**Call-Off Schedule 20 (Call-Off Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyer under this Call-Off Contract

# PURPOSE

## Crown Commercial Service is undertaking this procurement exercise as part of the recruitment campaign for a number of Digital roles identified as part of the ongoing Digital Transformation Programme. Candidates may be asked to complete a series of specialised assessments such as Individual Leadership Assessments (ILAs), and Staff Engagement Exercises (SEEs). Therefore, CCS is seeking to procure the services of a sole supplier with the expertise, specialist knowledge and networks to provide these a high calibre of candidates. The Supplier shall be required to provide candidates and schedule assessments and interviews.

# BACKGROUND TO THE BUYER

## CCS is the largest public procurement organisation in the UK.

# BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

## CCS are looking for a sole supplier to provide candidates from a niche part of the recruitment market. This role is historically hard to fill hence the need for recruiters with specialist knowledge and pipelines of top talent needed for this high-profile role in CCS.

## CCS do not have the current resource within the recruitment team to headhunt and short list candidates.

## There are six primary roles that the supplier is required to source:

## 1 x SCS1 Head of Product Management

## 1 x SCS1 Head of Transformation

## 1 x B6 Head of Business Architecture

## 1 x B6 Head of Service Management

## 1 x B6 Head of PMO

## 1 x B5 Senior Enterprise Architect

# DEFINITIONS

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| Customer | Means; Departments, Agencies who wish to use the contract for provision of assessment |
| ILA | Means; Individual Leadership Assessment |
| SEE | Means; Staff/Stakeholder Engagement Exercise |
| Assessments | Means; Including but not limited to ILAs and SEEs |
| Shared Workspace | Means; File sharing system utilised by the Customer |
| SCS | Means; Senior Civil Service |

# SCOPE OF REQUIREMENT

## The Supplier will be required to handle any campaigns/activities which may arise that do not fall within these specific headings but within the scope of the specification.

## The Supplier shall, in general, be required to:

### Conduct executive and non-executive searches for high quality candidates, providing updates on diversity breakdown on a regular basis.

### Carry out long list and short list meeting with assessment panels from CCS. The long and short list will be a ranking system of A-D candidates with rationale.

### Conduct pre-interviews with short listed candidates to establish further suitability.

### Book in short listed candidates to SEE slots provided by CCS

### Book in short listed candidates to final interviews provided by CCS.

### Operate within agreed service levels (see section 15 for further details)

### Show measurable and demonstrable Value for Money (VfM), reporting to CCS frequently (minimum monthly)

### Provide management information (MI) data.

# THE REQUIREMENT

## Candidates

### The supplier will be expected to provide a full list of candidates who have applied and for them to be ranked from A-D.

### The Supplier will provide a diversity (including socio economic) breakdown of each candidate.

### The supplier will be expected to lead on 2 briefing sessions with a CCS panel. First being a long list meeting, second being a short list meeting to decide who will move forward to interview.

### They will conduct pre interviews before the short list meeting, to answer any queries the panel may have had following the long list meeting.

## Appointment Facilitation: The supplier will be expected to liaise with candidates and book candidates into SEE and final interview slots that will be provided to them by a CCS recruiter.

## Reports: CCS will expect reports to be provided during the recruitment process of all candidates that have applied. These are needed to provide evidence to the civil service commission should this campaign be audited

# KEY MILESTONES AND DELIVERABLES

## The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| Milestone/Deliverable | Description | Timeframe or Delivery Date |
| 1 | Advert close and agency to inform of how many applications were received along with D&I breakdown | Within 1 week of contract award. |
| 2 | Long list of candidates provided to CCS | Within 2 weeks of contract award. |
| 3 | Interviews conducted by agency and short list provided | Within 3 weeks of contract award. |
| 4 | SEE’s scheduled | Within 4 weeks of contract award. |
| 5 | Final Interviews scheduled | Within 5 weeks of contract award. |

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# MANAGEMENT INFORMATION/REPORTING

## CCS requires the Supplier to supply CCS with Management Information (MI) at an agreed frequency (to be determined upon contract award) and on demand, including but not limited to:

## Weekly real time tracking and monitoring of candidates at each stage of the process,

## Weekly to recruiting team in CCS.

## Ad hoc on demand.

## That which is required to satisfy the annual Commissioners Audit and the Office for National Statistics monthly surveys.

## Diversity & Equality data.

## Reasonable adjustment records.

## For FOI requests, SARs, Parliamentary Questions & DPA requests.

## Further details to be agreed between the Supplier and Contracting Authority upon contract award.

# VOLUMES

## This would be a one off procurement to conduct and complete the recruitment exercise. As this is a one off campaign for a typically hard to fill position, CCS is unable to state how many candidates the supplier would need to screen.

# CONTINUOUS IMPROVEMENT

## The Supplier is expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration and pass on efficiency savings back to CCS.

## In the interests of continuous improvement, the supplier is encouraged to share new developments in assessments and/or present new ways of working to CCS at the earliest opportunity, working together, where appropriate and practicable, to trial different approaches.

## Changes to the way in which the Services are to be delivered must be brought to the CCS’s attention and agreed prior to any changes being implemented.

# SUSTAINABILITY

## The Supplier will be expected to have in place appropriate sustainability policies and procedures, in line with the Government’s support of [Sustainable Development Goals](https://www.gov.uk/government/publications/implementing-the-sustainable-development-goals/implementing-the-sustainable-development-goals).

# QUALITY

## The Supplier will ensure that any action they take within the scope of this contract follows the [Civil Service Commissioners Recruitment Principles](https://civilservicecommission.independent.gov.uk/civil-service-recruitment/), which explain the legal requirements that selection for appointment to the Civil Service must be made on

## All data must be managed, including obtained, stored and later deleted, in accordance with GDPR legislation.

## The Supplier will work with the Contracting Authority to maintain a Quality Assurance checking process, as agreed by the Contracting Authority.

## The Civil Service is a Disability Confident Employer. All communications must adhere to the Disability Confident Employer guidance for [inclusive communication](https://www.gov.uk/government/publications/inclusive-communication) with disabled candidates.

## All reports must:

## Be concise whilst retaining evidence.

## Be balanced – neither overly negative nor positive.

## Display a high standard of grammar and spelling.

## Be careful in the use of language – avoiding controversial language and language that could be misconstrued.

## Not make definitive statements unless the evidence is clear

## Provide evidence in support of statements.

## Be engaging to read and appear bespoke (i.e. not formulaic or ‘copy and paste’ in style).

# PRICE

## Pricing submitted will remain firm throughout the life of the Contract.

## There is no commitment or guarantees of spend by CCS, CCS reserves the right not to spend any and/or all of the budget and cannot guarantee a minimum spend.

## The Total Contract Value (excluding VAT) is likely to be circa. £114,500 and will cover an initial 6 month period.

# STAFF AND BUYER 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 Buyer’s vision and objectives and will provide excellent Buyer service to the Buyer throughout the duration of the Contract.

# SERVICE LEVELS AND PERFORMANCE

## The Supplier is expected to adhere to all KPI as outlined below, within section 15. CCS will also measure the quality of the Supplier’s delivery by using the following Key Performance Indicators:

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Service Area** | **KPI description (using working days)** | **Target** |
| 1 | Customer Service | Any queries/ correspondence received via the service offered at 14.4 will be acknowledged within one (1) working day and fully responded to within two (2) working days. | 95% |
| 2 | Customer Service | Complaints or issues raised by candidates, commissioning customers or CCS will be acknowledged within one (1) working day. The matter will then, where necessary, be raised with the customer within two (2) working days. | 100% |
| 3 | General  | Minuted meetings and telephone conversation notes that involve actions or decisions should be shared with CCS within two (2) working days of the conclusion of the corresponding meeting or telephone conversation. | 98% |
| 4 | Reporting and MI | Achievement of all Management Information / Reporting tasks as stated at section 8. | 95% |
| 5 | Any Ad-Hoc requests for MI, outside of the regular monthly reports, will be resolved within two (2) working days. | 90% |
| 6 | Reports | Fully completed assessment report is provided to CCS prior to the agreed deadline. | 100% |
| 7 | Reports will be produced to a consistent quality | 100%. |
| 8 | Invoices | Invoicing queries, errors or requests for additional information must be investigated, updated/amended as necessary and returned to the commissioning customer within five (5) working days. | 90% |

# SECURITY AND CONFIDENTIALITY REQUIREMENTS

## The winning supplier will be required to complete a Security Management Plan with CO within 30 days of the contract being signed to ensure that their infrastructure and systems are secure and protected.

# PAYMENT AND INVOICING

## Invoicing arrangements will be fully agreed between the Contracting Authority and the Supplier between award of contract and commencement of the service. As a minimum, invoices to the multiple commissioning departments should contain the following:

* Relevant purchase order reference number
* The contract reference number
* The campaign reference (if appropriate)
* Date of delivery
* The Contracting Authority
* Commissioning customer department and specific contact name
* Full breakdown and description of services

## Payment will be made by BACS within 30 days of receipt of a valid invoice.

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

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

## Invoices should be submitted electronically to the required address at the relevant customer finance team. The supplier will establish these on contract award.

# CONTRACT MANAGEMENT

## The Contracting Authority:

### CCS is the sponsor of the Contract and will appoint a contract manager who will be responsible for the day-to-day management of the contract and for reviewing the performance of the Supplier.

## The Supplier will be required to:

### Nominate an account manager (and a deputy who will act in his or her absence) who will act as a single point of contact for CCS.

### Develop a good working relationship with the CCS, attend ad hoc and scheduled operational review meetings to discuss the performance of the contract and related matters.

### Minute all meetings and telephone conversations that involve actions or decisions and, by means to be agreed with CCS distribute these minutes to CCS as soon as reasonably practicable and in all cases within two (2) working days of the conclusion of the corresponding meeting or telephone conversation.

### Coordinate the booking assessments and maintain a log of actions taken.

## Contact candidates initially via telephone - diplomatically and sensitively to preserve confidentiality.

### The Supplier shall keep a formal log of all complaints, issues and resolutions, raised by CCS or candidates at any point so that resolutions can successfully be actioned in appropriate timescales whilst ensuring transparency.

### Provide ad-hoc advice on recruitment and related matters to CCS, in a timely manner and within agreed timescales.

### Demonstrate at all times a commitment to high quality service provision and continuous improvement, consistently adhering to and providing guidance to CCS on best practice and meeting with CCS as agreed in order to keep them abreast of changes in the marketplace and to help improve the Civil Service reputation as a forward-thinking employer.

### Have a clearly defined complaints system.

### Attendance at Contract and/or Performance Review meetings shall be at the Supplier’s own expense.

# LOCATION

## The location of the Services will be carried out at the suppliers address or virtually.