

**Crown Commercial Service**

---

**Call Off Order Form**

---

**FRAMEWORK SCHEDULE 4**

**CALL OFF ORDER FORM AND CALL OFF TERMS**

## PART 1 – CALL OFF ORDER FORM

### SECTION A

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreement for RM6002 Permanent Recruitment Solutions dated 13/11/2018.

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Call Off Order Form and the Call Off Terms.

|              |  |
|--------------|--|
| Order Number | <b>To be confirmed at Contract Award</b>   |
| From         | <b>HM Treasury<br/>1 Horseguards Road<br/>London<br/>SW1A 2HQ<br/>England</b><br><br><b>("CUSTOMER")</b>                 |
| To           | <b>Adecco UK Limited<br/>Adecco House, 71 Elstree Way<br/>Borehamwood<br/>WD6 1WD</b><br><br><b>England ("SUPPLIER")</b> |

### SECTION B

#### 1. CALL OFF CONTRACT PERIOD

|      |   |
|------|---|
| 1.1. | <b>Commencement Date: 9<sup>th</sup> of August 2021</b>   |
| 1.2. | <b>Expiry Date:</b><br><br>End date of Initial Period <b>8<sup>th</sup> of August 2023</b><br><br>End date of Extension Period <b>8<sup>th</sup> of August 2024</b><br><br>Minimum written notice to Supplier in respect of extension: <b>1 month</b> |

#### 2. SERVICES

|      |   |
|------|---|
| 2.1. | <b>Services required:</b><br><br>The requirement is to deliver an end-to-end recruitment service, including a programme of outreach, to attract and recruit the required number, diversity mix and calibre of candidates. |
|------|---|

The Authority has been working with various recruitment Suppliers since 2013 to deliver the requirement and fulfil the business need for Policy Advisers, among other roles. The Authority's HR team does not have the capacity or capability to manage such a large-scale recruitment exercise, including the application process and the running of the assessment process.

The requirement falls into two service areas; Service Area A: Marketing and Attraction and Service Area B: Recruitment. In the first two years of the contract, both Service Areas will be required from the Supplier. If the contract extends to a third year, both Service Areas will also be required.

The supplier will need to be able to deliver the services detailed in this requirement from summer 2021 and again in spring 2022.

#### 1. Service Area A: Marketing and Attraction

- 1.1 Advise the Authority on attraction and selection processes for recruitment into all HM Treasury roles including Policy and Economics/Analysis role as well as professional disciplines areas in Tax, Economics and Finance of all grades in the Darlington labour market and commutable surrounding areas, including senior Civil Service roles.
- 1.2 Advise on attraction and selection processes for the whole 'economic campus,' which includes the Treasury as well as Department of Business, Energy and Industrial Strategy (BEIS), Ministry of Housing, Communities and Local Government (MHCLG), Office of National Statistics (ONS), Department of International Trade (DIT), but this is not a certainty.
- 1.3 Draw on the input and knowledge of the Authority, including Human Resources and Communications staff, to inform the design of any new marketing tools created. Develop a programme of outreach that targets a diverse group of candidates (i.e. people from disadvantaged socio-economic backgrounds, ethnic and/or racial minorities, diverse gender identities, sexual orientations, parental/caring responsibilities, and with disabilities).
- 1.4 Advise and support the Authority to develop a talent pipeline and outreach activities e.g. with FE colleges, universities and schools.
- 1.5 Develop, maintain and update a recruitment microsite to attract candidates to roles and provide optimum information about the work of the Authority as well as the 'economic campus.
- 1.6 Design appropriate recruitment advertisements to attract a diverse pool of applicants that fit the desired candidate profile. This may include joint attraction campaigns with other government departments in the economic campus.
- 1.7 Design and produce appropriate marketing material to support outreach activity, including but not limited to:
  - Marketing leaflets – digital
  - Career fair stands
  - Freebie/give-aways

|  |  |
|--|--|
|  | <p>1.8 Design branded artwork and images for use on social media.</p> <p>1.9 Purchase online and print media to promote the recruitment programme effectively to the desired target groups. Manage the relationships with media sources, including designing and advising on appropriate creative and innovative digital and non-digital content to attract diverse pool of high-quality applicants. For example from school leavers through to experienced hires.</p> <p>1.10 The promotional materials and content need to target diverse group of all age groups and identify suitable attraction routes. Job descriptions and job adverts to be created to suit the region.</p> <p>1.11 Monitor and report to the Authority on the success of advertising sources, including cost per click, cost per application and success rates of those media sources in generating appointable candidates.</p> <p>1.12 Specifically, the requirement should EXCLUDE graduate recruitment, which the Authority already manages through another Supplier.</p> <p>2. Service Area B: Recruitment</p> <p>2.1 Develop an overarching project plan to ensure the programme runs effectively and the right calibre of candidate is recruited for Grades/Ranges E2 and below. In summary, the right candidate will have:</p> <ul style="list-style-type: none"> <li>• Strong analytical and intellectual abilities</li> <li>• The ability to communicate complex issues clearly and concisely, particularly in writing.</li> <li>• The ability to work well in teams and with diverse stakeholders</li> <li>• A strong interest and desire to work in public policy</li> <li>• In addition, for more experienced roles or senior policy analysts, people management and designing and implementing strategy experience will be required.</li> </ul> <p>Although these requirements will be different subject to grade and will need to suit different professions and technical skills such as economics, tax, project delivery and financial. Roles for other Government departments for the Darlington Economic Campus mentioned in 2.2 above may also wish to use services under Service Area B, so bidders should price for each element per departmental organisation so associated costs can be recharged appropriately for 7.17-7.36.</p> <p>2.2 Civil Service jobs on-line application portal will be used to process applications electronically and ensure a good candidate experience throughout the process. This solution enables name and university (where required for the role) anonymised selection processes and is accessible to candidates via mobile phone. There should be sufficient links from the recruitment microsite (mentioned in 6.5 above) to Civil Service Jobs.</p> <p>2.3 Ideally, the supplier must be able to use the Government Recruitment Service applicant tracking system (an implementation of Oleo applicant tracking system) if the</p> |
|--|--|

|  |  |
|--|--|
|  | <p>Authority wishes. If this is the case, the Authority will pay for licenses for the Supplier. Suppliers should indicate whether they are able to do this but it is not mandatory.</p> <p>2.4 Ensure that an offline application form is available for those applicants who, due to disability, are unable to access the online content.</p> <p>2.5 Host a candidate helpline and email inbox to act on behalf of HM Treasury in answering queries and issues from applicants. Respond to all queries in a timely way to enable candidates with queries to proceed with their applications.</p> <p>2.6 Identify and handle Disability Confident Scheme (DCS) candidates appropriately. Engage with all candidates who request a reasonable adjustment directly by telephone to discuss their requirements and understand how they can be best supported throughout the process.</p> <p>2.7 Ensuring all staff and associates dealing directly with candidates have a full understanding of the roles, context and full recruitment process, such that candidate expectations are set appropriately, and confusion is avoided.</p> <p>2.8 Provide management information throughout the campaign, including on all protected characteristics and socio-economic background. This should include the ability to track the success rate of applicants based on this information. The Authority will own all the candidates' data and the supplier must provide the Authority with all the data (not just an overview or analysis) within 2 days upon request. The Authority will expect all the raw data to be transferred to the Authority at the end of the contract.</p> <p>2.9 Review the most appropriate current Situational Judgement Test (SJT) and Online Tests (OLTs) used by the Authority, if requested to do so. Advising if amendments or additions should be considered and subsequently designing and delivering them.</p> <p>2.10 If the Authority requires further 'off the shelf' online tests or assessment tools, the Supplier shall source and manage the requirement, incorporate these additional selection methods into the programme and provide results to the Authority.</p> <p>2.11 Manage the administration of the selection process and invite candidates to complete all stages. This will include shortlisting of candidates based on the skills/knowledge and experience requirements, the SJT, as well as numerical and verbal reasoning online tests. Recommend final cut off scores at each stage and provide a management information report to the Authority at each stage detailing any adverse impact on diversity information to inform this recommendation.</p> <p>2.12 Produce a full pack of candidate correspondence for each stage of the campaign including regret, hold and pass template documents.</p> <p>2.13 Produce short lists of candidates that get through each stage of the selection process. Also produce management information reports at each stage, detailing numbers and characteristics (including all the protected characteristics) of candidates screened in and out.</p> |
|--|--|

|  |  |
|--|--|
|  | <p>2.14 Following appropriate guidance and training from the Authority, carry out a paper sifting exercise to score the questions on the application form and provide the final scores to the Authority. Put in place the necessary controls to ensure that sifting is consistent and in line with the criteria specified. A copy of the application form is attached as Annex 1.</p> <p>2.15 Arrange all invitations to the assessment centres via the on-line portal and answer any questions from candidates.</p> <p>2.16 Provide advice and guidance to all candidates on all aspects of the recruitment process and the applicant tracking system, to ensure transparency of the process and provide a good candidate experience.</p> <p>2.17 Provide a review of all assessment materials and marking criteria by a Senior Occupational Psychologist. If requested, the Supplier should also design the assessment materials and subsequent marking criteria.</p> <p>2.18 Work with the Authority to develop and run the Assessment process for all roles, which will be different for each Grade. If requested, the Supplier may be required to support assessment panels e.g. interviewing as a panel member. Bids should include pricing separately for developing and running assessment processes and providing support for assessment panels as a panel member.</p> <p>2.19 Provide feedback to any 'regret' or 'on-hold' candidates who attended the assessment (physical or virtual), who request it. Feedback will be based on the statements provided by professional assessors on the applicant's candidate pack.</p> <p>2.20 Produce an end of campaign report to show the complete campaign management information, including numbers, advertising performance, diversity breakdown, and analysis of predictors of performance in later stages of the selection process.</p> <p>2.21 Provide a suitable experienced named client/contract manager who will provide strategic oversight for the whole project.</p> |
|  |  |

### 3. IMPLEMENTATION PLAN

| 3.1.      | <b>Implementation Plan:</b>  |                |  |           |             |           |   |                           |
|-----------|--|----------------|--|-----------|-------------|-----------|---|---------------------------|
|           | The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:                         |                |  |           |             |           |   |                           |
|           | <table><tr><th>Milestone</th><th>Description</th><th>Timeframe</th></tr><tr><td>1</td><td>Plan recruitment strategy</td><td>September 2021</td></tr></table> |                |  | Milestone | Description | Timeframe | 1 | Plan recruitment strategy |
| Milestone | Description  | Timeframe      |  |           |             |           |   |                           |
| 1         | Plan recruitment strategy  | September 2021 |  |           |             |           |   |                           |

|  |    |  |                              |
|--|----|--|------------------------------|
|  | 2  | Design website and virtual marketing materials                           | September 2021               |
|  | 3  | Adverts posted and programme to be promoted - all grades – FIRST TRANCHE | October 2021                 |
|  | 4. | Assessment   | October-November 2021        |
|  | 4  | First Offers made  | End November-December 2021   |
|  | 5  | Ongoing outreach activity  | July - December              |
|  | 6  | Final offers made  | December 2021 – January 2022 |
|  | 7  | Launch SECOND TRANCHE of adverts   | Spring 2022                  |
|  | 8  | Launch THIRD TRANCHE of adverts  | Autumn 2022                  |

#### 4. CONTRACT PERFORMANCE

|             |   |
|-------------|---|
| <b>4.1.</b> | <b>Standards:</b><br>As per T&C's Clause 11, and the Statement of Requirements  |
| <b>4.2</b>  | <b>Service Levels:</b><br>Not applied<br><br><b>Customer periodic reviews of Service Levels</b> (Clause 13.7.1 of the Call Off Terms):<br>Not applied                 |
| <b>4.3</b>  | <b>Critical Service Level Failure:</b><br>Not applied<br><br><b>Customer periodic reviews of Service Levels</b> (Clause 13.7.1 of the Call Off Terms):<br>Not applied |
| <b>4.4</b>  | <b>Performance Monitoring:</b><br>In Part B of Call Off Schedule 6 (Service Levels and Performance Monitoring)  |
| <b>4.5</b>  | <b>Period for providing Rectification Plan:</b><br>In Clause 38.2.1(a) of the Call Off Terms  |

#### 5. PERSONNEL



|            |   |
|------------|---|
| <b>5.1</b> | <b>Key Personnel:</b><br><br>The Supplier:<br>REDACTED<br>Account Director<br><a href="mailto:REDACTED@adecco.co.uk">REDACTED@adecco.co.uk</a><br><br>The Authority:<br>REDACTED<br>Head of HMT Workforce Planning, Talent and Recruitment<br>REDACTED@hmtreasury.gov.uk  |
| <b>5.2</b> | <b>Relevant Convictions</b> (Clause 27.2 of the Call Off Terms):<br><br>The Supplier shall ensure that no person who discloses that he has a Relevant Conviction, or who is found to have any Relevant Convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Services without Approval. |

## 6. PAYMENT

|            |  |
|------------|--|
| <b>6.1</b> | <b>Call Off Contract Charges</b> (including any applicable discount(s), but excluding VAT):<br><br>In Annex 1 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing) the Supplier acknowledges and agrees that:<br><br>3.2.1 in accordance with paragraph 2 (General Provisions) of Framework Schedule 3 (Framework Prices and Charging Structure), the Call Off Contract Charges can in no event exceed the Framework Prices set out in Annex 3 to Framework Schedule 3 (Framework Prices and Charging Structure); and<br><br>3.2.2 subject to paragraph 8 of this Call Off Schedule 3 (Adjustment of Call Off Contract Charges), the Call Off Contract Charges cannot be increased during the Call Off Contract Period. |
| <b>6.2</b> | <b>Payment terms/profile</b> (including method of payment e.g. Government Procurement Card (GPC) or BACS):<br><br>Invoices to be issued monthly in arrears. Payment method BACS  |
| <b>6.3</b> | <b>Reimbursable Expenses:</b><br><br>Not permitted   |
| <b>6.4</b> | <b>Customer billing address</b><br><br>The address to be used for invoices is:<br><br>HM Treasury<br>REDACTED  |

|            |  |
|------------|--|
|            | Invoices should be sent by email to an email address to be supplied by the Authority.  |
| <b>6.5</b> | <b>Call Off Contract Charges fixed for</b><br>2 Call Off Contract Years from the Call Off Commencement Date  |
| <b>6.6</b> | <b>Supplier periodic assessment of Call Off Contract Charges</b> (paragraph 9.2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)) will be carried out on:<br><br>8 <sup>th</sup> of August of each Call Off Contract Year during the Call off Contract Period |
| <b>6.7</b> | <b>Supplier request for increase in the Call Off Contract Charges</b> (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):<br><br>Not Permitted   |

## 7. LIABILITY AND INSURANCE

|            |   |
|------------|---|
| <b>7.1</b> | <b>Estimated Year 1 Call Off Contract Charges:</b><br><br>The sum of £ REDACTED   |
| <b>7.2</b> | <b>Supplier's limitation of Liability</b> (Clause 36.2.1 of the Call Off Terms);<br><br>In Clause 36.2.1 of the Call Off Terms                              |
| <b>7.3</b> | <b>Insurance</b><br><br>Without limitation to the generality of Clause 37.2 the Supplier shall ensure that it maintains the policy or policies of insurance |

## 8. TERMINATION AND EXIT

|            |   |
|------------|---|
| <b>8.1</b> | <b>Termination on material Default</b><br><br>In Clause 42.2.1(c) of the Call Off Terms   |
| <b>8.2</b> | <b>Termination without cause notice period</b><br><br>In Clause 41.7.1 of the Call Off Terms.<br><br>Minimum of 30 Working Days of notice period in respect of termination without cause. |
| <b>8.3</b> | <b>Undisputed Sums Limit:</b><br><br>In Clause 42.1.1 of the Call Off Terms   |
| <b>8.4</b> | <b>Exit Management:</b><br><br>Not applied  |

## 9. SUPPLIER INFORMATION

|            |   |
|------------|---|
| <b>9.1</b> | <b>Supplier's inspection of Sites, Customer Property and Customer Assets:</b> |
|------------|---|

|            |  |
|------------|--|
|            | Not applicable   |
| <b>9.2</b> | <b>Commercially Sensitive Information:</b><br>The proposal submission (if any) and pricing shall be classed as commercially sensitive information, in addition to names, email addresses and contact details otherwise not available in the public domain. |

## 10. OTHER CALL OFF REQUIREMENTS

|             |   |
|-------------|---|
| <b>10.1</b> | <b>Recitals</b> (in preamble to the Call Off Terms):<br>Recitals B to E<br>Recital C - date of issue of the Statement of Requirements:16/06/2021<br>Recital D - date of receipt of Call Off Tender: 30/06/2021            |
| <b>10.2</b> | <b>Call Off Guarantee (Clause 4 of the Call Off Terms):</b><br>Not required   |
| <b>10.3</b> | <b>Security:</b><br>Select short form security requirements   |
| <b>10.4</b> | <b>ICT Policy:</b><br>Not applied   |
| <b>10.5</b> | <b>Testing:</b><br>Not applied  |
| <b>10.6</b> | <b>Business Continuity &amp; Disaster Recovery:</b><br>Not applied  |
| <b>10.7</b> | <b>Failure of Supplier Equipment (Clause 32.8 of the call off Terms:</b><br>Not applied   |
| <b>10.8</b> | <b>Protection of Customer Data</b> (Clause 34.2.3 of the Call Off Terms):<br>The Supplier shall take responsibility for preserving the integrity of Customer Data and preventing the corruption or loss of Customer Data. |
| <b>10.9</b> | <b>Notices</b> (Clause 55.6 of the Call Off Terms):<br>Customer's postal address and email address:<br>HM Treasury<br>REDACTED<br><br>Supplier's postal address and email address:<br>Adecco UK Limited<br>REDACTED       |

|              |   |
|--------------|---|
| <b>10.10</b> | <b>Transparency Reports</b><br>In Call Off Schedule 13 (Transparency Reports)   |
| <b>10.11</b> | <b>Alternative and/or additional provisions (including any Alternative and/or Additional Clauses under Call Off Schedule 14):</b><br>Not applicable |
| <b>10.12</b> | <b>Call Off Tender:</b><br>In Schedule 15 (Call Off Tender)   |

## **FORMATION OF CALL OFF CONTRACT**

**BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms Call Off Order Form and the Call Off Terms.**

**The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.**

**In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Supplier within two (2) Working Days from such receipt.**

**For and on behalf of the Supplier:**

|                |  |
|----------------|--|
| Name and Title |  |
| Signature      |  |
| Date           |  |

**For and on behalf of the Customer:**

|                |  |
|----------------|--|
| Name and Title |  |
| Signature      |  |
| Date           |  |