**RM6160: Non Clinical Temporary and Fixed Term Staff**

**(Short Form)**

**Order Form**

This Order Form is for the provision of the Call-Off Deliverables. It is issued under the [Framework Contract RM6160](https://www.crowncommercial.gov.uk/agreements/RM6160): Non Clinical Temporary and Fixed Term Staff.

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| **Contracting Authority Name** | The Insolvency Service |
| **Contracting Authority Contact** | REDACTED |
| **Contracting Authority Address** | Cannon House18 Priory QueenswayBirminghamB4 6FD |
| **Invoice Address** **(if different)** | payments@insolvency.gov.uk PO Number to be provided. The PO Number must be quoted on each invoice with a clear breakdown of all charges incurred. If these details are not provided the Invoice will not be accepted.  |

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| **Supplier Name** | Red Snapper Recruitment Limited |
| **Supplier Contact** | REDACTED |
| **Supplier Address** | 10 Alie StreetLondonE1 8DE |

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| **Framework Ref** | RM6160: Non-Clinical Temporary and Fixed Term Staff |
| **Framework Lot** | Lot 4 |
| **Order reference number (e.g. purchase order number)** | TIS0541 |
| **Date order placed** | 12/08/22 |
| **Call off Start Date** | 05/09/22 |
| **Call-Off** **Expiry Date** | 04/09/24 |
| **Extension Options** | 12-month extension option subject to the relevant approvals being obtained from 5th September 2024 to 4th September 2025. This Extension shall be for a maximum of £660,734.80 |
| **GDPR Position** | Independent Controllers |
| **Job role / Title** | Criminal Investigator (This Overarching Order Form is for 8 Criminal Investigators, see individual Call-Offs for details of each role) |
| **IR35** | In Scope of IR35 |
| **Notice Period** | Two Weeks (Ten Working Days) |
| **Temporary or Fixed Term Assignment** | Temporary |
| **Hours / Days required** | Full Time 5 Days a week. 37 hours per week. |
| **Unsocial hours required – give details** | None |
| [**High cost area suppl****ement**](https://www.nhsemployers.org/tchandbook/annex-4-to-10/annex-8-high-cost-area-payment-zones) **details****(NHS only)** | 1. None |
| **Immunisation requirements? (Fee type 1 only)** | N/A |

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| **Pay band (use rate card to determine this)** | 8C |
| **Fee Type** | 2. Non-Patient Facing (Disclosure required) |
| **Expenses to be paid or benefits offered** | N/A |
| **Expenses to be paid by Temporary Worker** | N/A |
| **Charge Rates** | Pre-AWR | Post-AWR |
| REDACTED  | REDACTED  |
| REDACTED | REDACTED |
| REDACTED | REDACTED |
| REDACTED | REDACTED |
| REDACTED | REDACTED |
| REDACTED | REDACTED |
| £326.45 Per Day Total Bill Rate | £326.45 Per Day Total Bill Rate |
| **Charge Rates** | To be detailed in the individual Call-Offs from this Overarching Order Form.Charge Rates to be as per the Supplier’s TIS0541 Tender Return detailed in Appendix D. Detailed in Pricing section below.The maximum value of the initial contract period will be £1,324,081.20 |
| **Method of payment** | Invoice/BACS |
| **Discounts applicable** | N/A |

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| **Criminal records check required** | All Criminal Investigators need to undergo police vetting and be cleared at NPVV2 level (Supplier to conduct BPSS and NPVV2) |
| **BPSS required** | Yes |
| **State any other required clearance and/or background checking** | All candidates must be free from conviction, spent dishonest conviction, misconduct and outstanding misconduct proceedings. The Authority will as a minimum require their confirmation and signature to agree this is the case.  |
| **State any skills, mandatory training and qualifications necessary for the role** | * A full UK driving licence is essential and own motor vehicle is desirable
* Must be qualified at Government Counter Fraud Programme standard/ PIP Level 1/background in volume crime or equivalent.

To be detailed in the individual Call-Offs from this Overarching Order Form. |

**CALL-OFF INCORPORATED TERMS**

The Call-Off Contract, Core Terms and Joint Schedules’ for this Framework Contract are available on the CCS website. Visit the [Non Clinical Temporary and Fixed Term Staff](https://www.crowncommercial.gov.uk/agreements/RM6160) web page and click the ‘Documents’ tab to view and download these.

**CALL-OFF DELIVERABLES**

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| **The Requirement** |
| The Supplier will provide eight experienced Criminal Investigators Contractors to work within the Contracting Authority’s Criminal Investigation Team in order to investigate fraudulent claims for Bounce Back Loans /dissolved company offences which undermined Government backed strategies to underpin UK businesses during the Covid pandemic. This is to include investigation of fraudulent applications for Bounce back Loans and fraudulent company strike offs. The Contractors will be based alongside the existing Criminal Investigation teams at one of the following locations:Stratford, East LondonManchesterNottinghamCardiffWhilst attached to an existing team of the Contracting Authority, the Contractors will work discretely on investigations resulting from frauds relating to pandemic economic support measures. This discrete team will be managed nationally and (generally) remotely by a C2 (SEO) manager from the Contracting Authority. After initial inception period, the Contractors will be expected to work independently with remote supervision and support.Candidates must not be currently subject to any disciplinary action – whether current or imminent/possible. Candidates must have no criminal convictions – current or pending or spent convictions relating to fraud offences.Criminal Investigator Job description as follows:**L3 (HEO) Criminal Investigator**Responsibilities – To investigate allegations of Bounce Back Loan/dissolved company offences committed during the Covid pandemic. Gather evidence and intelligence to establish if criminal offences have occurred. To detect, disrupt and reduce criminal activity.Role profile – * Complete end to end criminal investigations including management of disclosure under CPIA, high quality presentation of written and oral evidence, interviewing witnesses, victims and suspects with authoritative and calm manner, and build prosecution files to a high standard.
* Ensure secure handling and dissemination of evidence and intelligence, maintaining confidentiality, sensitivity and duty of care, in line with GDPR and Insolvency Service policy.
* Carry out effective case management, create, maintain and update departmental records, including case files and reports.
* Proactively contribute to the development of the Criminal Investigation Team.
* Build good working relationships with internal and external stakeholders and law enforcement agencies.
* Conduct relevant health and safety procedures and report issues or identified risks in accordance with health and safety legislation and agency policy.

Essential qualities:* Qualified and experienced criminal investigators, with PIP1, or equivalent qualification. Experience of carrying out intelligence led and reactive investigations, delivering timely outcomes, and ability to analyse information from a wide range of sources. Experience of working in volume crime hubs and handling volume investigations.
* Ability to deliver 6-7 completed investigation files within each financial year.
* Demonstrable experience in volume, serious and organised crime investigation.
* Extensive and demonstrable knowledge of CPIA, PACE and RIPA.
* Extensive working knowledge of handling disclosure materials and exhibits.
* Experience of working to tight timescales within a dynamic environment.
* Good IT skills with proficiency in Microsoft Word and Excel.
* Analytic/data interpretation skills.
* Good written/drafting skills.
* Experience in operating case management systems and building evidence files to high standard.
* Experience of giving evidence in court.
* Good understanding of relevant criminal legislation.
* Strong team working ethic.

Candidates should be prepared to work flexibly, including occasional overnight stays and out of hours working.Full driving licence essential, and own vehicle preferable.Candidates to undertake hybrid working model, with provision for home working, but must be prepared to attend their base office a minimum of 2 days per week. key milestonesStart date for Contractors is anticipated to be 5th September 2022. Performance management will be required to identify any under performance to standard timescales.The Supplier should note the following project milestones that the Contracting Authority will measure the quality of delivery against:

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| **Milestone** | **Description** | **Timeframe** |
| 1 | Deliver 12-14 investigations per investigator.  | Within 24 months of Contract Award  |
| 2 | Support and manage cases through the court process post investigation.  | Within 24 months of Contract Award |

Contracting authority’s responsibilitiesThe Contracting Authority will provide IT and related equipment, plus IT support. Training will be provided by the Contracting Authority. The Contracting Authority will provide line management of recruits, plus mentor support via experienced investigators, and support via an existing Admin Team in respect of clerical support functions. Job related costs and miscellaneous costings will be funded via the Contracting Authority subject to contract restrictions and additional authorisation by the Contracting Authority to the specific details of the costings. Out of hours support will be managed via the Contracting Authority. contract and service managementContract Management meetings and supporting Management Information may be requested by the Authority, contents and location to be agreed between both parties.The Supplier will provide a worker performance management service to identify and prevent poor performance;REDACTEDvolumesTo investigate and prosecute where appropriate c.80 Bounce Back Loan/dissolved company investigations across the team. Contractors will be experienced in and capable of managing volume criminal investigation work with minimum supervision.continuous improvementThe Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.The Supplier should present new ways of working to the Authority during Contract review meetings. Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.STAFF AND CUSTOMER SERVICEThe Contracting Authority requires the Supplier to provide a sufficient level of resource throughout the duration of the Call Off Contract including replacements for departing/absent staff as required in order to consistently deliver a quality service to all Parties.Supplier’s staff assigned to the Call Off Contract shall have the relevant qualifications and experience to deliver the Call Off Contract. The Supplier shall ensure that staff understand the Contracting Authority’s vision and objectives and will provide excellent customer service to the Contracting Authority throughout the duration of the Call Off Contract. **SOCIAL VALUE**The Supplier will show commitment to ensuring the contract delivers equal opportunities and reduction in the disability employment gap. REDACTEDservice levels and performanceThe Contracting Authority will measure the quality of the Supplier’s delivery by:

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| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Time to shortlist | Time from approved requirement to (minimum) 3 CV’s sent within 3 business days | 90% |
| 2 | CV to interview | Number of CV’s submitted for each interview arranged | 3:1 |
| 3 | Interview and formal approval and agreement | No of days between offer and agreement | 5 days |
| 4 | Onboarding  | No of days from formal agreement and onboarded to hiring manager.  | 10 days |
| 5 | Hiring Manager satisfaction | % of responses satisfied with process and candidate | 90% |

Poor supplier performance will be dealt with as per agreed measures.The Contracting Authority retains the right to terminate the contract with the Supplier should the appropriate standards fail to be maintained.Security requirementsContractors will require vetting NPVV2 Level and will be issued with a Whitehall pass.REDACTEDIntellectual property rights (ipr)The Contracting Authority retains ownership of any and all IPR associated with the documentation produced in the completion of this work. paymentPayment will only be made following the authorisation of the Contracting Authority. This will be conducted by the signing off time-sheets for each Contractor. Payment will be made monthly in arrears. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. Invoices must state the assigned Purchase Order Number or they will be rejected.Location Contractors will be located at one of the following locations:London – 1 Westfield Avenue, Stratford, London. E20 1HZManchester – 3 Piccadilly Place, London Road, Manchester, M1 3BNNottingham – Apex Court, City Link, Nottingham, NG2 4LACardiff – Companies House, Crown Way, Cardiff, CF14 3ZAContractors will work in a hybrid manner, spending a minimum of 2 days a week at their base officeHome to base office travel costs will be met by the Contractors. Travel to other offices may be required and Contracting Authority T&S policy will apply. |
| **Pricing:** As per ‘Appendix D – Pricing Schedule’ table below.RM6160 Pay Banding 8C is agreed between both parties. If the Banding changes at any point during the duration of the Call Off Contract an exceptional approval will be required from the Contracting Authority.All future roles must be at the Market Rate at the time of sourcing that individual. |

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**PERFORMANCE OF THE DELIVERABLES**

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| **Key Staff** |
| Contractors to be determined. Individual Call-Offs will be made against this Overarching Contract for each Contractor. |
| **Key Subcontractors** |
| N/A |

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| **For and on behalf of the Supplier:** | **For and on behalf of the Contracting Authority:** |
| Signature: | REDACTED | Signature: | REDACTED |
| Name: | REDACTED | Name: | REDACTED |
| Role: | REDACTED | Role: | REDACTED |
| Date: | REDACTED | Date: | REDACTED |

**TIS0541 Appendix B Statement Of Requirements v1.0**

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**Invitation to Tender (Deadline 12pm 14/07/22 via InTend E-Portal):**

TIS0541 Appendix D Pricing Schedule v2.0

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TIS0541 Response to Tender Questions – Red Snapper

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