



Crown
Commercial
Service

RM6002: Permanent Recruitment Order Form (Short Form)

Order Form Template

This Order Form is for the provision of the Call-Off Deliverables. It is issued under the Framework Contract with the reference number [RM6002 Permanent Recruitment](#).

Buyer Name	Cabinet Office
Buyer Contact	REDACTED TEXT under FOIA Section 40, Personal Information
Buyer Address	6th Floor, 10 South Colonnade, Canary Wharf, London, E14 4PU
Invoice Address (if different)	

Supplier Name	IRG Advisors
Supplier Contact	REDACTED TEXT under FOIA Section 40, Personal Information
Supplier Address	20 Cannon Street, London EC4M 6XD

Framework Ref	RM6002 (Permanent Recruitment)
Framework Lot	Lot 7
Call-Off (Order) Ref	040622CCS
Order Date	20/04/22
Call-Off Charges	REDACT
Call-Off Start Date	13/05/22
Call-Off Expiry Date	13/11/22
Extension Options	6 months until 13/05/23
GDPR Position	Independent Controller

CALL-OFF INCORPORATED TERMS

The Call-Off Contract, including the RM6002 Call-off terms conditions v1.0 can be viewed in the 'Documents' tab of the Permanent Recruitment framework page on the CCS website. Visit the [Permanent Recruitment](#) webpage and click the "Documents" tab to view and download these.

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

CALL-OFF DELIVERABLES

Framework Ref: RM6002 Permanent Recruitment

The requirement

Statement of Requirements

1. Purpose

- Following a restructure, we are looking to appoint IRG Partners from Lot 7 of the RM6002 framework to recruit to a brand-new role **Chief Commercial Officer** within CCS
- The role is at SCS2 level
- The role reports to Simon Tse, Chief Executive Crown Commercial Service
- The role holder will report functionally to Gareth Rhys Williams, Government Chief Commercial Officer
- The role will be based in Liverpool, Norwich, Birmingham or Newport with regular travel to other locations
- This is highly sensitive information and in order to pitch the role correctly we need to use a firm that has track record recruiting to roles at this level, within Commercial, at CCS

2. The search firm is required to undertake the following;

PLANNING AND LAUNCH

- Attend a planning meeting chaired by a Civil Service Commissioner with the vacancy holder in order to advise on;
 - Job description, person specification, location and salary as well as noting panel membership and security clearance requirements
 - Designing a process, campaign literature and advertising strategy
 - Proposed search strategy and suggested timetable
 - Your plan to achieve a diverse field; including the specific challenges within the target professions / sectors and how to mitigate them
 - Produce final advertising material and launch on external media
- SEARCH AND ASSESS
 - Undertake research in line with proposed strategy, approaching and engaging with suitable candidates across the agreed sectors, demonstrating a commitment to providing a diverse field
 - Provide a dedicated contact for enquiries from prospective candidates
 - Provide regular written updates (regularity to be agreed at planning) on the progress of the search including market insights, profiles of potentially interested parties and feedback from a selection of those that have declined to apply
 - Attend a mid-search progress review meeting with key stakeholders
 - Immediately after the vacancy has closed, provide CCS and GCO stakeholders with a comprehensive list of applicants, highlighting the source of those applicants and identifying individuals generated proactively through search efforts

SELECTION

- Attendance at longlist and shortlist meetings as agreed at planning, with the selection panel chaired by a civil service Commissioner at which you will present recommendations from your sift
- Arrange and conduct preliminary interviews with strongest applicants
- Provide the panel and GCO recruitment team with a 'sift pack' which includes:
 - CV and Supporting Statement of each applicant
 - A written report on candidates that have been longlist interviewed
 - A sift sheet with each candidate graded - A = recommended, B = marginal or C = not recommended
- Support GCO Recruitment team and CCS, where necessary, on the coordination of any pre-agreed assessment processes for example coordination of attendance at the ADC
- Arrange final panel interviews, preparing candidates and providing all of the materials that they require for the day. Provide a final interview pack in conjunction with GCO recruitment that contains all of the relevant documents pertaining to the candidates being interviewed.
- Work with GCO recruitment team and CCS on offer negotiation and the provision of feedback to unsuccessful candidates.

CANDIDATE MANAGEMENT & COMMUNICATION

- You are required to offer feedback to all candidates unsuccessful at shortlist or final interview stage
- You are required to meet the following SLAs:
 - Availability - All enquiries from the Contracting Authority are to be fully answered within 2 working days of receipt
 - Complaints Handling - Any formal complaints from candidates to be acknowledged within 2 working days of receipt. All complaints handling procedures must be made clear in the published campaign literature
 - Candidate management - Supplier to manage all candidate interest throughout the search/advertising period, with all enquiries being resolved prior to closing date

3. BACKGROUND TO CROWN COMMERCIAL SERVICE

Crown Commercial Service (CCS) brings together policy, advice and direct buying, providing commercial services to the public sector and saving money for the taxpayer. We've brought policy, advice and direct buying together in a single organisation to:

- make savings for customers in both central Government and the wider public sector
- achieve maximum value from every commercial relationship

- improve the quality-of-service delivery for common goods and services across Government

CCS is responsible for:

- managing the procurement of common goods and services, so that public sector organisations with similar needs achieve value by buying as a single customer
- increasing savings for the taxpayer by centralising buying requirements for common goods and services and bringing together smaller projects to best meet customer's needs.

Key strategic priorities for 2022 and beyond

- Achieve commercial benefits of around £1.5bn for our customers through growing spend through our expanding portfolio of commercial agreements and solutions to around £24.2bn.
- Continue to support the delivery of the government's commercial and procurement policy objectives.
- Continue to transform our business, ensuring that we are organised to succeed as a digitally enabled and commercially driven organisation with customers at the heart of everything we do.

CCS vision is to be the 'go to' provider of commercial solutions for the procurement of common goods and services for the entire public sector.

18,000 customers annually buy c£23bn of common goods and services from c5000 suppliers. We work across central government, public and third sector (charities and social enterprises) organisations the length and breadth of the United Kingdom to purchase everything from the services of locum doctors and laptops, to police cars and electricity.

We use the collective purchasing power of our customers, together with our commercial acumen, to get the best deals in the interests of taxpayers. The wider public sector is our key future market opportunity for growth with an estimated £60-70 billion of spend on common goods and services. It is our ambition to achieve £30bn of spend through our agreements over the next four to five years and in doing so deliver outstanding and continuously improving commercial benefits, underpinned by excellent public procurement policy.

4. Role Requirements and Scope;

The role of Chief Commercial Officer (CCO) will be to accelerate CCS on its journey to become a world-class delivery organisation. An organisation that is strategic, effective, efficient and commercially focused in meeting our customers' requirements. Deepening the value CCS adds to public procurement and extending our coverage and influence; enabling better outcomes.

Reporting directly to the Chief Executive the role holder will be responsible for leading the delivery of strategy and the policy development for CCS frameworks and commercial products to deliver CCS's commercial strategy and customer requirements. They will ensure CCS remains sharply focused on delivery of

commercial benefits, thereby providing value for money and excellent services to grow CCS across the public sector. As a member of the CCS Executive Leadership Team, the Chief Commercial Officer, will play a pivotal role in developing and contributing to the wider business plan.

The role requires an inclusive, highly motivated and credible commercial professional and change agent. The ability to champion, support and enable change through inspiring and influencing senior stakeholders to make the changes necessary to deliver our ambitions is key. The role holder will bring credibility through deep commercial experience across a number of categories and markets alongside the ability to galvanise the function, setting a clear direction and driving results. They will combine highly effective commercial leadership experience with the ability to develop mutually beneficial collaborative relationships that deliver innovative products and services

The successful candidate will be responsible for delivering the Strategic Objectives and Business Plans for CCS to drive improved performance, including, but not limited to

- Achieving £28.26bn of aggregate spend through our commercial agreements in 2022/23.
- Delivering £3bn+ commercial and change benefits per year;
- Maintaining a strong portfolio of commercial products and solutions - inc. delivery through digital tools. Using our customer/sector insight and category knowledge to ensure they are easy to use, support access for capable suppliers, and drive the social, economic and policy outcomes required from public sector procurement (incl. Modern Slavery, Social Value, Sustainability, Prompt Payment and SMEs).
- Driving standards, continuous improvements and greater consistency in the organisation of all commercial pillar activities including; category strategy development; provision of advisory support; commercial agreement design; CAM/SRM activities and engagement with digital.
- Strengthening and developing an Executive Board that operates enterprise-wide, putting the customer first, in its approach to growing CCS.
- Demonstrating and driving a high-performance culture, including increased collaboration and innovation across our commercial and customer experience teams to deliver quality products/services for our customers and commercial growth. Line management of SCS2 directors.
- Reviewing and proactively addressing potential barriers to reform, collaboration and coordination across category and customer teams.
- Developing a new target approach that underpins the business plans and delivers the best enterprise-wide value and benefits for CCS.

- Supporting effective performance monitoring and management of the commercial agreement portfolio and enable decisions on efficient resource deployment.
- Establishing and executing further plans with central government departments to migrate all their common goods and services spend to CCS, at the same time as developing products that further expand our reach across the wider public sector
- Drive the development of a stronger commercial function, raising capability standards by improving commercial skills and capability, using the professional curriculum and implementing the cross Government commercial standards
- Motivate and lead a diverse team of commercial professionals so that they remain engaged and feel valued.
- Be amongst the most senior members of the Government Commercial Function and play a role in the broader commercial reform programme led by the Government Chief Commercial Officer
- Contribute time as an assessor at the Assessment & Development Centre to ensure continuing high standards are set
- Actively participate in the leadership and delivery of the Commercial Functional plan

Essential Criteria;

Successful candidates will be outstanding commercial leaders who can build highly effective teams and influential relationships.

To be successful, you will need to demonstrate capability against the following criteria (described in our application system as Technical Skills) both within your application and at the final panel interview:

- proven track record in delivering strong, effective senior leadership in a commercially focussed organisation, improving efficiency, effectiveness and overall performance to meet customer needs
- an experienced, resilient senior leader, with a track record of driving and managing organisational change and ensuring excellent delivery
- an engaging senior professional with gravitas and influencing skills proven at Board level as a CCO or similar position
- outwardly focussed and persuasive, working effectively in complex environments and instilling confidence with key stakeholders
- ability to engage with senior leaders across a broad customer base and understand what needs to be done to develop new sales leads and growth the existing and new customer base
- proven ability to empower, engage and enhance performance at all levels within an organisation, whilst maintaining with CCS's values of Listen, Respect, Collaborate and Trust.
- understanding of commercial and procurement practises from the perspective of both suppliers and buyers

While not essential, a post-graduate qualification in leadership, management or commercially related qualification is desirable

In addition, to be successful, candidates will need to demonstrate capability against the commercial people standards. These are assessed at the Commercial Assessment and Development Centre (ADC).

5. COMPLIANCE

The supplier must adhere to the Civil Service Recruitment Principles to ensure all recruitment is Fair and Open and in Merit order.

This role will be chaired by a Civil Service Commissioner, the supplier must work alongside the Commissioner to ensure the recruitment is compliant.

The supplier must ensure conflicts of interests are understood and managed effectively.

6. KEY MILESTONES & DELIVERABLES

- Attend a planning meeting with key stakeholders, chaired by a Civil Service Commissioner within 1 week of being awarded
- Undertake initial scoping work / research and recruitment materials in time to go live within two weeks of the planning meeting
- Prepare and deliver weekly update reports detailing who has been contacted, how the role is being received in the market, receive feedback and outline upcoming calls and work planned
- To promptly deal with all candidate enquiries
- Collate and sift all applications received graded A (recommended) B (hold) and C (not recommended) with a narrative presented to the panel prior to a sift meeting.

7. MANAGEMENT INFORMATION/REPORTING

The supplier will provide a full report for longlisted and shortlisted candidates including diversity information (gender, ethnicity, religion, age, sexuality, disability and socio-economic background data) where possible.

8. SUSTAINABILITY

The supplier should consider sustainability, including being paperless

9. QUALITY

It is important that the supplier meets the security standards outlined in section 11 of this document.

It is important that confidentiality is adhered to, with respect to certain roles.

It is crucial that the supplier adheres to the Civil Service Commissioner's Recruitment Principles, and ensures that all recruitment is fair, open and merit-based and that salary offered is in line with the Principles.

10. STAFF AND CUSTOMER SERVICE

The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

The Supplier shall ensure that staff understand the GCO and CCS vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

All staff on the search will have experience of sourcing and placing senior technology procurement talent into senior public sector roles.

11. SERVICE LEVELS AND PERFORMANCE

GCO will measure the quality of the supplier's delivery by meeting with the supplier on a weekly basis to review the contract and by evaluating candidate pipeline data

The supplier will ensure that the services are of a consistently high quality and meet the requirements of the Customer;

The Supplier shall provide a proactive service manager to ensure that all Service Levels and Key Performance Indicators are achieved to the highest standard throughout the contract period.

Where the supplier fails to meet the targets for a longlist, at the relevant calibre detailed on the job description, we reserve the right to terminate the contract.

Where the supplier fails to meet the targets for a shortlist, at the relevant calibre detailed on the job description, the supplier agrees to undertake a re-run at no additional cost.

12. SECURITY AND CONFIDENTIALITY REQUIREMENTS

The Supplier shall ensure that the implementation of security controls and how they shall comply with the HMG Security Policy Framework, as detailed at the link below and Industry best practice, is documented, with associated security policies and standards:

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

Any IT systems used by the Supplier to meet the Authority's requirement shall have a Cyber Essentials Scheme Basic Certificate or equivalent at the commencement date of the contract and maintain that certification throughout the life of the contract. Cyber Essential Scheme requirements can be located at: <https://www.cyberessentials.ncsc.gov.uk/advice/>.

Any IT systems used by the Supplier to meet the Authority's requirement must be subjected to periodic independent [penetration testing](#) and any significant vulnerabilities identified as part of the [penetration testing](#) must be remediated within timeframes agreed with the Authority.

The Supplier shall have the capability to employ encryption to information / Data which shall be sent across a network or extracted by electronic means. Where encryption is used the method of encryption used must be agreed with, and meet the requirements of, the Contracting Authority.

The Supplier shall ensure that any suspected or actual security breaches are reported to Contracting Authorities representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.

The Supplier shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.

The Supplier (and any sub-contractor that provides any part of the Supplier service) shall provide secure solutions that comply with any restrictions or requirements arising out of the Contracting Authority's security policies. This shall include, but not be limited to:

- Cyber Essentials Scheme Basic Certificate;
- BS EN ISO 9001 or agreed equivalent;
- ISO 27001 Information Security Management or agreed equivalent; and
- HMG Baseline Personnel Security Standard

The Supplier shall ensure that Contracting Authority's information and Data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the Terms of this Contract.

The Supplier shall take all measures reasonably necessary to ensure that all Supplier Personnel involved in the performance of the Contract are aware of all ongoing Data security and confidentiality requirements.

The Supplier should be able to securely store/retain the application data of all applicants (including those who were unsuccessful) for a period of two years. After that time, the Supplier will be expected to delete/destroy the data using methods which comply with [NCSC's guidance on secure sanitisation of storage media](#).

This paragraph describes the mandatory security vetting / clearance requirements that the Supplier shall fulfil in its entirety as part of the delivery of this Framework Agreement, in line with the Cabinet Office Security Policy Framework (SPF). Full details of the Cabinet Office SPF can be viewed via the link below:

<https://www.gov.uk/government/collections/government-security>

The Supplier shall have in place security clearance, which meets the requirements of the Contracting Authority, and shall ensure full compliance with the standards set out in the following link:

<https://www.gov.uk/government/publications/hmg-personnel-security-controls>

Any pre-employment checks that the Supplier subjects their staff to should be at least equivalent to the [Government Baseline Personnel Security Standard](#) (BPSS). In addition, where there is a requirement for any supplier staff to work unsupervised on Authority premises, they will be expected to undergo BPSS checks and National Security Vetting to [Counter Terrorism Check \(CTC\)](#) level before they can do so.

Where a Supplier delivers all or part of the Service from the Contracting Authority's site, the Supplier shall comply with the Contracting Authority's personnel and physical security requirements.

The Supplier shall maintain appropriate staff records for all Supplier Personnel who are involved in activities related to delivery of the products and services within the scope of this Framework Agreement, and shall make this data available to Contracting Authorities upon request.

The Supplier shall ensure that all employees and key representatives of the Supplier working on the Contract shall comply with the Contracting Authority's security clearance requirements.

The Supplier shall ensure that Supplier Personnel provide evidence of their Right to Work in the United Kingdom in line with the Immigration, Asylum and Nationality Act (2006) and the Supplier shall maintain a copy of such evidence. The cost of obtaining any such evidence shall be the responsibility of the Supplier.

The Contracting Authority reserves the right to review its Security Checking procedure throughout the duration of the Framework Agreement and may require all Supplier employees and all Sub Contractors engaged to provide the Services to have obtained either National Security Vetting clearance or a full criminal records disclosure;

The Supplier shall not charge for the costs of the above. The Authority accepts no liability for costs incurred in the process of obtaining such disclosure certification.

Contracting Authorities may perform audits which may include checking compliance with the security requirements above and/or the additional requirements specified by the Contracting Authority and as mandated by HM Government.

13. PAYMENT AND INVOICING

Invoices should be submitted at the end of each calendar month for work completed in that month.

The Authority will raise a purchase order for the maximum value of the contract. The supplier will invoice for each element of the requirement against the purchase order numbers.

Payment can only be made following satisfactory delivery of pre-agreed work.

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

The address to be used for invoices is: Cabinet Office, 1 Horse Guards Road, London SW1A 2HQ. Invoices should be sent by email to an email address to be supplied by the Authority.

Payment cannot be made for work still to be done in the future, but can be made for design work or work done towards an overall finished product which is not yet complete.

PERFORMANCE OF THE DELIVERABLES

Key Staff
REDACTED TEXT under FOIA Section 40, Personal Information
Key Subcontractors
N/A

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:	REDACTED TEXT under FOIA Section 40, Personal Information	Name:	REDACTED TEXT under FOIA Section 40, Personal Information
Role:	Head of Supply Chain Practice, ODGERS BERNDTSON	Role:	Head of Commercial
Date:	03/05/2022	Date:	04/05/2022