE PARTIES AGREE THAT:**

#### **1. CALL-OFF CONTRACT**

- 1.1 The terms and conditions of the Agreement shall be incorporated into this Call-Off Contract.
- 1.2 In this Call-Off Contract the words and expressions defined in the Agreement shall, except where the context requires otherwise, have the meanings given in the Agreement. In this Call-Off Contract references to Attachments are, unless otherwise provided, references to attachments of this Call-Off Contract.

#### **2. SERVICES**

- 2.1 The Services to be performed by the Service Provider pursuant to this Call-Off Contract are set out in Attachment 1.
- 2.2 The Service Provider acknowledges that it has been supplied with sufficient information about the Agreement and the Services to be provided and that it has made all appropriate and necessary enquiries to enable it to perform the Services under this Call-Off Contract. The Service Provider shall neither be entitled to any additional payment nor excused from any obligation or liability under this Call-Off Contract or the Agreement due to any misinterpretation or misunderstanding by the Service Provider of any fact relating to the Services to be provided. The Service Provider shall promptly bring to the attention of the Call-Off Co-ordinator any matter that is not adequately specified or defined in the Call-Off Contract or any other relevant document.
- 2.3 The timetable for any Services to be provided by the Service Provider and the corresponding Milestones (if any) and Project Plan (if any) are set out in Attachment 1. The Service Provider must provide the Services in respect of this Call-Off Contract in accordance with such timing and the Service Provider must pay liquidated damages in accordance with the Agreement of such an amount as may be specified in Attachment 1. The Service Provider shall be liable for the ongoing costs of providing Services in order to meet a Milestone.
- 2.4 The Service Provider acknowledges and agrees that as at the commencement date of this Call-Off Contract it does not have an interest in any matter where there is or is reasonably likely to be a conflict of interest with the Services provided to the Authority under this Call-Off Contract.

### **3. CALL-OFF TERM**

This Call-Off Contract commences on the date of this Call-Off Contract or such other date as may be specified in Attachment 1 and subject to Clause 4.2 of the Agreement, shall continue in force for the Call-Off Term stated in Attachment 1 unless terminated earlier in whole or in part in accordance with the Agreement.

### **4. CHARGES**

Attachment 2 specifies the Charges payable in respect of the Services provided under this Call-Off Contract. The Charges shall not increase during the duration of this Call-Off Contract unless varied in accordance with the Agreement. The Service Provider shall submit invoices in accordance with the Agreement and the Charges shall be paid in accordance with the Agreement.

### **5. CALL-OFF CO-ORDINATOR AND KEY PERSONNEL**

The Authority's Call-Off Co-ordinator in respect of this Call-Off Contract is named in Attachment 1 and the Service Provider's Key Personnel in respect of this Call-Off Contract are named in Attachment 2.

This Call-Off Contract has been signed by duly authorised representatives of each of the Parties.

**SIGNED**

For and on behalf of the [*Authority*]

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED**

For and on behalf of [*the Service Provider*]

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## Attachment 1

### Transport for London recruitment – Pre-employment Tests and Assessment

#### 1.0 Introduction

The future and continued success of Transport for London (TfL) relies on the talent that it brings in. It is vital that this talent, at all levels, reflects both the future business needs of the organisation and the demographics of the population that TfL serves; equally representing a fit with the values we hold as an organisation.

Recruiting candidates who have the potential and/or existing skills that we need in our employees is vitally important in supporting and delivering success for TfL. Our workforce plan and talent planning activities fundamentally rely on us identifying and selecting the best fit for the roles and the organisation. New recruits are vital in supporting the development of TfL's future as well as bringing fresh ideas and an innovative outlook across all areas of our business.

Each year TfL receives around 150,000 applications per annum for a wide range of roles across all areas and levels within our business. These roles vary from entry level positions in customer facing roles through to specialist operational and functional positions, up to senior management level.

Testing is used to reduce these volumes to a manageable pool to take forward to role specific assessment centres or interview stage. Different testing methods are used, singly or in combination, to align with the needs of the role in order to identify the best candidates from the applications received.

Applications will come from either an internal audience (existing TfL employees) and/or external depending on the type of campaign.

#### 2. Our recruitment campaign for Lot 1

- **High Volume recruitment** – This area manages recruitment campaigns for which there are more than 10 vacancies per role. These roles are generally, but not exclusively, operational/customer facing roles or operationally specialist roles (e.g. train operator). High Volume campaigns can attract between 5000-14000 candidates per campaign and TfL can run multiple campaigns at any given time, throughout the year. We are responsible for up to 2000 hires into the organisation. As a result, we need a reliable way to assess some candidate skills upfront in order to manage the numbers efficiently through the process. We are reliant on the online assessment to do a thorough job that it will help manage the numbers we need for those to progress through to the next stage. As some of our roles are quite unique, we currently often look into a more tailored approach to our testing. We also currently use online assessments for our internal campaigns as they attract high volumes too.

#### Current Testing Methods

Currently, the application process for all campaign types (except for Talent Acquisition) broadly consists of up to four stages:

1. A pre-screening process is undertaken consisting of an online application to determine a candidate's eligibility for a role i.e. their qualifications and right to work in the UK.
2. Eligible candidates will continue in the process and are invited to undertake online assessments. These will measure either generic or role specific skills and competencies to ascertain the candidates fit with the requirements of the role and required competencies. The online tests employed currently assess the following:
  - a. Ability
  - b. Situational judgement - these may be generic or broadly aligned to role types (e.g. customer service roles)
3. Successful candidates may be invited to undertake a video interview to establish their fit with the individual role for which they have applied.
4. Candidates that pass the necessary stages are invited to attend assessment centre/interview, from which successful candidates are offered the relevant position.

	Generic ability Tests	Situational Judgement Test (generic)	Situational Judgement Test (role relevant)	Operationally specific testing	Personality profile
High Volume recruitment	X	X	X	X	

### **Application volumes (approx.)**

Volumes below are based on figures from 2019. Due to Covid-19 recruitment activity across all areas was curtailed in 2020 but has subsequently returned to previous levels.

High Volume recruitment

	Roles	Application	Assessment Centre
High Volume	23	30481	7055

### 3.0 Objectives

The aim of the pre-screening stage is to identify the most suitable candidates to invite to assessment centre/interview from a large applicant pool.

It is vital that TfL ensure that candidates invited to assessment centre/interview have the skills and potential required to be successful in a role or during their time on a specific scheme and in the longer term.

We aim to give a positive experience to every candidate and maintain our status as their employer of choice, such that they feel encouraged to work with us, now and in the future regardless of outcome.

TfL's pre-employment screening methods must give us complete confidence that we are measuring candidate ability, potential and cultural fit, using tools and methods that are engaging, valid and reliable.

In addition, it is vital that TfL does not in any way discriminate against individuals or show any adverse impact against any demographic group through the methods it uses.

### 4.0 Scope

TfL will consider the options or combination of options that it believes to be the most efficient (cost and time); whether this be from one or a combination of more than one supplier. TfL encourages Bidders to provide details of the processes they would use to sift applications to assessment centre numbers, clearly highlighting the purpose of each activity as well as detailed candidate feedback used, including case studies and results from other clients. See candidate charter in Appendix C.

A supplier to Transport for London of pre-employment tests must therefore ensure that the selection and screening tools that it delivers provides: -

- **A positive candidate experience regardless of their individual success in the process**
  - Testing methods must be easy to navigate and accessible with guidance and support available. The process should appear seamless from the user perspective with simple and consistent access and log in methods.
  - Testing methods should be available through commonly used web browsers, minimising the need for software downloads and available across different mediums (laptops, mobile phones, non-electronic methods where appropriate etc)
- **Each candidate shall have the opportunity to demonstrate their strengths, capabilities, and potential in respect of their ability to be successful at assessment stage and in the role**

- Tests provided shall be created and standardised for use across schemes / roles. Preference will be for fewer tests. Each test must have the capacity to adjust the benchmark or pass criteria for a particular campaign or role, whilst allowing for best fit candidates to be put forward.
- Flexibility is required to adjust the pass/fail benchmark during a campaign to adjust for volume of interest. For instance, schemes or roles receiving higher levels of interest may require an increase in the pass mark. TfL will require reports from the supplier to inform this decision.
- **All personality profiling tools should apply known personality models and psychometric properties and be suitable for use in supporting selection decisions.**
  - Suitable norm tables and the validity statistics pertaining to the test available to view.
- **Demonstrable efficiencies in terms of cost and time**
  - Regular reports (up-to daily) following the launch of campaigns providing updates including number of applications received, pass rates, demographics etc.
  - Based on the reports, TfL will determine when to close roles and whether an adjustment is required to the pass mark/rate.
- **Validity in terms of fairness and consistency and the absence of negative impact on any demographic group**
- **The ability to accommodate reasonable adjustments that reflect the range of neuro-diverse and physical needs of applicants**
- **The facility to provide candidate feedback**
  - In line with normal GDPR requirements candidates should be able to access their results on request and a process for requesting this made clear to candidates throughout.
- **The ability to conduct analysis of test performance and results at range of levels**
  - We would require a dashboard to understand success and failure rates at each stage of the process based on campaign / roles and demographic breakdown.
- **Tools which reflect both best practice and leading edge thinking in the related markets, i.e. graduates, apprentices, operational, senior hires, train operators, etc**
- **Alignment with TfL's frameworks – Competency, Behavioural, Potential, Leadership strengths and Values**

- The supplier would need to clearly demonstrate that their tools allow candidates to demonstrate the measures that TfL has determined at each stage. The supplier must show distinct alignment with the defined aspects of TfL's frameworks and the outputs that their methodology provides. The TfL frameworks are attached at Appendix B.
- **The capability for integration with HR systems such as Taleo or other equivalent applicant tracking system (ATS). This is for the Authority's staff i.e. TfL to monitor progress from within these systems. This may not be required for the entire contract, or it may be required after a transition period; this will be determined between the Service Provider and the TfL from contract commencement.**

## 5.0 Framework

A Framework Agreement of suppliers will be put together, The Framework will consist of Lots as detailed below.

Call Off Contract - Lot 1 Testing for High Volume recruitment

Call Off Contract - Lot 2 Testing for General recruitment

Call Off Contract - Lot 3 Testing for Talent Acquisition

Call Off Contract - Lot 4 Testing for Graduate and Apprentice recruitment

For each Lot, Call off Contract(s) will be let.

## 6.0 Framework Lot Breakdown

### **Call Off Contract - Lot 1 Testing for High Volume recruitment**

High Volume campaigns can attract between 5000-14000 candidates per campaign and TfL can run multiple campaigns at any given time, throughout the year. We are responsible for up to 2000 hires into the organisation. As a result, we need a reliable way to assess some candidate skills upfront in order to manage the numbers efficiently through the process. We are reliant on the online assessment to do a thorough job that it will help manage the numbers we need for those to progress through to the next stage. As some of our roles are quite unique, we currently often look into a more tailored approach to our testing. We also currently use online assessments for our internal campaigns as they attract high volumes too.

TfL are looking for:

- Customer service skills
- Safety awareness
- Practical/operational problem solving, test of concentration



- Verbal and Numerical mechanical reasoning
- Prioritisation test
- Situational Judgement tests
- Managerial capabilities

## Appendix - TfL's frameworks – Competency, Behavioural, Potential, Leadership strengths and Values



Leadership  
Strengths Framework



TfL Behaviours (Our  
behaviours Our perf



Our competencies.  
pdf

## Appendix – Candidate Charter



High Volume  
Candidate\_Charter\_1



Permanent  
recruitment candida

## **1. Timetable**

Call-Off Term: ending 31.03.2026

Individual campaigns will be placed by Purchase Order and this Call off Contract will apply. When necessary timelines will be agreed at agreement at Purchase Order stage.

## **2. Liquidated Damages**

No applicable

## **3. Expenses**

None:

## **4. Address for Postal Invoices**

All invoices to be emailed in PDF format to [invoices@tfl.gov.uk](mailto:invoices@tfl.gov.uk)

Accounts Payable require one invoice per email, where multiple invoices need to be submitted, it must be one PDF per invoice.

Address where postal invoices shall be sent:

Transport for London  
TfL Accounts Payable  
PO Box 45276  
14 Pier Walk  
London  
SE10 1AJ

Date/Period for submission of Invoices: Monthly in arrears

## **5. Authority Call-Off Co-ordinator**

██████████  
Transport for London  
Palestra  
197 Blackfriars Road  
London  
SE1 8NJ

Email: ██████████

## **6. Availability of Key Personnel**

Typical working hours Monday-Friday 9-5pm.

## **7. Other information or conditions**

As detailed in the Framework Agreement

## **Attachment 2**

### **1. Charges** **REDACTED**

### **2. Key Personnel**

**REDACTED Chartered Occupational Psychologist**  
Role: Transport for London Account Manager

**REDACTED Chartered Occupational Psychologist**  
Role: Lot 1 High Volume Lead Consultant

### **Attachment 3 – Special Terms and Conditions – Call Off**

REDACTED