

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

Order Form

CALL-OFF REFERENCE: **PR 2022 135**

THE BUYER: The Crown Prosecution Service

BUYER ADDRESS 102 Petty France
London
SW1H 9EA

THE SUPPLIER: Experis Limited

SUPPLIER ADDRESS: Second Floor, 6 New Bridge Street
London
EC4V 6AB

REGISTRATION NUMBER: 02114287

DUNS NUMBER: 

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated **11 January 2023**. It is issued under the Framework Contract with the reference number RM6229 for the provision of Permanent Recruitment Services

CALL-OFF LOT(S):

Lot 2: Non-Clinical General Recruitment

CALL-OFF INCORPORATED TERMS

The following documents and Call-Off Schedules are incorporated into this Call-Off Contract (Source is <https://www.crowncommercial.gov.uk/agreements/RM6229>).

Where Schedule numbers are missing, those Schedules are not being used in this Call-Off Contract. 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 11 (Processing Data)

Identity of the Controller and Processor:

With respect to Joint Schedule 11, the Parties acknowledge that for the purposes of the Data Protection Legislation the Parties are independent controllers of Personal Data under this Call off Contract.

The Buyer's Data Protection Officer is:

[REDACTED]

The Supplier's Data Protection Officer is:

[REDACTED]

- Call-Off Schedules for [RM6229](#)
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 4 (Call off Tender) Expressly included in this Call-Off Contract.
 - Call-Off Schedule 5 (Pricing Details) - Expressly included in this Call-Off Contract.
 - Call-Off Schedule 7 (Key Supplier Staff)

Key Supplier Staff is:

[REDACTED]

- Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
- Call-Off Schedule 9 (Security)
Security representative of the Buyer

[REDACTED]
[REDACTED]

Security representative of the Supplier:

[REDACTED]
[REDACTED]

- Call-Off Schedule 10 (Exit Management)
- Call-Off Schedule 14 (Service Levels)
In addition to this Schedule 14, the Supplier shall meet the Performance Monitoring and KPIs requirements as detailed in Appendix 1 Statement of Requirements to this Call-Off Contract (section 4.65).

Candidates who have already applied to the Buyer's campaign independently will not count towards the Suppliers performance targets, if they are referred later.

- Call-Off Schedule 15 (Call-Off Contract Management)
In addition to this Schedule 15, the Supplier shall meet the Contract Management and Reporting requirements stipulated in Appendix 1 Statement of Requirements (section 4.66 to 4.76).

The Supplier shall attend contract management meetings with the Buyer's commercial team at a frequency agreed with the Supplier once the contract has commenced as per Call-off Schedule 14. 4.66. These meetings will be different to the day to day operational contract management meetings will be undertaken by the Buyer's Strategic Resources Team.

- Call-Off Schedule 16 (Benchmarking)

- CCS Core Terms (version 3.0.11)

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:

Nothing contained in this Contract shall prevent the Authority from employing some person other than the successful Potential Provider(s) to supply services of the same type as those which are the subject of the Contract if the Authority shall in its

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discretion think fit to do so. The Authority is not obligated to use the awarded Potential Provider and is not committed to spend to any amount.

CALL-OFF START DATE: **12 January 2023**

CALL-OFF EXPIRY DATE: **30 September 2025**

CALL-OFF INITIAL PERIOD: **33 Months**

CALL-OFF DELIVERABLES

The Supplier shall deliver the service in accordance with Call-Off Appendix 1 – Statement of Requirements.

The Supplier shall strive to achieve an annual target of 25 Senior Crown Prosecutors and 25 Crown Prosecutors in accordance with the Buyer's delivery timescales, as agreed, with an emphasis of recruiting the majority of the roles, at the earliest part of the contract.

The Supplier shall also commit to deliver the added value services outlined in its tender response to the invitation to tender for this contract (as per Call-Off Schedule 4 – Tender Response), should the Buyer require the services to be delivered.

MAXIMUM LIABILITY

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

CALL-OFF CHARGES

As per Call-Off Schedule 5 (Pricing Details) which are fixed throughout the duration of the contract unless otherwise outlined in the Schedule 5 Pricing Details.

The Authority will pay complete fees at point of placement upon the candidate's successful completion of pre-employment checks. The Fee charged is a percentage of a candidate 12 month salary after the application of any relevant discounts outlined in Call-Off Schedule 5 (Pricing Details).

In the event that the customer cancels the recruitment requirement before the start date, no fee will be payable to the supplier. In the event that the supplier cancels the recruitment before the start date there will be no payment by the customer.

Any costs that are not included in the cost of the services agreed as part of the Schedule 5 Pricing Details for example 3rd party costs, shall be paid at the point the cost is incurred following the submission of a valid invoice to the supplier and is not dependant on the placement of successful candidates. Such costs where possible must be pre-agreed with the Buyer before they are incurred. The value of the contract is **capped at £2m + VAT**.

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REIMBURSABLE EXPENSES

None is permitted.

PAYMENT METHOD

The supplier will be paid electronically via BACs payment. Submitted invoices must include the purchase order number and must be accompanied by evidence of the candidates to which the invoice relates. Payment shall be made to the supplier no sooner than within 30 days of receipt of a valid invoice.

BUYER'S INVOICE ADDRESS:

The supplier shall submit invoices at the end of the completed campaign cycle to

[REDACTED]

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

[REDACTED]

[REDACTED]

2nd Floor, Walker House Exchange Flags, Liverpool L2 3YL

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

[REDACTED]

PROGRESS REPORT AND MEETING FREQUENCY

Weekly frequency with respect to the day-to-day operational matters and KPIS unless otherwise agreed with the Buyer's Authorised Representative. Progress reporting and submission of reports must be in strict accordance with agreed milestones.

COMMERCIALLY SENSITIVE INFORMATION

Supplier's Pricing

Supplier's Technical Tender Responses

SERVICE CREDITS

Not applicable.

ADDITIONAL INSURANCES

The Supplier shall effect and maintain policies of insurance as referred to in Joint Schedule 3 (Insurance Requirements) in accordance with the framework agreement.

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 outlined in Section 4.83 to 4.86 of Appendix 1 - Statement of requirements.

TERMINATION

As per section 10.2.2 of the Core Terms the Buyer has the right to terminate this Call-Off Contract at any time without reason by giving the Supplier not less than 90 days' written notice.

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:	Director	Role:	Chief Finance Officer
Date:	13 January 2023	Date:	13 January 2023

Appendix 1 - Statement of Requirements - Permanent Recruitment Services

This Appendix sets out the requirements and services that the Supplier will be required to deliver under this Call-Off Contract as was stated in the further competition invitation to tender.

1 Overview

- 1.1 The Authority requires two Suppliers to provide Permanent Recruitment Solutions to support the Authority's recruitment campaigns mainly through search activities to identify and supply talented and qualified professionals across a range of professions, with a primary focus on legal staff. There is also a requirement for the provision of full end to end recruitment activities on an adhoc basis as well as strategy and planning and international recruitment support.
- 1.2 This Statement of Requirement should be considered along with any other requirements set out in the Further Competition Invitation and explicitly as set out in the Schedule 1 Form of Tender, Schedule 3 Price Requirement and Response and Schedule 4 Call off Contract.
- 1.3 The headings in this Annex 1 are for ease of reference only and shall not affect the interpretation or construction of the Requirement or any Contract.
- 1.4 The aim of this procurement process is to establish a dual supply working with two Suppliers who share the values of the CPS and can work in partnership to advise, facilitate and support robust recruitment solutions and add to the campaign candidate pool already being recruited by the CPS.
- 1.5 Each Supplier will be awarded a separate contract with the Authority from January 2023 until September 2025 (33 months)

2 Introduction to the Crown Prosecution Service

- 2.1 The Authority is responsible for prosecuting most cases heard in the criminal courts in England and Wales. It is led by the Director of Public Prosecutions (DPP) and acts independently on criminal cases investigated by the police and other agencies.
- 2.2 The Authority has more than 6,000 highly trained staff whose duty is to make sure the right person is prosecuted for the right offence, and that trials are fair so that offenders are brought to justice whenever possible. We are proud to be recognised as a leading employer, committed to supporting a diverse and inclusive workforce that reflects the community we serve.
- 2.3 The Authority:
 - (a) decides which cases should be prosecuted – every charging decision is based on the same two-stage test in the Code for Crown Prosecutors.
 - (b) determines the appropriate charges in more serious or complex cases and advises the police during the early stages of investigations.
 - (c) prepares cases and presents them at court; and
 - (d) provides information, assistance and support to victims and prosecution witnesses.

How we are organised and operate

- 2.4 The Authority operates across England and Wales, with 14 regional teams prosecuting cases locally. Each of these 14 Authority Areas is headed by a Chief Crown Prosecutor (CCP) and works closely with local police forces and other criminal justice partners.
- 2.5 Authority Areas deal with a wide range of cases. The majority are less serious cases and are heard in the magistrates' courts, while the most serious cases are heard in the Crown Court. Authority Direct, with prosecutors based across England and Wales, provides charging decisions to police forces and other investigators 24 hours a day, 365 days a year.
- 2.6 There are also three Central Casework Divisions which deal with some of the most complex cases we prosecute. They work closely with specialist investigators from a range of organisations, including the National Crime Agency, HM Revenue and Customs and the Independent Police Complaints Commission, as well as with police forces across England and Wales.
- 2.7 These three specialist divisions, each headed by a Head of Division (equivalent to a CCP), are:
- 2.7.1 International Justice and Organised Crime Division.
 - 2.7.2 Special Crime and Counter Terrorism Division; and
 - 2.7.3 Specialist Fraud Division.
- 2.8 In addition, the Authority's Proceeds of Crime is a dedicated division responsible for all restraint, enforcement, and serious confiscation work. All operational divisions are supported by our headquarters directorates.

Our values

- **We will be independent and fair**
We will prosecute independently, without bias and will seek to deliver justice in every case.
- **We will be honest and open**
We will explain our decisions, set clear standards about the service the public can expect from us and be honest if we make a mistake.
- **We will treat everyone with respect**
We will respect each other, our colleagues, and the public we serve, recognising that there are people behind every case.
- **We will behave professionally and strive for excellence**
We will work as one team, always seeking new and better ways to deliver the best possible service for the public. We will be efficient and responsible with tax-payers' money.

Equality and inclusion

- 2.9 The Authority's commitment to inclusion and equality is at the heart of how we work, underpinned by The Equality Act 2010. It is important to us both as an employer and in the way we approach our responsibilities as a prosecuting authority. The two are closely linked – supporting a diverse workforce allows us to provide a better service to the public.

- 2.10 We also value the insight we get from engaging directly with the communities we serve, who provide welcome scrutiny of our work. This inclusive approach means that:
- Effective community engagement builds greater trust with the public, higher victim and witness satisfaction, and better-informed prosecution policy and practice
 - The Authority has an inclusive culture, reflected in a diverse workforce, locally and nationally, and at all levels of the organization
 - By opening the Authority and acting on input from diverse communities, we aim to inspire greater confidence in our work, from witnesses and victims, resulting in improved prosecution outcomes. The Authority was set up in 1986 to prosecute criminal cases investigated by police in England and Wales.

3. Overview of the Requirement

Background

- 3.1 The Spending Review 2021 provided the Authority with a significant uplift in funding over the next 3 years. This funding increase has allowed the Authority to take steps to implement the ambitious CPS 2025 strategy, including addressing the significant prosecution workload pressures and Rape and Serious Sexual Offences (RASSO) prioritization. In addition, there is planned growth in the digital capability which will include an increase in digital professional roles as the Authority looks at the potential of bringing a number of digital programmes 'in house'. Equally there is some expected growth in a number of other core professions such as commercial and finance.
- 3.2 The strategic aims as set out in CPS2025 Strategy and are as follows:
- Our People are at the heart of everything we do.
 - Our digital capability enables our success.
 - Through our strategic partnerships, we shape a legal, policy and operating framework that facilitates our core role: independent and fair prosecutions.
 - High standards of casework quality are essential to delivering justice. We work with partners across the criminal justice system to make the public safer.
 - Everyone at CPS plays their part in delivering every strategic aim. Everything we do contributes to the ultimate goal of building public confidence through delivering services that are fair and understood by all communities.
- 3.3 With operational recovery as a priority following the backlogs caused by the Covid-19 pandemic and additional legal roles being needed to support the increased number of RASSO prosecutions, the Authority has been allocated additional funding as part of the spending review to recruit more prosecutors at a variety of grades.
- 3.4 The Authority budget phasing requires a front loading of this legal resource in financial year 22/23 which, including attrition, means the Authority plans to recruit circa 715 legal people within this financial year, 350 of which are Senior Crown Prosecutors (SCP) and 310 Crown Prosecutors (CP) through quarterly volume campaigns and a rolling recruitment programme. There is the expectation however, that campaigns run from 9th January 2023 will result in candidates starting in early Q1 of 23/24.
- 3.5 The Authority has been actively recruiting lawyers, predominantly at SCP and CP grades through national volume campaigns since 2016/17. The Authority expects to grow by an additional 5% spread across 23/24 and 24/25, predominantly made up of

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legal roles and digital roles, as well as whatever surplus remains from the initial 15% growth planned in for 22/23.

- 3.6 The Authority will schedule up to 4 campaigns a year (one per quarter) to recruit into its legal roles with campaigns for the other core professional roles being run on a need only basis. Previous legal campaigns have generated approximately 150-200 applications with a third of candidates being offered roles. On average it takes approximately 6 months from advert to start date due to references, notice periods and security clearance. The frequency of campaigns for other job roles will be specific to the role being recruited.
- 3.7 The end-to-end recruitment process for Senior Crown Prosecutors and Crown Prosecutors has recently been reviewed. Changes have been made to reduce the time to recruit such as a simplification of the application process which includes written submission via a CV, a legal assessment and an interview. A reduction in employee references required has been implemented. However, over the course of campaigns from January 2022 to July 2022 we have seen diminishing numbers in quality candidates, with an increase in failure of the legal assessment and a greater number of withdrawal or non-attendance at interview.
- 3.8 The recruitment market has changed since the Authority originally began utilizing volume recruitment to fulfill core roles and undertaking 15% growth. There are now more people than there are jobs, which means the Authority is trying to recruit in a passive market. This added challenge means the Authority needs to be more creative and innovative to fulfill the ambitious resourcing targets for 22/23, particularly for hard to recruit professions, like legal, and hard to recruit to locations such as East of England or West Midlands, as well as the further 5% growth expected over 23/24 and 24/25.
- 3.9 It is anticipated that all the Authority Areas will have a recruitment need. The Authority operates flexible working opportunities and has also established remote teams to support those Areas who have geographical difficulties in recruiting sufficient numbers of legal roles. However due the nature of the role, location of the candidates relevant to the areas is important. Figure 1 below illustrates the regional structure of the Authority by area;

Figure 1: Diagram of CPS Regional Structure



- 3.10 In addition to the legal roles, the Authority is seeking to recruit a number of other core professional roles across the business in areas such as commercial, finance and digital and data, the type and specific numbers of these roles are still to be determined. These campaigns are likely to be on an adhoc basis and will be for roles that are traditionally more difficult to recruit to within the public sector.
- 3.11 The Authority is bringing a number of core digital activities and programmes in house, which means there is a requirement to increase the skills and capacity within the Authority to accommodate this ambition. Furthermore, there are a number of significant cross criminal justice system programmes of activity, such as Case Management System Transformation, which require skills and experience that has been difficult to recruit into. Typically, current recruitment actions for posts such as this have resulted in 2 or 3 applications, and a number of poor-quality candidates, leaving critical posts unfilled.
- 3.11. The CPS finance function is growing over the next 12 months, including a number of leadership posts which the Authority may need support to ensure we are attracting the best quality candidates from the market.

4 Scope of the Contract

- 4.1 Given the numbers of vacant legal roles, as well as the overall planned 15% growth of the organisation as above, it will be challenging for the Authority to recruit the number of staff it requires. For 23/24 and 24/25 there is a further 5% growth, on top of any surplus not met by the initial 15% growth, which is challenging should recruitment markets remain they are currently. Therefore, the Authority is seeking to create a support contract with dual supply through the appointment of two suppliers to this contract to assist in complimenting the Authority's external recruitment campaigns, to provide an additional high quality candidates to add to the pool being recruited by the CPS
- 4.2 There are three elements to the contract;
- Support to periodic volume campaigns primarily but not exclusively for legal roles
 - Support to a rolling recruitment programme primarily but not exclusively for legal roles
 - Support to Adhoc specialist campaigns such as but not limited to digital roles
- 4.3 The Authority's Strategic Resourcing Team (SRT) is based in Liverpool and is responsible for providing a recruitment service to all business teams across the Authority and has particular responsibility for national recruitment campaigns. The Supplier will be required at all times to work in partnership with the SRT who will lead and manage all campaigns.
- 4.4 Nothing contained in this contract shall prevent the Authority from employing an agency other than the successful Potential Provider(s) to supply services of the same type as those which are the subject of the Contract if the Authority shall in its discretion think fit to do so. The Authority is not obligated to use the awarded Potential Provider, is not committed to spend to any amount and is not guaranteed to run campaigns to the full term of the contract. The Authority shall pay on delivery only and shall access the contracts as the need arises in order to fulfil its strategic objectives.

Services

- 4.5 The main service required will be Candidate Identification and Attraction activities as defined in the CCS Permanent Recruitment 2 RM 6229 framework agreement. Additionally full end to end recruitment services 'core services' as defined in the framework agreement may also need to be provided where necessary and 'non-core' services as defined in the framework may be required as necessary from time to time with a focus on international recruitment and strategy and planning.

Candidate Identification and Attraction (Search Activity)

- 4.12 The Supplier shall be primarily responsible for identifying eligible candidates and undertaking the appropriate due diligence of suitability and skills matching against the role specifications and requirements, before arranging for these candidates to be added to the Authority recruitment process.
- 4.13 The Supplier shall work closely with the Authority and especially the SRT team to replicate the requirements and needs, identified as per the job roles identified and shall:
- Provide effective campaign management and support services, with clear lines of communication and identified points of contact.
 - Provide a thorough response handling and feedback service as required e.g. notification of successful/unsuccessful applications, providing candidate feedback, campaign debriefs and lessons learned.
 - Ensure a full audit trail to support actions & decisions, available at request within 48 hours.
- 4.14 Though the Authority SRT team will manage the end-to-end administration of the recruitment cycle, the Supplier may be required to carry out the full end to end recruitment process for assigned job roles as directed by the Authority. Such activities may include facilitation of interviews, involvement in delivering assessments, interviewing or offering roles, outside of directly providing SRT with CVs from appropriate candidates.

Expectations of the Supplier

- 4.15 It is expected that the Supplier will use innovative recruitment methods to fulfill the delivery of the contract. Given the significant recruitment volume for legal professions, as well as a number of hard to recruit to core professions, it is critical for the Supplier to be maximising the likelihood of recruiting quality candidates.
- 4.16 It is expected that the Supplier shall be able to deliver, in addition to the usual recruitment search, more specific talent acquisition services, including but not limited to the following:
- 4.16.1 Provide a headhunting service for legal professionals by using a robust network and detailed understanding of the legal market across England and Wales.
 - 4.16.2 Work with candidates throughout the process to support success of individuals.
 - 4.16.3 Work closely with SRT and Areas on campaign delivery, management and support services such as pre campaign pre-briefings with local Areas and SRT staff.
 - 4.16.4 Pre sifting all candidates prior to application to ensure eligibility and understanding of process before arranging for them to be added to recruitment process.

- 4.17 It is imperative that all candidates referred are of a high quality and meet all the recruitment standards and requirements for the job vacancy as a minimum. The Supplier is required to ensure that they have robust processes in place and undertake appropriate due diligence to ensure that candidates are suitably qualified and are referred for the appropriate level of role and are capable of passing the relevant legal assessments.
- 4.18 The Supplier must also ensure that the candidates referred are committed to the recruitment process and shall not fail to attend appointments virtual or in-person as necessary. In the event that a candidate is unable to make an appointment, the Supplier shall be proactive in ensuring that the Authority is notified in good time to be able to re-allocate the appointment to another candidate as applicable and a clear reason is provided.
- 4.19 There will be no maximum number in respect of candidates that can be put forward by the Supplier at any one time. Although we are seeking a significant volume of candidate's quality should not be compromised and all candidates must be eligible and suitable in line with the eligibility requirements of the job descriptions (See Annex 2). (Please note that job descriptions are subject to change from time to time at the discretion of the Authority). The Authority and the Supplier will agree the expected target quota of prospective candidates that should be put forward for each campaign and reporting is expected against those targets (see KPI section 4.62 below). Estimated target quantities for specified job roles have been included in the tender and do not indicate any committed volumes through this contract in line with all framework agreements. Actual targets may be adjusted and agreed where required for each campaign.

Supplier Experience

- 4.20 All agents working on the contract should be able to conduct the 'Search Activities' including initial informal interviews in the areas as required.
- 4.21 The Supplier shall have experience of working with the either the Crown Prosecution Service or an organisation of a similar sized headcount (of approximately 6,000 people) within the Public Sector in the past 12 – 18 months..
- 4.22 The Supplier shall have past experience of recruiting in these specific areas and/or professions:
- Public Sector appointments including Civil Service,
 - Legal, with specific experience recruiting into criminal law positions, particularly for the Senior Crown Prosecutor Roles where criminal law experience is required. Crown Prosecutors may be recruited from any legal background.
 - Finance
 - Commercial
 - Digital
- 4.23 The Supplier shall have capacity to recruit into legal and core profession within the 14 areas where the CPS is located (<https://www.cps.gov.uk/about-cps/cps-areas-cps-direct-cps-central-casework-divisions-and-cps-proceeds-crime>).

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- 4.24 The Supplier must also have suitable legal networks, access to databases and local intelligence, connections and legal contacts nationwide but with particular focus on the following areas:
- East of England – particularly Norwich and Ipswich
 - East Midlands
 - South West
 - Wessex
 - West Midlands
 - Wales
 - Yorkshire and Humberside.
- 4.24 The Supplier must have networks for the other core professions across England and Wales and may draw candidates from the public or private sector where there is relevant experience will be considered which applicable.
- 4.25 The Supplier must have ability to develop/source networks and contacts in locations outside England and Wales – more specifically Scotland, Northern Ireland, as well as Australia, and New Zealand in accordance with the non-core service option and as referenced below.
- 4.26 The Supplier must have the ability to provide innovative advice and support around process, procedure and market engagement to ensure the Authority are maximizing each recruitment campaign.

Campaigns

- 4.27 Regardless of the type of campaign and before campaigns go live, an initial campaign meeting will be required with each Supplier to ensure the Supplier and the SRT are both clear on the aspirations for each campaign as directed by the SRT and based on market insight provided by the Supplier where applicable. This will include, but is not limited to;
- outlining campaign process
 - an engagement plan with key stakeholders from the relevant areas or directorate around any target geographical areas or bespoke requirements or any other elements needed for the particular campaign and,
 - agreeing targets for candidate numbers
- 4.28 The Authority SRT and the Supplier will have meetings on an individual basis with each Area Business Manager (ABM) to help the Supplier understand the nuances of each area and the expectations ABMs have of the candidates. The Supplier will be required to participate in these meetings and in turn may be required to engage with staff from each geographical area prior to any campaign starting to get a further assessment of needs, discuss potential market concerns and offer advice around local engagement for the area staff to complete to support live campaigns.
- 4.29 The CPS will advertise via its campaigns so separate advertising will not be required, although may be permitted. The SRT will share marketing materials for the relevant campaigns prior to the Supplier beginning work on the campaign and set up meetings (likely to be weekly) for the duration of the campaign to ensure ongoing understanding of the Authority's needs and monitoring of the campaign.

Volume Campaigns

- 4.30 Volume campaigns will run each quarter, at the Initial Campaign Meeting as above, the SRT and the Supplier will agree the focus for the campaign and target candidate

numbers. The Authority may allocate different locations for each Supplier to recruit from, however this is not guaranteed and will be executed only where practicable. The Authority reserves the right to direct Suppliers to target the recruitment to the same locations according to the needs of the Authority for each campaign.

- 4.31 The Supplier will be responsible for supplementing the national legal campaigns by providing Search services. The Supplier shall identify eligible candidates and undertake the sift (sift criteria to be provided) against the role specifications. The Supplier will feed in through applications via a dedicated email address monitored by SRT who will manually include candidates within the recruitment process.
- 4.32 Each campaign and recruitment cycle shall follow the below general format with approximate timelines:

Table 2 Campaign and Recruitment Cycle

Campaign Stage	Timescales
Advertisement and search activity	2-4 wks
Sifting activity(Authority), suitability and qualification checks, legal assessments, interview, Job offer	5-6 weeks
Notice Period	4-12 weeks
Onboarding process	4 weeks

- 4.33 The Authority will expect the Suppliers to focus its candidate search effort in the early advertising stages of the campaign in order to achieve its targets.
- 4.34 Following campaigns, the Supplier will provide a full report on performance including any lessons learnt and actions that can be considered for future campaigns. This will be discussed at a Post Campaign Meeting and may include senior SRT stakeholders.
- 4.35 There will be no maximum number in respect of candidates that can be put forward by the Supplier at any one time (unless agreed at the Initial Campaign Meeting). Although we are seeking significant volumes, candidate quality should not be compromised and all candidates must be eligible and suitable in line with the eligibility requirements.

Rolling Campaigns

- 4.36 In addition to the Volume Campaigns as above and due to the number of roles required in the time frame, the Authority also requires a rolling recruitment service.
- 4.37 In this type of campaign, the Supplier will provide candidates on a rolling basis i.e. ongoing outside of the framework of the Volume campaigns. Candidates who meet the eligibility and quality requirements can be recommended by the Supplier via the dedicated e-mail address at any time but must indicate in the subject line of the e-mail the candidate is outside of the Volume Campaign.
- 4.38 The Authority will then ensure the candidate goes through a timely recruitment process to assure quality and competence that mirrors a typical recruitment process relevant to the post being recruited for.
- 4.39 Again, there will be no maximum number in respect of candidates that can be put forward by the Supplier at any one time (unless agreed at the Initial Campaign Meeting) for this type of campaign. However overall numbers will be monitored by the

SRT and the Suppliers will be advised when the overall targets have been fulfilled. Subject to overall targets being met the Authority reserves the right to pause and re-instate this service as necessary during the lifetime of the contract. Although we are seeking significant volumes, candidate quality should not be compromised and all candidates must be eligible and suitable in line with the eligibility requirements.

Adhoc Specialist Campaigns

- 4.40 The Supplier may be required to provide other legal candidates on an ad hoc basis as and when required when the Authority needs to recruit to roles that are more challenging recruit to such as:
 - 4.40.1 Legal Manager 1 – e.g Senior lawyer with significant managerial oversight such as a District Crown Prosecutor
 - 4.40.2 Specialist Prosecutor – e.g. Senior Lawyer with specialist focus such as serious fraud or organized crime.
- 4.41 In addition to the legal roles the following core professions may also be required to be recruited on an adhoc basis including but not limited to:
 - 4.41.1 Digital level
 - 4.41.2 Commercial
 - 4.41.3 Finance
 - 4.41.4 Policy
 - 4.41.5 Operational Delivery – including project/programme management and Private Office
 - 4.41.6 Communications
 - 4.41.7 Human Resources
 - 4.41.8 Security and Information Assurance
 - 4.41.9 Estates – including Health and Safety
- 4.42 The salary bands for each job role are in line with the CPS pay range document in Annex 3 – Pay Ranges.
- 4.43 These roles will typically be more technical/niche roles, such as Developers within the Digital profession, or harder to recruit roles or more senior roles such as ‘Head of’ for example Risk and Assurance.

Other Services

Advice

- 4.44 The Supplier shall as part of its standard service, provide an Advisory Service to the Authority regarding, but not limited to;
 - 4.44.1 improvements to the recruitment process and procedure, market engagement and approach for legal recruitment or other professional roles as required.
 - 4.44.2 general market insights, innovations and analytics to maximise candidate interest in the recruitment opportunity including:
 - 4.44.2.1 insight into the candidate market, any skills shortages, location and employer landscape, active and passive candidates in specific professions, diversity of candidates, comparative recruitment across sectors
 - 4.44.2.2 any risks that could result in a failed campaign or recruitment
 - 4.44.3 building the employer brand - increasing awareness of and promoting the employer and the profession, supporting us to develop our employee value proposition, outreach and network opportunities.
 - 4.44.4 advertising approach - bespoke job adverts developed in partnership with the Authority, media options including social media and digital campaigns.

Strategy and Planning

4.45 In addition to the standard service further specific services around strategy and planning may be required from time to time and are outlined below, and include but are not limited to;

4.45.1 For certain specialist roles, the Authority may need the Supplier to assist in a marketing and attraction strategy to help attract the most skilled and experienced candidates to apply for the role. This will include using insight gathered through focus groups, along with our current employee value proposition to develop campaign material.

International Recruitment

4.46 International recruitment may be required from time to time and are the requirements are outlined below, and include but are not limited to;

4.46.1 The Supplier may be required to identify eligible candidates and undertake an initial sift against the role specifications before arranging for these candidates to be added to the Authority recruitment process. CPS International Justice has a network of Criminal Justice Advisor (CJA) posts throughout the world, locations include but are not restricted to – North and South America, the Caribbean, Africa, Europe, the Middle East, and South Asia. In the case of legal recruitment, successful candidates must be a qualified solicitor or barrister within the UK and must hold a valid Practising Certificate for England and Wales; Scotland or Northern Ireland – or, if requested by The Authority, be open to relocated into the UK and converting their established legal qualification to ensure they are qualified to practise in England and Wales. Some of the posts require language skills. Where this is a pre-requisite, applicants offered a post, will be required to pass a written/oral language assessment before the offer of the post is confirmed.

4.47 The Supplier will be recruiting to and from the UK. Successful candidates who meet the criteria could be seconded out to a specific country from the UK, or relocated to the UK from elsewhere for work depending on business need. This will be outlined upfront before the commencement of campaign, including relocation package if applicable.

4.48 The Authority will conduct the language assessment as part of the interview stage but the candidate will be required to confirm that they can speak or write the language on their CV.

4.49 It would be desirable, but not essential, if the supplier had a network of lawyers already working over-seas.

Candidate Ownership

4.50 The Authority will advertise all job roles on the Civil Service (CS) Jobs Board. The Supplier is required to check with potential candidates whether they have already submitted an application via the CS Jobs Board to the CPS prior to submission to avoid duplication and issues with Candidate Ownership between the Supplier and the CPS.

4.51 The Supplier shall have the ability to track the time and date that a Candidate CV was submitted to the Authority.

4.52 The Supplier shall be required to notify the Authority of candidates that it wishes to be submitted via a designated email address. Once submitted, 'ownership' of that candidate

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will be checked against the Authority's records (CS Jobs Board) and subject to the candidate not already being in the system 'ownership' of the candidate will be assigned to the Supplier.

- 4.53 In instances of duplication between Suppliers 'owned' candidates are determined by application receipt time and date. For example if a CV is received by the CPS from one Supplier prior to any other supplier submitting the CV, this candidate will be considered 'owned' by the Supplier who submitted the CV first.
- 4.54 In the event of a situation where there is a dispute over candidate ownership, the Authority will have final determination in this matter and will not pay more than one Supplier for the candidate.
- 4.55 In the event of a situation where a candidate is found to be ineligible due to onboarding checks, such as failure to meet criteria to pass security clearance, the Authority will have final determination on this matter and will not pay the Supplier for recruitment of this candidate.
- 4.56 In the event of a situation where a candidate is found to have a conflict of interest with the receiving team, such as close relationship or family relation, the Authority will allocate the individual to another suitable role so far as this is reasonable and practicable to do so. If this is not possible, the Authority will be unable to offer a posting as it is against the Civil Service Code of Conduct, and therefore will not make any payment regarding that candidate. As such, any offer of employment will go to the candidate who is second in merit order for the original post recruited to.

Dispute over Candidates Ownership

- 4.57 In the event of a dispute with regards to candidate ownership, the Supplier will be required to notify the Authority and provide evidence to support their claim. The Supplier and the Authority representatives will meet as soon as is practical and no longer than 5 days from the notification to discuss and review the evidence and final determination shall be made by the Authority.
- 4.58 In the event that the Supplier does not agree with the determination of the Authority then the dispute shall be referred to the process as set out in the core terms of the framework agreement Clause 34 Resolving Disputes.
- 4.59 Any recruitment activity regarding any specific candidate which is under dispute may be suspended until resolution can be sort.

Calculation of Charges

- 4.60 The Supplier will be paid for each 'owned' candidate referred subject to the principles set out in the framework and as agreed in the call-off contract. In accordance with the framework Charges are a % of the starting salary of the candidate. The Authority will pay complete fees at point of placement upon the candidate's successful completion of pre-employment checks.
- 4.61 Pay Ranges - candidates will be paid in accordance with the Authority pay/salary Ranges as set out in Annex 3. The salary bands for the core professions and legal roles are most likely to fall into bands B3 to E (Civil Service SEO to Grade 6). Actual salary bands will be advised when more accurate information is available for each campaign or assignment at the Initial Campaign Meeting.

Application of Discounts

4.62 The Supplier will be expected to apply the discounts it has submitted within its tender proposal in accordance with the following as detailed within framework specification. The discounts required in this contract are as follows:

- Volume campaigns based on the number of job roles (Discount 1)
- Rolling campaigns based on the number of job roles (Discount 1) – to be reconciled on a monthly basis.
- Adhoc campaigns based on the number of job roles (Discount 1)

4.63 The Supplier should use innovation to increase the likelihood that discounts can be applied where relevant, as well as improve value for money as all money spent on these initiatives is public money. It is imperative that the Supplier can demonstrate value for money in any and all activities, as well as provide ideas and solutions that support appropriate spending of public funds.

Added Value

4.64 The Supplier will be expected to bring innovation to its contract delivery approach and provide added value services for which there will not be a charge. Innovation could include providing recommendations of changes to process, or other best practise delivery, based on the market and supply routes. Added value might include but is not limited to:

- Free training of 1 hr in diversity and inclusion within recruitment for up to 30 members of staff
- Attendance at industry seminars hosted at the Supplier's own premises or virtually
- Access to information, such as blogs, articles, and research, on relevant topics such as recruitment, retention, diversity, and inclusion
- Demonstrations of new technology or tools of relevant, such as market analysis tools.

Performance Monitoring and KPIs

4.65 The SRT will provide contractual oversight and will ensure quality standards are maintained. The following KPIs will be monitored throughout the life of the contract, in the main by SRT unless otherwise noted in the table for the Supplier.

Table 3 KPI's

<u>Service Activity</u>	<u>Description</u>	<u>Target Performance</u>	<u>How This will be measured.</u>
Email Response Times	This is a measure of the percentage of emails which have been responded to within 24hrs.	Within 24hrs of receipt	Monthly email report
Candidate interest updates	This is a measure of how many candidates are being flagged the role, indicative interest rates and the conversion into applicants per campaign	Minimum 300x the anticipated successful candidates contacted candidates indicating interest 60% contacted candidates applying 90% candidates turning up to assessment/interview Daily updates during application live windows	Daily email updates
Candidate success rates	This is a measure of how many candidates per campaign are meeting the quality and competency standards.	60%	Number of candidates who met the standard to pass the campaign at all stage of process
Candidate acceptance rates	This is a measure of how many quality candidates per campaign are participating in the process with genuine intention to work with CPS	80%	Number of candidates who are offered a position, accept and commence employment with CPS
Candidate retention rates	This is a measure of how quality candidates per campaign are participating in the process with genuine intention to work for CPS on a long-term basis	60%	Number of candidates who remain in employment with CPS for 12m+
Disability representation	This is a measure of the total percentage of full-time equivalent (FTE) disabled people recruited under the contract, as a proportion of the total FTE contract workforce, by UK region.	6%	Supplier to submit monthly report

Contract Management and Reporting

4.66 Day to day operational contract management will be provided by the Authority's SRT and weekly review meetings will take place separately with each Supplier. These meetings shall also include update meetings with SRT during the campaign, including Initial Campaign Meetings and Post Campaign Meetings.

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- 4.67 The Authority will provide a named individual as primary authorised representative to act as Operational Contract Manager for the contract supported by a Commercial Contract Manager from the Authority's commercial function.
- 4.68 The Supplier shall provide weekly statistics to monitor progress against the targets set within this contract. The minimum statistics required will include:
- progress against agreed timelines
 - the number of candidates identified by the Supplier,
 - diversity and inclusion statistics of all applicants and how they progress
 - those successful or rejected at the Supplier's initial sift
 - the reasons for rejection and those who are submitted to the Authority recruitment campaign
 - candidate interest, type of background, reasons why candidates did not participate in the relevant campaign
 - as set out in the KPI's
 - as agreed for each campaign
- 4.69 The Supplier shall provide feedback reports measuring the success of the recruitment process and insights into overall experience to drive Continuous Improvement in campaigns and contract delivery.
- 4.70 Monthly performance meetings will be held with the Supplier, principally to review progress and operational delivery of the Contract, but also including invoicing, risks and issues. These may be in addition to specific campaign meetings.
- 4.71 Any performance issues highlighted in the reports will be discussed at the monthly performance meetings with the Supplier, who may be required to provide an improvement plan to address issues highlighted within 10 days of the meeting.
- 4.72 The Supplier shall gather and make available relevant market intelligence and trend information that will offer value to the Authority including emerging good industry practice and innovative ways to meet diversity and inclusion objectives.
- 4.73 The Supplier shall provide market research data for legal market in various locations including worldwide options as required.
- 4.74 The Supplier shall provide market reports for each Authority Area to be used as part of the pre campaign go live pre briefings with Areas.
- 4.75 Provide a thorough response handling and feedback service as required e.g. notification of successful/unsuccessful applications, providing candidate feedback, campaign debriefs, and lessons learned.
- 4.76 Ensure a full audit trail to support actions and decisions as necessary.

Account Management

- 4.77 The Supplier will provide one named lead to act as primary contact to work with the Authority Contract Manager and SRT directly on progress updates, performance, advisory service etc.
- 4.78 The Supplier will ensure meetings are in place with SRT throughout the contract and campaigns specifically to ensure to provide updates on monitoring and performance the frequency to be agreed however when campaigns are in progress this is likely to be required weekly.

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- 4.79 It is expected that the Supplier will response to all queries sent by email within 24 hours of receipt and resolve or advise of the resolution with the ability to escalate through a clear escalation pathway i.e. to senior account manager or regional director as escalation route as necessary.
- 4.80 Further meetings may be required on a quarterly basis to review market assessments to allow the Authority to align and adjust their recruitment strategy accordingly.

Adherence to Policies and procedures

- 4.81 The Supplier will need to understand and abide by the [Civil Service Commission's guidance](#) and principles for external recruitment. As a result, candidates received via the Supplier will not receive preferential treatment as there is a requirement to maintain fairness and openness in external competition.
- 4.82 The Supplier must demonstrate understanding and adoption of this guidance which will be evaluated through the weekly, monthly or quarterly meetings regarding the approach to the campaigns

Social Value

- 4.83 The Supplier shall be committed to supporting the Authority in achieving the following Social Value Government Policy Outcome by contributing towards Authority's corporate targets through its recruitment activity on behalf of the Authority and within its own workforce.
- 4.84 The Supplier shall provide a written summary report to the CPS at the end of the contract period on how it has supported the CPS in meeting its social value objectives as part of its regular progress meeting with the SRT.
- 4.85 The Supplier shall aim to increase representation of disabled people during in line with the following target:

Table 4 Social Value Objectives – Disability Representation

Metric	Target
Total percentage of full-time equivalent (FTE) disabled people recruited during the contract, as a proportion of the total FTE workforce, by UK region.	6%

- 4.86 The Supplier shall conduct planned activities to fulfil the following as it relates to increasing disability representation during the lifetime of the contract. The Supplier shall:
- 4.86.1 have an understanding of the issues affecting the representation of disabled people in the workforce in the market, industry or sector relevant to the contract, and in the Supplier's own organisation and those of its key sub-contractors.
 - 4.86.2 ensure collection of the views and expertise of disabled people and their representative organisations on successfully supporting disabled employees or applicants.
 - 4.86.3 have in place measures to reduce barriers to securing more jobs for disabled people. Illustrative examples:
 - 4.86.3.1 Inclusive and accessible recruitment practices, and retention-focussed activities, including those provided in the [guide for line managers on recruiting, managing and developing people with a disability or health condition](#).

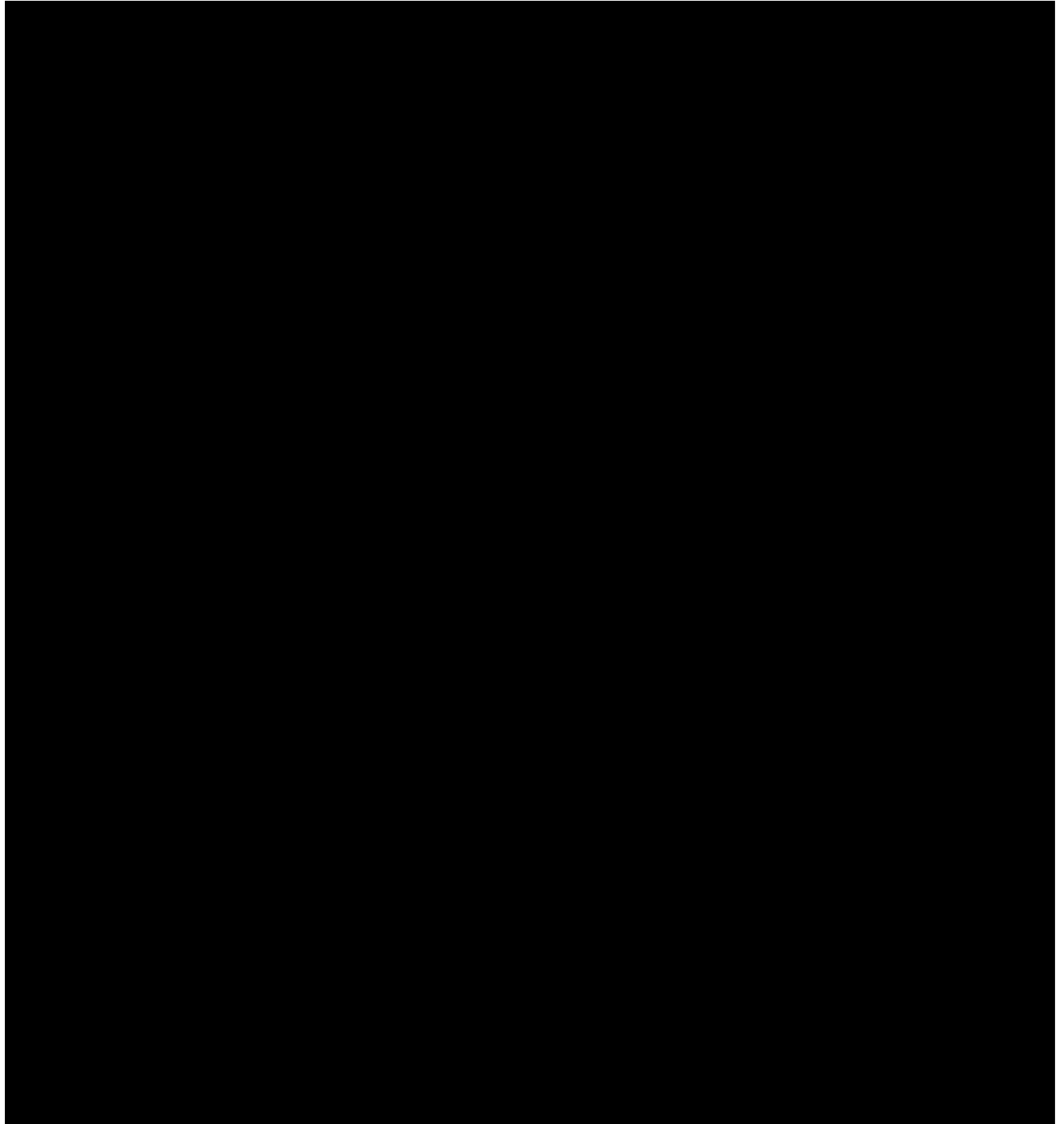
- 4.86.3.2 Introducing transparency to pay and reward processes.
- 4.86.3.3 Offering a range of quality opportunities with routes of progression if appropriate, e.g. T Level industry placements, students supported into higher level apprenticeships.
- 4.86.3.4 Working conditions which promote an inclusive working environment and promote retention and progression.
- 4.86.3.5 Other measures to provide equality of opportunity for disabled people into employment, including becoming a [Disability Confident](#) employer and inclusion of supported businesses in the contract supply chain.

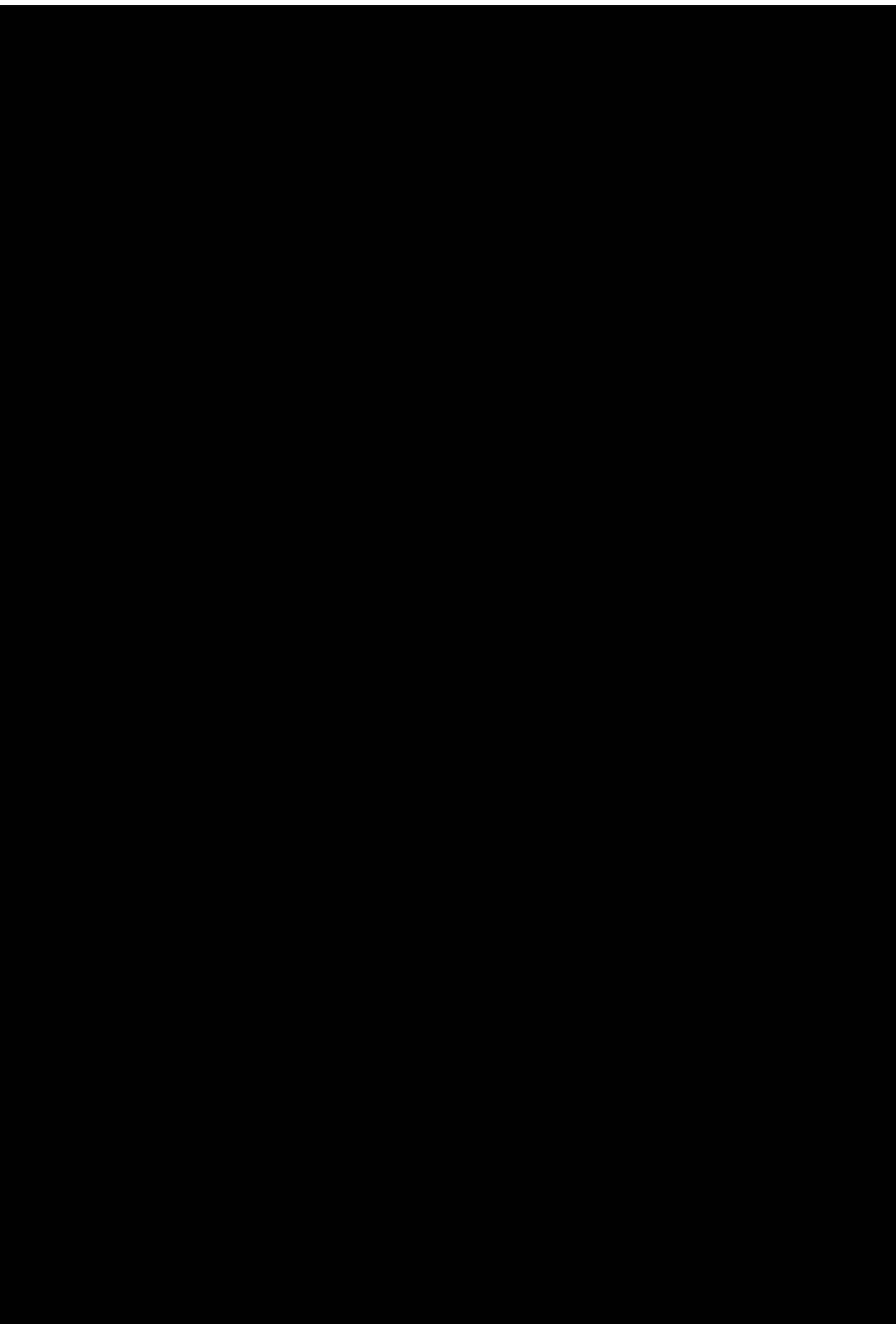
Contract Exit strategy

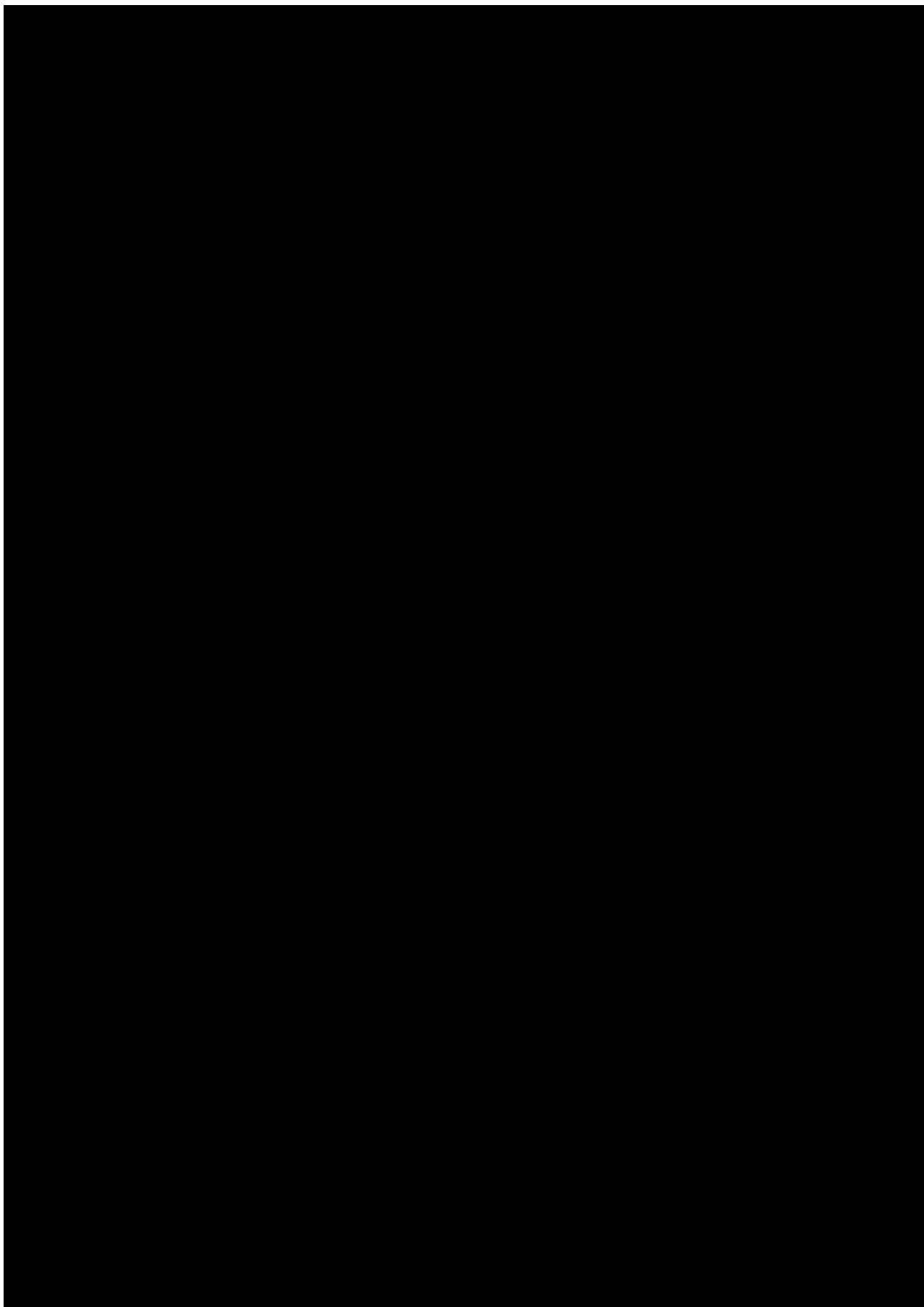
- 4.87 In accordance with the framework requirements the Supplier will be expected to propose a robust exit strategy, including logistics of a handover to an alternative Supplier and handover period. The Authority expectation is that a minimum of 1 month engaged handover will occur, including the sharing of all documents, records, data and approaches taken.

Call-Off Schedule 5 (Pricing Details)

Prices are fixed for the duration of the contract and in accordance with the Call-off Charges section outlined within this contract.







ADDITIONAL REQUIREMENTS

The Buyer's salary scales will be used in the recruitment process.

The Buyer's staff are expected to apply through the CPS internal process. Any CPS personnel applying through the supplier will not be counted towards the supplier's candidate ownership.

ADDED VALUE

The Supplier shall also commit to deliver the added value services outlined in its tender response (see Call-Off Schedule 4) to the invitation to tender for this contract and at no additional charge.

CAPPED CONTRACT VALUE

The Buyer is not committed to spend any amount and is not guaranteed to run campaigns to the full term of the contract. The Authority shall pay on delivery only and shall access the contracts as the need arises in order to fulfil its strategic objectives. Any spend under the contract shall not exceed a capped value of **£2m + VAT**.

Call-Off Schedule 4 (Call Off Tender)

The Supplier's tender response is included in the next section.

