

Framework Schedule 6 (Order Form Template and Call-Off Schedules)
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Framework Schedule 6 (Direct Award short order form template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE:	PRO 5688
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:	RIG Medical Recruit Limited t/a CPL UK
SUPPLIER ADDRESS:	Northside House, 69 Tweedy Road, Bromley, BR1 3WA
REGISTRATION NUMBER:	04526207
DUNS NUMBER:	732524157
SID4GOV ID:	N/A

This Order Form, when completed and executed by both Parties, forms a Call-Off Contract. A Call-Off Contract can be completed and executed using an equivalent document or electronic purchase order system.

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 11th November 2022.

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

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CALL-OFF INCORPORATED TERMS

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

1. This Order Form
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 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)
 - 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)
4. CCS Core Terms (version 3.0.11)
5. 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.

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CALL-OFF START DATE: **14th November 2022**

CALL-OFF EXPIRY DATE: **13th November 2023**

OPTION TO EXTEND +6 Months

GDPR POSITION

Independent Controller

CALL-OFF CHARGES

The total spend for this Call-Off Contract shall not exceed £1,000,000.00 (one-million pounds sterling).

MAXIMUM LIABILITY

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

CALL-OFF DELIVERABLES

The primary requirement is to provide end-to-end recruitment services:

- For a large number of permanent and fixed-term Civil Servant vacancies (potentially covering up to 1000 posts)
- Across a wide range of professions, including some specialist areas, e.g. clinical, medical, scientific posts
- In a short time-window (primarily November 2022 to March 2023, although this may run further into 2023)

Provision of end-to-end recruitment services covers the following specific points and their associated tasks:

- Upon commission, conduct an introductory call with the hiring manager to fully understand UKHSA 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)
- Work with the UKHSA 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
- Perform initial screening of candidates in line with the criteria agreed with the UKHSA recruitment team
- Administer selection tests as required by UKHSA
- 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

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- Coordinate the scheduling of interviews with the hiring manager and the candidate in the most time-effective manner
- Provide an independent interview panel member as and when requested by UKHSA
- Ensure the interview process is fair and open and compliant with the Civil Service recruitment principles and other applicable legislation
- Manage conditional offers to successful candidates including in the event of exceptions, such as secondments
- Inform unsuccessful candidates of their rejections, providing feedback where available
- Conduct offer negotiation with candidates when needed based on clear guidance and instructions issued by UKHSA's recruitment team
- Complete the full range of pre-employment checks as agreed with the UKHSA recruitment team
- Coordinates the administration of visa applications in conjunction with UKHSA
- Provide a comprehensive and secure handover of the candidate and their information to UKHSA's recruitment team once pre-employment checks have been successfully completed

Contract and performance management will be achieved by:

- The Supplier providing a dedicated account manager who will be available at short notice (within 3 hours) in the event UKHSA needs to check a matter or escalate an issue
- The Supplier providing a structured and comprehensive implementation package including plan / timeline
- The Supplier's account manager is available for weekly meetings with UKHSA's nominated representative to review current activity progress and future volumes of work
- The Supplier providing 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 UKHSA and the Supplier during implementation)
- The Supplier immediately escalating issues, such as (potential) failure to meet KPIs, and process blockages to UKHSA's nominated representative and capturing details of such issues / blockages (and their resolutions) in weekly reports
- The Supplier providing timely projections of future capacity to manage campaigns over the coming 3-month period
- The Supplier providing monthly management information reports as agreed with UKHSA, including with respect to the monitoring of equality, diversity and inclusion (details to be determined as part of implementation)
- The Supplier consulting with UKHSA in determining the appropriate response / resolution of complaints received

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- The Supplier providing complete and relevant campaign-related information / data as and when requested by UKHSA due to external audit requirements and/or Freedom of Information (Fol) requests

PERFORMANCE INDICATORS

See Appendix A.

CALL-OFF CHARGES

See Appendix B.

REBATE

Where a Candidate resigns or is dismissed for poor performance, the Supplier shall refund a percentage of the fee paid, in accordance with the table below:

Timeframe	% Fee Refund
Less than one (1) month	70%
1 – 3 months	50%


PAYMENT METHOD

Monthly in arrears by BACs or alternative payment method as agreed between the Buyer and the Supplier.


Submitted invoices must be accompanied by supporting information including:

- completed timesheets for amounts set out in the relevant invoice; and
- such other information as the Buyer (acting reasonably) may require in order to verify the invoiced amounts.

BUYER'S INVOICING ADDRESS:


 Accounts Payable;
 UK Health Security Agency,
 Manor Farm Road,
 Porton Down,
 Salisbury,
 SP4 0JG

UKHSA VAT No: 

Contact number for all invoice related queries: . Please select Option 5, and then Option 1

BUYER'S AUTHORISED REPRESENTATIVE



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

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Commercial Business Partner

[REDACTED]

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Managing Director

[REDACTED]

Northside House, 69 Tweedy Road, Bromley, BR1 3WA

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

Commercial Director

[REDACTED]

Northside House, 69 Tweedy Road, Bromley, BR1 3WA

For and on behalf of the Supplier:

DocuSigned by:	
[REDACTED]	
Full Name:	[REDACTED]
Job Title/Role:	Commercial Director
Date Signed:	25/11/2022

For and on behalf of the Buyer:

DocuSigned by:	
[REDACTED]	
Full Name:	[REDACTED]
Job Title/Role:	Head of Category
Date Signed:	25/11/2022

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APPENDIX A – PERFORMANCE INDICATORS

How the Supplier's Performance will be measured

The Supplier's performance will be measured by the following Performance Indicators ("PI"):

#	Performance Indicator (PI)	PI Target	Measured By
1	Response time to non-urgent emails and telephone calls	Within 24 hours	UKHSA recruitment team and hiring manager feedback
2	Response time to urgent emails and telephone calls	Within 3 working hours	UKHSA recruitment team and hiring manager feedback
3	Initial call with hiring manager once vacancy commissioned	Within 48 hours	Supplier activity reports provided on a weekly basis to UKHSA
4	Vacancy advertised	Within 24 hours of the initial hiring manager call or within 24 hours of the hiring manager providing all vacancy details after the initial call if further details need to be provided	Supplier activity reports provided on a weekly basis to UKHSA
5	Vacancy advert amendments	Within 3 working hours after being advised of changes by UKHSA	UKHSA recruitment team feedback
6	Provision of a candidate shortlist to the hiring manager	Within 24 hours of the closing date of the vacancy (planned or if closed early)	Supplier activity reports provided on a weekly basis to UKHSA
7	Scheduling of interviews	Within 24 hours of being advised by the hiring manager which candidates to invite to interview	Supplier activity reports provided on a weekly basis to UKHSA
8	Issue of informal offer(s)	Within 6 working hours after being advised of the selected candidate(s) by the hiring manager	Supplier activity reports provided on a weekly basis to UKHSA
9	Completion of pre-employment checks	Within 10 working days of informal offer being	Supplier activity reports provided on a

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#	Performance Indicator (PI)	PI Target	Measured By
		accepted by the candidate	weekly basis to UKHSA
10	Handover of candidates to UKHSA following successful completion of pre-employment checks	Within 24 hours of pre-employment checks being completed	Supplier activity reports provided on a weekly basis to UKHSA
11	Capacity of campaigns being run concurrently	At least 150 (subject to number of campaigns commissioned by UKHSA at any time)	Supplier activity reports provided on a weekly basis to UKHSA
12	Capacity of new campaigns being taken on	Able to take on at least 50 new campaigns per week (subject to not exceeding maximum concurrent capacity)	Supplier activity reports provided on a weekly basis to UKHSA
			UKHSA commissioning stats
13	Placement rate	At least 90% of campaigns result in the vacancies being filled at first pass	Supplier activity reports provided on a weekly basis to UKHSA
14	Candidate experience	Candidates are overall, satisfied with their experience	Candidate feedback
15	Hiring manager experience	Hiring managers are overall, satisfied with their experience	Hiring manager feedback
16	Management of candidate complaints	UKHSA informed by Supplier within 24 hours of Supplier receiving complaint	Supplier activity reports provided on a weekly basis to UKHSA
		Acknowledgement sent to complainant by Supplier within 24 hours of Supplier receiving complaint	
		Response provided to complainant by Supplier within 10 working days of Supplier receiving complaint	

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APPENDIX B – CALL-OFF CHARGES

Fee (% of Salary)				
Up to £20,000	£20,001 to £40,000	£40,001 to £60,000	£60,001 to £80,000	Over £80,000

Discounts*

Discount 1**		
2 to 5 Roles	6 to 10 Roles	Over 10 Roles

Discount 2***			
Up to £20,000	£20,001 to £40,000	£40,001 to £60,000	Over £60,000

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

