

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

## Order Form

CALL-OFF REFERENCE:	<b>TIS0666</b>
THE BUYER:	<b>The Insolvency Service</b>
BUYER ADDRESS	<b>16<sup>th</sup> Floor, 1 Westfield Avenue Stratford, London, E20</b>
THE SUPPLIER:	<b>Conexia Limited trading as Peregrine</b>
SUPPLIER ADDRESS:	<b>Golden Cross House 8 Duncannon Street London WC2N 4JF</b>
REGISTRATION NUMBER:	<b>239606200</b>

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 27<sup>th</sup> October 2023.

It's issued under the Framework Contract with the reference number RM6229 Permanent Recruitment 2 (Lot 2) for the provision of a Commercial Permanent Recruitment Campaign.

CALL-OFF LOT:  
LOT 2 RM6229 Permanent Recruitment 2

## 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. 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 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data)
  - Call-Off Schedules for **RM6229**
    - Call-Off Schedule 1 (Transparency Reports)
    - Call-Off Schedule 2 (Staff Transfer)
    - Call-Off Schedule 3 (Continuous Improvement)
    - CCS Core Terms (version 3.0.11)
4. 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:

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None

CALL-OFF START DATE: 20<sup>th</sup> November 2023

CALL-OFF EXPIRY DATE: 19<sup>th</sup> November 2024

CALL-OFF INITIAL PERIOD: Twelve Months

EXTENSION PERIOD: An option to extend for a further six months to 16<sup>th</sup> May 2025 subject to the relevant approvals being obtained.

## **CALL-OFF DELIVERABLES**

The Supplier will provide the Buyer with a permanent recruitment Service which aligns to Civil Service Jobs (CSJ) and is compliant with the Civil Service Commissioner's rules around fair and open competition.

The Supplier will interface to CSJ for the application management process. The Supplier shall deploy a solution to provide a uniformed journey for each applicant through a bespoke process designed in partnership with The Buyer. This shall include the provision of a landing page and ensuring all application routes lead back to a Supplier microsite where the candidate completes a single application to avoid duplication of effort and confusion for the applicants.

The Supplier will provide a recruitment service that provides the Buyer with a shortlist of suitable candidates that meet the job vacancies that are provided by the Buyer.

The Supplier will provide an experienced team of specialist recruiters who will utilise their experience and insight into the Commercial recruitment marketplace to proactively manage the attraction of suitably qualified and experienced candidates.

The Supplier will develop a full understanding of the requirements through a vacancy briefing with the Hiring Manager (HM).

The Supplier will define and deliver the active and passive talent acquisition methodologies needed to attract the right candidates.

The Supplier will provide a case manager to manage our requirements so that our suite of vacancies can be view holistically and as part of a wider piece.

The Supplier will complete the initial Sift of Applications, applying the agreed Sift criteria to complete the scoring. The Supplier will provide the Buyer with the shortlist of anonymised CVs and scoring for all Candidates with detailed justification and rationale for that score Scores.

All candidates, irrespective of whether their application is ultimately successful or unsuccessful will be provided with feedback and objective reasons for the decision. The Supplier will provide the Buyer with the relevant Supporting detail to support this.

The Buyer has an immediate requirement for the recruitment of a C2 Commercial Business Partner within the IT & Licencing Category.

A further 5 roles may be required during the next 6-12 months. This may be a mix of both C2 Commercial Business Partners and B2 Commercial Apprentices.

The Salary Bands for these two Grades are:

Role & Grade	London Salary	National Salary
C2 Commercial Business Partner	£43,856	£41,880
B2 Commercial Apprentice	£31,730	£28,842

The Buyer offers a Recruitment & Retention Allowance for the C2 Grade of up to £5,150 per annum. This is subject to Qualifications for Chartered Institute of Purchase & Supply (MCIPS) & Contract Management Capability Programme Practitioner Level.

### **Delivery of Services**

**REDACTED**

### **Suppliers Responsibilities**

The Supplier will work in partnership with the Buyer with the approach being to suggest the responsibilities of both the supplier and the Buyer. The Supplier will be flexible and take on any additional responsibilities that the Buyer thinks relevant that are practical to ensure it delivers added value.

The Supplier will ensure that it effectively fills the roles that are assigned to it, at the same time as providing a great candidate and hiring manager experience, and the Buyers perception being that the Supplier has provided value for money.

The Supplier will ensure that all recruitment activity is conducted in line with the Civil Service Commissioners Recruitment Principles, and that any positive action initiatives that the Buyer operates, such as Disability Confident or a great place to work for veterans' schemes, are applied correctly.

The Supplier will ensure that recruitment activity contributes to the Buyers diversity and inclusion strategy. This will include ensuring that:

- all attraction messages/content are inclusive

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

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- the online application process is fully accessible
- wide, far reaching attraction activity is implemented to generate as diverse pool of suitable candidates as possible

The Supplier will ensure campaigns are delivered in line with GDPR as data assurance good practice.

Specific supplier responsibilities on a campaign level include:

- consultancy regarding how recruitment activity for commercial roles can contribute to the overarching Insolvency Service D&I strategy
- share learning from experience recruiting for similar roles for public sector organisations
- come up with solutions to potential challenges, e.g. salaries not being aligned with similar roles in the private sector
- provide market insight, including bespoke research relating to specific roles prior to individual briefing meetings with hiring managers
- work with the Buyers hiring managers to develop an employee value proposition that will effectively promote the organisation, the role, and resonate with suitable candidates
- turn job description from dry content into candidate friendly candidate packs and effective advertising copy/collateral
- produce compelling content and great candidate and hiring manager experiences via campaign microsite and hiring manager portal
- conduct search and direct sourcing campaigns
- provide an online application and candidate communications process that provides a great candidate experience
- provide a candidate helpline and access for candidates to have a 1:1 discussion regarding opportunities and to find out more
- communicating effectively with candidates in a timely manner
- conduct long/shortlist activity
- facilitate interview booking
- make conditional offers to successful candidates

- provide developmental feedback to all candidates
- data transfer of personal details for successful candidates
- produce end of campaign report that captures lessons learnt, feedback from candidates, and full analysis of diversity data
- provide the Buyer with regular progress reports

## **REDACTED**

### **Buyer's Responsibilities**

The Buyer shall be responsible for:

- Defining the essential and desirable criteria for the roles;
- Validating all scores provided by the Supplier during the Sift stage;
- Instructing the Supplier with regards to which Candidates to invite to Interview;
- Conducting all final Interviews with candidates who pass the Sift;
- Finalise agreed process with the Supplier to ensure process is streamlined and compliant with CSJ & the Civil Service Commissioner's rules around fair and open competition.
- For the initial campaign needing to go live in early November, to be available to meet quickly after contract award and provide fast sign off campaign materials
- Commit to briefing meetings at the start of each assignment and share details of what has worked/not worked when the Buyer has previously recruited for commercial professionals
- Look to work in partnership with the Supplier
- Provide information the Supplier will need, e.g. brand guidelines for microsite build, diversity strategy, etc.
- Review long/shortlist in a timely manner, providing clear developmental feedback for candidates
- Provide availability for interviews at the start of the campaign

- Provide a clear write up of interview decisions
- Provide open and honest feedback regarding the service from the supplier

### **Key Milestones**

The Supplier must note the following project milestones that the Buyer will measure the quality of delivery against:

REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED

### **Contract and Service Management**

This contract will be in line with The Buyer's contract management policy and the Supplier will be required to attend contract meetings as required and provide Management Information.

The Supplier must be available for weekly checkpoints to update the Buyer on the Services progress. These will:

- provide progress updates
- monitor risks and issues
- ensure clear communication.

## **Reporting**

The Supplier will provide intuitive, action-oriented reporting to support in simplifying hiring decisions and optimising the recruitment process. This shall include as a minimum:

- Number of applications per campaign
- Diversity data through each stage of the process
- Pass / fail rates at each stage
- Time elapsed between stages
- Candidate 'funnel' overview of pipeline of candidates
- Media sources
- Media source by job title



## **Quality**

The CVs supplied by The Supplier will broadly align with the vacancies provided by The Buyer. Any situation where the candidate's credentials does not fully match with the vacancy will be highlighted by the Supplier for discussion ahead of that candidate being put forward to CSJ.

## **Security Requirements**

The Supplier shall be responsible for pre-employment checks which shall include conducting Screening to provide digital right to work and baseline security checks following acceptance of offer

## **Intellectual Property Rights (IPR)**

All documentation and resource produced by the Buyer and used during execution of the contract will remain the property of the Buyer.

## **Payment**

The Insolvency Service recognises the importance of prompt, fair and effective payment in all businesses. Being paid promptly for work done ensures businesses have a healthy cash flow. In accordance with the Regulations, the Insolvency Service includes 30 calendar day payment terms in all new public sector contracts and will work with contracted suppliers to ensure that this payment term is passed down the supply chain.

To support this commitment, the Insolvency Service does with effect from the 12<sup>th</sup> April 2023, operate a No PO (Purchase Order) No PAY (Payment) policy. All Invoices must comply with the No PO No Pay Policy to be considered valid and be paid and we are encouraging all suppliers to adopt to this approach before the 12<sup>th</sup> April 2023.

A valid Supplier Invoice shall include the following:

1. Valid Insolvency Service Purchase Order Number;
2. Insolvency Service Contract Reference Number (if applicable);

3. Invoice must accurately map to the line items within the Purchase Order, i.e. Line Descriptions, Number of Units and Unit Price.

The Insolvency Service may make reasonable changes to its invoicing requirements during the Term of the contract by providing 30 calendar days written notice to the Supplier.

Please note that Payment Terms, notably lead times for payment of invoices, shall be directly tied to the No PO, No Pay Policy, with Supplier Invoices requiring a valid Insolvency Service PO number to be accepted and paid. Those without a valid PO number may be returned to the Supplier. In such cases, the lead time for payment of invoices shall not begin until a valid PO is received.

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.

### **Location**

Successful candidates will be able to work from one of The Buyers 11 regional offices (Birmingham, Cardiff, Croydon, Edinburgh, Exeter, Ipswich, Leeds, Manchester, Newcastle, Nottingham and Stratford) and will be offered a hybrid working arrangement allowing for a 60/40 split between home and the office.

Recruitment process required to link recruitment agency to Civil Service Jobs

**REDACTED**

### **Continuous Improvement**

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

## Sustainability & Social Value Opportunities

Government has made clear its determination to tackle modern slavery crimes, referring to them as “the greatest human rights issue of our time”. To tackle these crimes, the Modern Slavery Act 2015 was introduced, the Act consolidated and clarifies modern slavery offences, toughens penalties and prosecution, and introduces great support and protection for victims. The Government and its Central Government Departments have committed to voluntarily publish Modern Slavery Statements setting out actions taken, and plans in place, to identify, tackle and prevent modern slavery in Government supply chains. Government published their first statement in April 2020.

Modern Slavery is a global problem and is thought to be prevalent in the UK and can occur in any business sector. The Modern Slavery Helpline has been established which provides information and advice about modern slavery, it operates a 24-hour telephone reporting line and an inline reporting function through the website.

Website: [modernslaveryhelpline.org](https://modernslaveryhelpline.org)

Modern Slavery Helpline: 08000 121 700

The supply chain we rely on is global, as well as the risks within the UK we must understand the global risks relating to our Procurement activity. We need to work with our suppliers to map our supply chains, understand where Modern Slavery risks lie and work together to address these. Details of any specific requirements in relation to Modern Slavery will be set out further in this statement of requirements below and aligned to our Terms and Conditions of Contracts. While questions relating to Modern Slavery are included in the Standard Selection Questionnaire, suppliers or supply chains with high-risk supply chains may be required by the Buyer to complete the Modern Slavery Assessment Tool (MSAT), updating their response regularly with any changes. The Supplier must work pro-actively with the Buyer to address actions highlighted by the MSAT report generated by the assessment to agreed timescales throughout the life of the contract.

## Staff and Customer Service

The Supplier's shall proactively seek to continually improve contract performance and processes through proactively encouraging feedback, regularly collating feedback from hiring managers, relevant stakeholders, applicants, and candidates to identify further improvements; conducting satisfaction surveys; learning from experience and implementing new ideas, innovation and best practice gained from industry and other parts of The Supplier's business. Continuous improvement will also be a standing agenda point at review meeting.

#### Maximum Liability

Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than 100% of the Estimated Yearly Charges.

The Supplier's liability for Data Protection shall not exceed £1 million.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £31,375.94.

This is a Maximum Value calculated on the following:

#### Insolvency Service Current Salaries:

	Salary
B2 LONDON	£31,730
C2 LONDON	£43,856
B2 NATIONAL	£28,842
C2 NATIONAL	£41,880

**REDACTED**

**Maximum Contract Value: £31,375.94**

#### CALL-OFF CHARGES

**REDACTED**

#### REIMBURSABLE EXPENSES

None

**PAYMENT METHOD**

BACS

**BUYER'S INVOICE ADDRESS:**

Payments@insolvency.gov.uk

The Buyer has a No PO (Purchase Order) No PAY (Payment) policy.

All Invoices must comply with the No PO No Pay Policy to be considered valid and be paid.

A valid Supplier Invoice shall include the following:

1. Valid Buyer Purchase Order Number;
2. Buyer Contract Reference Number (TIS0650);
3. Invoice must accurately map to the line items within the Purchase Order, i.e. Line Descriptions, Number of Units and Unit Price.

The Buyer may make reasonable changes to its invoicing requirements during the Term by providing 30 calendar days written notice to the Supplier.

Please note that Payment Terms, notably lead times for payment of invoices, shall be directly tied to the No PO, No Pay Policy. Those without a valid PO number may be returned to the Supplier. In such cases, the lead time for payment of invoices shall not begin until a valid PO is received.

**BUYER'S AUTHORISED REPRESENTATIVE**

**REDACTED**

Commercial Business Partner

**REDACTED**

3<sup>rd</sup> Floor Cannon House, 18 Priory Queensway, Birmingham, B4 6FD

**SUPPLIER'S AUTHORISED REPRESENTATIVE**

**REDACTED**

**REDACTED**

Golden Cross House, 8 Duncannon Street, London, WC2N 4JF

**PROGRESS REPORT FREQUENCY**

**PROGRESS MEETING FREQUENCY**

On the first Working Day of each calendar month

Framework Ref: RM6229

Project Version: v1.0

Model Version: v3.8

**KEY STAFF**  
**REDACTED**

Head of Commercial  
**REDACTED**

**KEY SUBCONTRACTOR(S)**  
None

**COMMERCIALLY SENSITIVE INFORMATION**  
Not applicable

**SERVICE CREDITS**  
Not applicable

**ADDITIONAL INSURANCES**  
Not applicable

**GUARANTEE**  
Not applicable

**SOCIAL VALUE COMMITMENT**  
Not applicable

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	

**Appendix A**  
**Request for Proposal**

**Request for Proposal – Issued by The Buyer on 28/09/23**

TIS0666 Appendix A Statement of Requirements:

**REDACTED**

TIS0666 Appendix B Supplier Briefing Pack:

**REDACTED**

TIS0666 Appendix C Response Guidance:

**REDACTED**

TIS0666 Appendix D Price Schedule:

**REDACTED**

**Response to Request for Proposal – Received from The Supplier on 12/10/23**

TIS0666 Appendix C Response Guidance -Conexia:

**REDACTED**

TIS0666 Appendix D Price Schedule –Conexia:

**REDACTED**





**Appendix B**  
**Role Requirements**

**REDACTED**

**REDACTED**