

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

Order Form

CALL-OFF REFERENCE: C185593

THE BUYER: Secretary of State for Health and Social Care
acting as part of the Crown through the UK Health
Security Agency

BUYER ADDRESS Nobel House, Smith Square, London, SW1P 3HX

THE SUPPLIER: **Reed Specialist Recruitment Ltd**

SUPPLIER ADDRESS: Academy Court, 94 Chancery Lane, London, WC2A 1DT

REGISTRATION NUMBER: **06903140**

DUNS NUMBER: 11642883

SID4GOV ID: N/A

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 7th July 2023. It's issued under the Framework Contract with the reference number RM6229 for the provision of Permanent Recruitment.

CALL-OFF LOT(S):

Lot 2: Non Clinical General Recruitment

CALL-OFF INCORPORATED TERMS

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

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) **RM6229**
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for **RM6229**
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 8 (Guarantee)
 - Joint Schedule 9 (Minimum Standards of Reliability)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
 - Call-Off Schedules for **RM6229**
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer - Parts C, D and E only)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 12 (Clustering)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 16 (Benchmarking)
 - Call-Off Schedule 17 (MOD Terms)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 23 (HMRC Terms)
5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) **RM6229**

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

CALL-OFF SPECIAL TERMS

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

Not Applicable]

CALL-OFF START DATE: 10th July 2023

CALL-OFF EXPIRY DATE: 31st March 2024

CALL-OFF INITIAL PERIOD: [OBJ] 9 Months

OPTION TO EXTEND: Up to 6 Months

CALL OFF CHARGES:

The total spend for this Call-Off Contract shall not exceed £5,000,000.00 (five-million pounds sterling) exclusive of VAT.

CALL-OFF DELIVERABLES

The Supplier shall be responsible for providing the following Deliverables:

1. End to end recruitment

The Supplier shall provide end-to-end recruitment for a large number of permanent and fixed-term Civil Servant vacancies covering posts across a wide range of professions, including some specialist areas, e.g. clinical, medical, scientific posts. End-to-end recruitment shall include but not be limited to the recruitment process outlined in the Suppliers Proposal and as described below:

- 1.1 Upon commission, conduct an introductory call with the hiring manager to fully understand the Buyer's requirements and brief the hiring manager in the recruitment process (including use of the Supplier's application tracking system (ATS) where one is being used)
- 1.2 Work with the Buyer's recruitment team and hiring manager to ensure vacancies are advertised via Civil Service Jobs and/or NHS Jobs as applicable and conduct all other advertising and applicant attraction activities as appropriate
- 1.3 Perform initial screening of candidates in line with the criteria agreed with the Buyer's recruitment team
- 1.4 Administer selection tests as required by the Buyer
- 1.5 Work with hiring managers to effectively and efficiently longlist and shortlist

candidates in line with the needs of the hiring manager, e.g. a hiring manager may deem it appropriate to be involved in longlisting while others may deem it sufficient to be presented with a shortlist of candidates

- 1.6 Coordinate the scheduling of interviews with the hiring manager and the candidate in the most time-effective manner
- 1.7 Provide an independent interview panel member as and when requested by the Buyer.
- 1.8 Ensure the interview process is fair and open and compliant with the Civil Service recruitment principles and other applicable legislation
- 1.9 Manage conditional offers to successful candidates including in the event of exceptions, such as secondments
- 1.10 Inform unsuccessful candidates of their rejections, providing feedback where available
- 1.11 Conduct offer negotiation with candidates when needed based on clear guidance and instructions issued by the Buyer's recruitment team
- 1.12 Complete the full range of pre-employment checks as agreed with the Buyer's recruitment team
- 1.13 Check the visa status of applicants as required and advise the Buyer of the status and any issues and/or follow-up actions needed.
- 1.14 Provide a comprehensive and secure handover of the candidate and their information to the Buyer's recruitment team once pre-employment checks have been successfully completed
- 1.15 Maintain and share appointable candidates' profiles and hold the information in a talent pool which can be accessed by designated Buyer's recruitment team members.

2. Pre-employment checks

The Supplier shall have in place compliant processes and procedures in place to carry out pre-employment checks as listed below:

- 2.1 Provide Home Office compliant right to work checks through a digital IDVT solution.
- 2.2 Provide full range of pre-employment checks as required by the Buyer including, and not limited to right to work, DBS and references
- 2.3 Provide standalone pre-employment checks for campaigns run by the Buyer's in-house recruitment team.

3 Quality assurance and Performance Management

The Supplier shall ensure quality assurance and performance management aspects as described below are implemented throughout the contract term whilst delivering the Contract requirements.

- 3.1 Ensure robust training programme for hiring managers is put place which covers following aspects, but is not limited to:
 - 3.1.1 Direct assistance to hiring managers to ensure all job

- descriptions and adverts are well-structured, effective and compliant with legal and Civil Service Recruitment Principles
- 3.1.2 Direct assistance to hiring managers to ensure all shortlisting, interviews and offers are conducted appropriately and compliant with the Civil Service Recruitment Principles
- 3.1.3 Appropriate training and oversight provided to ensure recruiters consistently adhere to the defined processes.
- 3.1.4 Proactively seek to continually improve contract performance and processes for the benefit of relevant stakeholders.
- 3.1.5 A robust process is in place to ensure quality checking of adverts, process compliance and handoffs
- 3.2 Provide a dedicated account manager who will be available at short notice (within hours) in the event the Buyer needs to check a matter or escalate an issue
- 3.3 Provide a structured and comprehensive implementation package including plan / timeline at the start of the contract and thereafter at regular intervals.
- 3.4 The account manager attends weekly meetings with the Buyer's nominated representative to review current activity progress and future volumes of work
- 3.5 Provide weekly reports on the number of campaigns / posts being managed and their respective stages of the recruitment process (specific) breakdown of report content to be determined between the Buyer and the Supplier during implementation)
- 3.6 Immediately escalate issues, such as (potential) failure to meet KPIs, and process blockages to the Buyer's nominated representative and capture details of such issues / blockages (and their resolutions) in weekly reports
- 3.7 Provide timely projections of future capacity to manage campaigns over the contract term.
- 3.8 Provide monthly management information reports as agreed with the Buyer, including monitoring of equality, diversity and inclusion (details to be determined as part of implementation)
- 3.9 Provide complete and relevant campaign-related information / data as and when requested by the Buyer due to external audit requirements and/or Freedom of Information (Fol) requests
- 3.10 Consult with the Buyer in determining the appropriate response/ resolution of complaints received
- 3.11 Any material that is jointly developed shall be owned by both Parties
- 3.12 Respond to ad hoc requests from the Buyer for data and reports, e.g. to answer questions raised by the Office of National Statistics and/or the Civil Service Commission

4 Technology used for managing end-to-end recruitment

The Supplier shall provide compliant application tracking solution (ATS) for managing end-to-end recruitment, the ATS shall have the following features:

- 4.1 Manager self-service capabilities

- 4.2 Match the Buyer's recruitment forms and processes
- 4.3 Direct application links between the ATS and the job boards, CS Jobs and NHS Jobs
- 4.4 Enable managers to sift anonymised applications
- 4.5 Compliant with WCAG 2.1 (Web Content Accessibility Guidelines)
- 4.6 Provide dedicated UKHSA job board
- 4.7 Generate reports from the ATS system and access capability to download reports from the system

5 Reporting

The Supplier shall provide following reports and any other such reports as requested by the Buyer's representatives:

- 5.1 Provide detailed weekly ongoing status reports for all vacancies being managed
- 5.2 Provide weekly (or more frequently if required) updates on blockers and issues
- 5.3 Provide weekly ongoing reports for progress of offered candidates through the offer and screening process
- 5.4 Provide weekly dashboards of headline progress statistics by whole organisation and Group
- 5.5 Provide monthly equality, diversity, inclusion and belonging (EDIB) reports incorporating social mobility analysis and Social Value
- 5.6 Monthly KPI report and RAG status
- 5.7 Providing weekly reports/dashboard, RAID logs/trackers and complaints reports on the number of campaigns / posts being managed and their respective stages of the recruitment process (specific breakdown of report content to be determined between the Buyer and the Supplier during implementation)
- 5.8 Provide ad hoc reports as required, e.g. to support Civil Service Commission returns/compliance and ONS survey requests
- 5.9 Provide quarterly updates on performance of microsite e.g. views/hit rates
- 5.10 Contract classification KPI reporting as required by the Buyer
- 5.11 Quarterly Business Review (QBR) pack to be produced incorporating various metrics to demonstrate Contract performance

6 Social Value

The Supplier shall take into consideration Social Value aspects whilst delivering the Contract requirements. Activities to include, but not limited to:

- 6.1 Contribute to the Buyer's ongoing process improvement work to ensure diversity and inclusion is fully embraced throughout the recruitment process.
- 6.2 Identify roles and career paths particularly suited to neurodiverse candidates
- 6.3 Increased candidate data capture to include mental health,

neurodiversity, and social economic status.

6.4 Delivery of inclusion workshops for hiring managers

6.5 Obtain feedback from key stakeholders and submit quarterly reports.

7 Management of Sub-contractor(s)

The Supplier shall, at the request of the Authority, provide management of designated Sub-contractors as and when required to meet the end-to-end recruitment of specialist roles.

The management of Sub-contractors shall involve the following:

7.1 Provide Sub-contract management service using the core delivery team (and not via a dedicated team member)

7.2 Weekly business reports, minutes & updates

7.3 Risk Register & Reporting/Data visibility

8 Ad-hoc Requirements

At the request of the Buyer the Supplier shall provide additional support as and when required, as detailed below:

8.1 Obtain quotes for provision of specialist advertising, e.g. on profession-relevant job boards and arrange advertising upon confirmation from the Buyer.

8.2 Once approved by the Buyer, the Supplier will pay for the advertising and charge back to the Buyer at cost with no mark-up.

8.3 Conduct all other advertising and applicant attraction activities as appropriate or specified by the Buyer for example Employee Value Proposition

UKHSA VAT No: GB888851648

To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Buyer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment.

Any query regarding an outstanding payment shall be referred to our Accounts Payable section either by email to [REDACTED]

or by telephone

Contact number for all invoice related queries: [REDACTED] Please select Option 5, and then Option 1 between 09:00-17:00 Monday to Friday.

MAXIMUM LIABILITY

Pursuant to and notwithstanding Clause 11.2 of the Core Terms the limitation of liability of each Party for this Call-Off Contract in each Contract Year shall be £5,000,000.00 (five-million pounds sterling) exclusive of VAT.

CALL-OFF CHARGES

See Appendix B below

REIMBURSABLE EXPENSES

None

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

BUYER'S AUTHORISED CONTRACT MANAGER

[REDACTED]

BUYER'S ENVIRONMENTAL AND SUSTAINABLE POLICY

[Environmental and sustainability policy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/environmental-and-sustainability-policy)

BUYER'S SECURITY POLICY

<https://www.gov.uk/government/publications/security-policy-framework>

DATA PROTECTION OFFICER:

Data_protection@DHSC.gov.uk

SUPPLIER'S AUTHORISED REPRESENTATIVE



Northampton, NN4 7RG

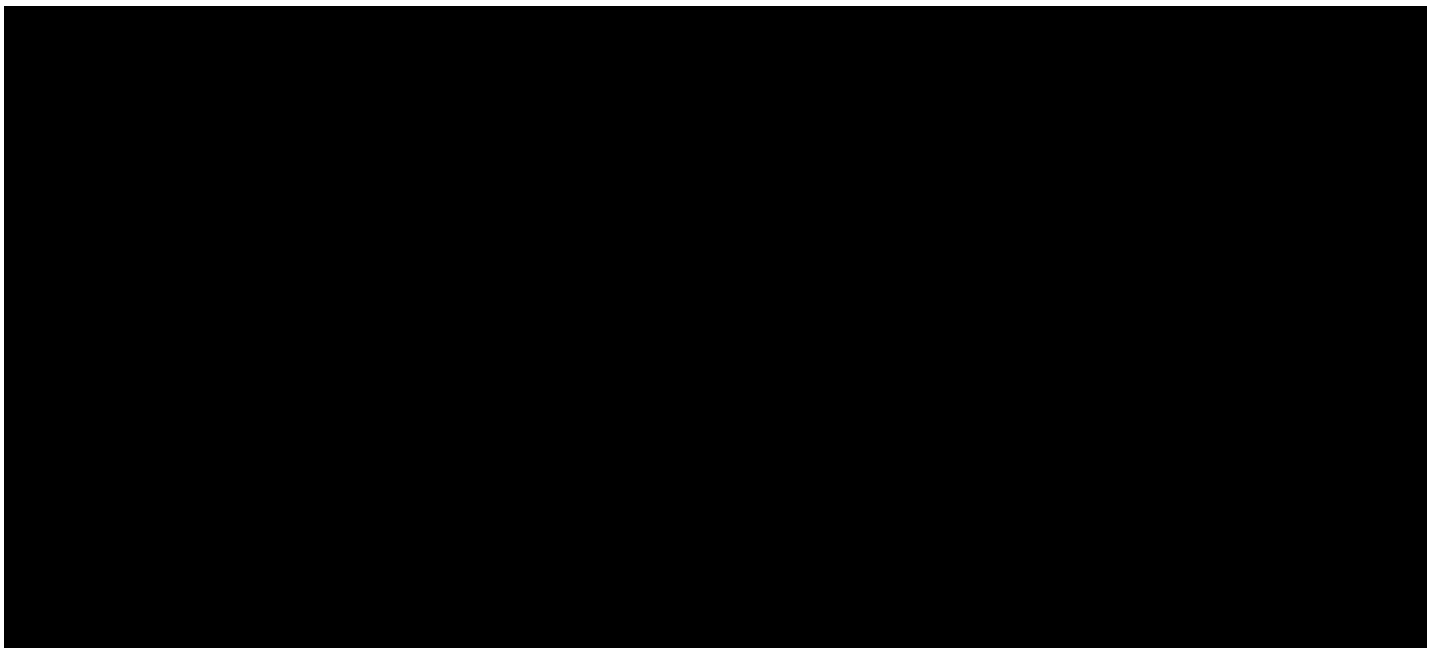
SUPPLIER'S CONTRACT MANAGER



1st Floor, Brackmills Business Park, 900 Pavilion Drive, Northampton, NN4 7RG

SUPPLIER'S CORE DELIVERY TEAM

The Supplier's management and core delivery team as notified by the Supplier during the bid process is as shown in organisation chart below:



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PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month or as agreed with the Buyer's representative

PROGRESS MEETING FREQUENCY

Monthly or as agreed with the Buyer's representative

KEY STAFF



KEY SUBCONTRACTOR(S)

To be confirmed

COMMERCIALLY SENSITIVE INFORMATION

Not applicable



ADDITIONAL INSURANCES

Not applicable

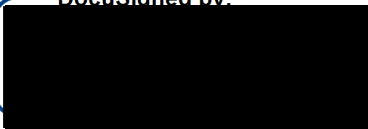




GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

SOCIAL VALUE POLICY

[CCS social value policy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/central-and-local-government-commissioning-social-value)

For and on behalf of the Supplier:	For and on behalf of the Buyer:
	 DocuSigned by:
Full Name: 	Full Name: 
Job Title/Role: 	Job Title/Role: 
Date Signed: 10/07/2023	Date Signed: 10072023

How the Supplier's Performance will be measured

The Supplier's performance will be measured by the following Performance Indicators ("PI") as set out in Table 2 below:

Table 2 – Performance Indicators (PI's)

	Performance Indicator	PI Target	Measured By
1			

	Performance Indicator	PI Target	Measured By
14	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		[REDACTED]	
		[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		[REDACTED]	
		[REDACTED]	
		[REDACTED]	
		[REDACTED]	

	Performance Indicator	PI Target	Measured By
18			

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APPENDIX B – CALL-OFF CHARGES

Core placement fee based on the base salary a candidate is appointed on for placement of [REDACTED]	Capped Fee (% of salary) Offered for this Procurement
Salary range	Fee (% of salary)
Up to £20,000	[REDACTED]
£20,001 to £40,000	[REDACTED]
£40,001 to £60,000	[REDACTED]
£60,001 to £80,000	[REDACTED]
Over £80,000	[REDACTED]

Discount 1 - Core placement fee based on the base salary a candidate is appointed on for placement of [REDACTED]	Capped Fee (% of salary) Offered for this Procurement
Number of Roles	Fee (% of salary)
2 to 5 roles	[REDACTED]
6 to 10 roles	[REDACTED]
Over 10 roles	[REDACTED]

Discount 2 - Core placement fee based on the base salary a candidate is appointed on [REDACTED]	Capped Fee (% of salary) Offered for this Procurement
Salary range	Fee (% of salary)
Up to £20,000	[REDACTED]
£20,001 to £40,000	[REDACTED]
£40,001 to £60,000	[REDACTED]
Over £60,000	[REDACTED]

Process element Fees	Fees per unit offered for this Procurement £
Standalone completion of pre-employment checks for a candidate that has been appointed by the Buyer via an internally run campaign	[REDACTED]
Standalone completion of a Home Office compliant right to work check through a digital IDVT solution	[REDACTED]
Provision of specialist advertising, e.g. on profession-relevant job boards.	[REDACTED]

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<u>Rebate - Where a Candidate resigns or is dismissed for poor performance within the specified timeframe below, the Supplier shall refund a percentage of the fee paid, in accordance with table below:</u>	% Fee rebate applicable
Less than one (1) month after start date	
1 to 3 months after start date	

<u>Sub-contractor Management Fees - [REDACTED] to meet the requirements of this Contract.</u>	Fees per Sub-contractor management offered for this procurement £
[REDACTED]	
[REDACTED]	
[REDACTED]	

<u>Mobilisation Costs</u>	Capped Fee Offered for this Procurement £
(ATS)	
Project Team	

* Automatic discounts apply if certain criteria are met (volume and subsequent appointments).

** Discount offered for a multiple role campaign. Percentage reduction of fee due for each candidate.

DISCOUNT 1 EXAMPLE:

[REDACTED]

[REDACTED]

Candidate one will be charged at the core rate, e.g. for a salary of £ [REDACTED] this would be [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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DISCOUNT 2 EXAMPLE:

[Redacted]

If the Supplier provides a reserve candidate between a salary range [Redacted]
[Redacted]

APPENDIX C – SUPPLIER PROPOSAL

