

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

CALL-OFF REFERENCE: **PR 2023 006**

THE BUYER: The Crown Prosecution Service

BUYER ADDRESS
102 Petty France
London
SW1H 9EA

THE SUPPLIER: Pertemps Recruitment Partnership Ltd

SUPPLIER ADDRESS:
Meriden Hall,
Main Road,
Meriden,
CV7 7PT

REGISTRATION NUMBER: 01644241

DUNS NUMBER: 

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated **17 April 2023**. It is issued under the Framework Contract with the reference number RM6229 for the provision of Permanent Recruitment Services for Legal Roles.

CALL-OFF LOT(S):

Lot 2: Non-Clinical General Recruitment

CALL-OFF INCORPORATED TERMS

The following documents and Call-Off Schedules are incorporated into this Call-Off Contract (Source is <https://www.crowncommercial.gov.uk/agreements/RM6229>).

Where Schedule numbers are missing, those Schedules are not being used in this Call-Off Contract. If the documents conflict, the following order of precedence applies:

1. **This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.**
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 11 (Processing Data)**

Identity of the Controller and Processor:

With respect to Joint Schedule 11, the Parties acknowledge that for the purposes of the Data Protection Legislation the Parties are independent controllers of Personal Data under this Call off Contract.

The Buyer's Data Protection Officer is:

[REDACTED]

The Supplier's Data Protection Officer is:

[REDACTED]

- **Call-Off Schedules for [RM6229](#)**

- **Call-Off Schedule 1 (Transparency Reports)**
- **Call-Off Schedule 3 (Continuous Improvement)**
- **Call-Off Schedule 4 (Call off Tender) Expressly included in this Call-Off Contract.**
- **Call-Off Schedule 5 (Pricing Details) - Expressly included in this Call-Off Contract.**
- **Call-Off Schedule 7 (Key Supplier Staff)**

Key Supplier Staff is:

[REDACTED]

- **Call-Off Schedule 8 (Business Continuity and Disaster Recovery)**

- **Call-Off Schedule 9 (Security)**

Security representative of the Buyer:

Security representative of the Supplier:

- **Call-Off Schedule 10 (Exit Management)**

- **Call-Off Schedule 14 (Service Levels)**

In addition to this Schedule 14, the Supplier shall meet the Performance Monitoring and KPIs requirements as detailed in Appendix 1 Statement of Requirements to this Call-Off Contract (section 16).

Candidates who have already applied to the Buyer's campaign independently will not count towards the Suppliers performance targets, if they are referred later.

- **Call-Off Schedule 15 (Call-Off Contract Management)**

In addition to this Schedule 15, the Supplier shall meet the Contract Management and Reporting requirements stipulated in Appendix 1 Statement of Requirements (section 17).

The Supplier shall attend contract management meetings with the Buyer's commercial team at a frequency agreed with the Supplier once the contract has commenced as per Call-off Schedule 14. These meetings will be different to the day-to-day operational contract management meetings that will be undertaken by the Buyer's Strategic Resources Team.

- **Call-Off Schedule 16 (Benchmarking)**

- **CCS Core Terms (version 3.0.11) [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.

CALL-OFF SPECIAL TERMS

The following Special Terms are incorporated into this Call-Off Contract:

Nothing contained in this Contract shall prevent the Authority from employing some person other than the successful Potential Provider(s) to supply services of the same type as those which are the subject of the Contract if the Authority shall in its discretion think fit to do so. The Authority is not obligated to use the awarded Potential Provider and is not committed to spend to any amount.

CALL-OFF START DATE: **19 April 2023**

CALL-OFF EXPIRY DATE: **30 September 2025**

CALL-OFF INITIAL PERIOD: **29 Months**

CALL-OFF DELIVERABLES

The Supplier shall deliver the service in accordance with Call-Off Appendix 1 – Statement of Requirements.

The Supplier shall strive to achieve a target of 25 Crown Prosecutors and 25 Senior Crown Prosecutors for the May 2023 campaign with similar volumes expected across the remaining campaigns for the financial year unless otherwise determined and agreed with the Supplier.

The Supplier shall also commit to deliver the added value services outlined in its tender response to the invitation to tender for this contract (as per Call-Off Schedule 4 – Tender Response), should the Buyer require the services to be delivered.

MAXIMUM LIABILITY

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

CALL-OFF CHARGES

As per Call-Off Schedule 5 (Pricing Details) which are fixed throughout the duration of the contract unless otherwise outlined in the Schedule 5 Pricing Details.

The Authority will pay complete fees at point of placement upon the candidate's successful completion of pre-employment checks. The Fee charged is a percentage of a candidate 12 month salary after the application of any relevant discounts outlined in Call-Off Schedule 5 (Pricing Details).

In the event that the Buyer cancels the recruitment requirement before the start date, no fee will be payable to the supplier. In the event that the supplier cancels the recruitment before the start date there will be no payment by the Buyer.

Any costs that are not included in the cost of the services agreed as part of the Schedule 5 Pricing Details for example 3rd party costs, shall be paid at the point the cost is incurred following the submission of a valid invoice to the supplier and is not dependant on the placement of successful candidates. Such costs where possible must be pre-agreed with the Buyer before they are incurred. The value of the contract is capped at **£576,969 excluding VAT**.

REIMBURSABLE EXPENSES

None is permitted.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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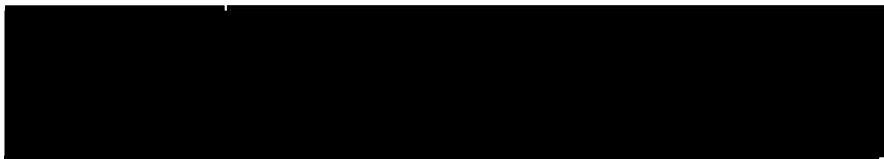
PAYMENT METHOD

The supplier will be paid electronically via BACs payment. Submitted invoices must include the purchase order number and must be accompanied by evidence of the candidates to which the invoice relates. Payment shall be made to the supplier no sooner than within 30 days of receipt of a valid invoice.

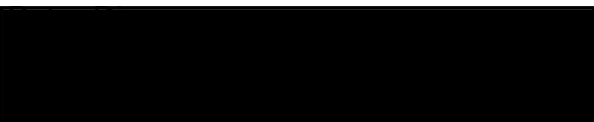
BUYER'S INVOICE ADDRESS:



BUYER'S AUTHORISED REPRESENTATIVE



SUPPLIER'S AUTHORISED REPRESENTATIVE



SUPPLIER'S CONTRACT MANAGER



PROGRESS REPORT AND MEETING FREQUENCY

Weekly frequency with respect to the day-to-day operational matters and KPIS unless otherwise agreed with the Buyer's Authorised Representative. Progress reporting and submission of reports must be in strict accordance with agreed milestones.

COMMERCIALLY SENSITIVE INFORMATION

Supplier's Pricing

Supplier's Technical Tender Responses

SERVICE CREDITS

Not applicable.

ADDITIONAL INSURANCES

The Supplier shall effect and maintain policies of insurance as referred to in Joint Schedule 3 (Insurance Requirements) in accordance with the framework agreement.

GUARANTEE

Not applicable

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SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments outlined in Section 19.1 to 19.3 of Appendix 1 - Statement of requirements.

TERMINATION

As per section 10.2.2 of the Core Terms the Buyer has the right to terminate this Call-Off Contract at any time without reason by giving the Supplier not less than 90 days' written notice.

For and on behalf of the Supplier:

[Redacted Signature]

[Redacted Title]

Date: Apr 18, 2023

For and on behalf of the Buyer:

[Redacted Signature]

Date: Apr 19, 2023

Appendix 1 - Statement of Requirements - Permanent Recruitment Services - For Legal Roles

This Appendix sets out the requirements and services that the Supplier will be required to deliver under this Call-Off Contract as was stated in the further competition invitation to tender.

1. Introduction

- 1.1 The Authority is seeking to appoint a supplier to provide, Candidate Identification and Attraction (Search Activity) services to support in the recruitment of legal roles, however the full end to end recruitment service may be required from time to time as well as on a modular basis.
- 1.2 The Supplier will work as additional support to the CPS Strategic Resources Team in its recruitment activities for the fulfilment of legal roles. The Supplier will work on the basis that there is currently also another provider supporting the CPS with the recruitment of additional legal candidates into the candidate pool.

2. Scope of the Contract

- 2.1 There are three elements to the contract;
 - Support to periodic volume campaigns primarily but not exclusively for legal roles
 - Support to a rolling recruitment programme primarily but not exclusively for legal roles
- 2.2 The Authority's Strategic Resourcing Team (SRT) is based in Liverpool and is responsible for providing a recruitment service to all business teams across the Authority and has particular responsibility for national recruitment campaigns. The Supplier will be required at all times to work in partnership with the SRT who will lead and manage all campaigns.
- 2.3 Nothing contained in this contract shall prevent the Authority from employing an agency other than the successful Potential Provider(s) to supply services of the same type as those which are the subject of the Contract if the Authority shall in its discretion think fit to do so. The Authority is not obligated to use the awarded Potential Provider, is not committed to spend to any amount and is not guaranteed to run campaigns to the full term of the contract. The Authority shall pay on delivery only and shall access the contracts as the need arises in order to fulfil its strategic objectives.

3. Services

- 3.1 The main service required will be Candidate Identification and Attraction activities as defined in the CCS Permanent Recruitment 2 RM 6229 framework agreement. Additionally, the full end to end recruitment services 'core services' as defined in the framework agreement may also need to be provided where necessary and 'core' modular services as defined in the framework may be required as necessary from time to time i.e. Evaluation and Assessment module only, or the Offer and Acceptance module only.

4. Candidate Identification and Attraction

- 4.1 The Supplier shall provide Services aligned to the identification and attraction of high quality legal candidates aligned to the requirements set out by the Customer, which shall include but is not limited to ensuring that:
 - 4.1.1 search techniques identify alternative candidates to those that the Customer can identify through internal processes, for example those already employed in the organisation
 - 4.1.2 candidate CVs align to the job description and person specification; and
 - 4.1.3 all long and shortlisted candidates meet the required standard as detailed in the job description and person specification
- 4.2 The Supplier shall work closely with the Authority and especially the SRT team to replicate the requirements and needs, identified as per the job roles identified and shall:
 - 4.2.1 Provide effective campaign management and support services, with clear lines of communication and identified points of contact.
 - 4.2.2 Provide a thorough response handling and feedback service as required e.g. notification of successful/unsuccessful applications, providing candidate feedback, campaign debriefs and lessons learned.
 - 4.2.3 Ensure a full audit trail to support actions & decisions, available at request within 48 hours.
- 4.3 Though the Authority SRT team will manage the end-to-end administration of the recruitment cycle, the Supplier may be required to carry out the full end to end recruitment process for assigned job roles as directed by the Authority. Such activities may include facilitation of interviews, involvement in delivering assessments, interviewing or offering roles, outside of directly providing SRT with CVs from appropriate candidates.

5. Evaluation and Assessment

- 5.1 It is not anticipated this will be required on a routine basis; however, the Authority reserves the right to access this module as needed.
- 5.2 The Supplier would be remunerated for total volume of candidates processed through evaluation and assessment.
- 5.3 The supplier shall provide services aligned to the evaluation and assessment of candidates as set out by the Customer, which shall include but is not limited to ensuring that:
 - 5.3.1 Candidates undertake assessments in the format agreed by the Customer in terms of content, timing and quality
 - 5.3.2 All candidates are treated equally regardless of how they were sourced – e.g. internal and external candidates treated equally throughout the process
 - 5.3.3 Any reasonable adjustments are supported, in particular those relating to conditions covered under the Equality Act 2010, to undertake any evaluation assessments required to ensure candidates have the opportunity to perform at their best.

6. Offer and Acceptance

- 6.1 The Authority may request the Supplier undertake offer and acceptance of the successful candidates as part of a campaign. This will be made clear prior to the launch of a campaign.
- 6.2 This would require the Supplier to issue written offer letter and receive written response to confirm acceptance, at which point candidates would typically be passed back to the Authority for processing through onboarding including security checks.

7. Expectations of the Supplier

- 7.1 It is expected that the Supplier shall be able to deliver, in addition to the usual recruitment search, more specific talent acquisition services, including but not limited to the following:
 - 7.1.1 A target of 25 Crown Prosecutors and 25 Senior Crown Prosecutors for the 15th May 23 campaign with similar volumes expected across the remaining campaigns for the financial year unless otherwise determined and agreed with the Supplier.
 - 7.1.2 Provide a headhunting service for legal professionals by using a robust network and detailed understanding of the legal market across England and Wales.
 - 7.1.3 Work with candidates throughout the process to support success of individuals.
 - 7.1.4 Pre sifting all candidates prior to application to ensure eligibility and understanding of process before arranging for them to be added to recruitment process.
- 7.2 Candidates referred are of a high quality and meet all the recruitment standards and requirements for the job vacancy as a minimum. The Supplier is required to ensure that they have robust processes in place and undertake appropriate due diligence to ensure that candidates are suitably qualified.
- 7.3 In the event that a candidate is unable to make an appointment, the Supplier shall be proactive in ensuring that the Authority is notified in good time to be able to re-allocate the appointment to another candidate as applicable and a clear reason is provided.
- 7.4 There will be no maximum number in respect of candidates that can be put forward by the Supplier at any one time. Although we are seeking a significant volume of candidate's quality should not be compromised and all candidates must be eligible and suitable in line with the eligibility requirements of the job descriptions. (Please note that job descriptions are subject to change from time to time at the discretion of the Authority).

8. Supplier Experience

- 8.1 All agents working on the contract should be able to conduct the 'Search Activities' including initial informal interviews in the areas as required.
- 8.2 The Supplier shall have experience of working with either the Crown Prosecution Service or an organisation of a similar sized headcount (of

approximately 6,000 people) within the Public Sector in the past 12 – 18 months..

8.3 The Supplier shall have past experience of recruiting in these specific areas and/or professions:

- Public Sector appointments including Civil Service,
- Legal, with specific experience recruiting into criminal law positions, particularly for the Senior Crown Prosecutor Roles where criminal law experience is required. Crown Prosecutors may be recruited from any legal background.
- Legal Manager 1 or similar roles – e.g. Senior lawyer with significant managerial oversight such as a District Crown Prosecutor
- Specialist Prosecutor or similar– e.g. Senior Lawyer with specialist focus such as serious fraud or organized crime.

The above is not an exhaustive list.

8.4 The Supplier shall have capacity to recruit into legal and core profession within the 14 areas where the CPS is located (<https://www.cps.gov.uk/about-cps/cps-areas-cps-direct-cps-central-casework-divisions-and-cps-proceeds-crime>).

8.5 The Supplier must also have suitable legal networks, access to databases and local intelligence, connections and legal contacts nationwide but with particular focus on the following hard to recruit areas:

- East of England – particularly Norwich and Ipswich
- East Midlands
- South West
- Wessex
- West Midlands
- Wales
- Yorkshire and Humberside.

8.6 The Supplier must have networks for the other core professions across England and Wales and may draw candidates from the public or private sector where there is relevant experience will be considered which applicable.

8.7 The Supplier must have the ability to provide innovative advice and support around process, procedure and market engagement to ensure the Authority are maximizing each recruitment campaign.

8.8 The Supplier must have suitable legal networks, access to databases and local intelligence, connections and legal contacts nationwide but with particular focus on the following areas:

- East of England – particularly Norwich and Ipswich
- East Midlands
- South West
- Wessex
- West Midlands
- Wales
- Yorkshire and Humberside.

9. Campaigns

9.1 Regardless of the type of campaign and before campaigns go live, an initial campaign meeting will be required with each Supplier to ensure the Supplier and the SRT are both clear on the aspirations for each campaign as directed by the SRT and based on market insight provided by the Supplier where applicable. This will include, but is not limited to;

9.1.1 outlining campaign process

9.1.2 an engagement plan with key stakeholders from the relevant areas or directorate around any target geographical areas or bespoke requirements or any other elements needed for the particular campaign and,

9.1.3 agreeing targets for candidate numbers

9.2 The Authority SRT and the Supplier will have meetings on an individual basis with each Area Business Manager (ABM) to help the Supplier understand the nuances of each area and the expectations ABMs have of the candidates. The Supplier will be required to participate in these meetings and in turn may be required to engage with staff from each geographical area prior to any campaign starting to get a further assessment of needs, discuss potential market concerns and offer advice around local engagement for the area staff to complete to support live campaigns.

9.3 The SRT will share marketing materials for the relevant campaigns prior to the Supplier beginning work on the campaign and set up meetings (likely to be weekly) for the duration of the campaign to ensure ongoing understanding of the Authority's needs and monitoring of the campaign.

9.4 Each campaign and recruitment cycle shall follow the below general format with approximate timelines:

Table 2 Campaign and Recruitment Cycle

Campaign Stage	Timescales
Advertisement and search activity	2-4 wks
Sifting activity(Authority), suitability and qualification checks, legal assessments, interview, Job offer	5-6 weeks
Notice Period	4-12 weeks
Onboarding process	4 weeks

9.5 The Authority will expect the Suppliers to focus its candidate search effort in the early advertising stages of the campaign in order to achieve its targets.

9.6 Following campaigns, the Supplier will provide a full report on performance including any lessons learnt and actions that can be considered for future campaigns. This will be discussed at a Post Campaign Meeting and may include senior SRT stakeholders.

- 9.7 There will be no maximum number in respect of candidates that can be put forward by the Supplier at any one time (unless agreed at the Initial Campaign Meeting). Although we are seeking significant volumes, candidate quality should not be compromised and all candidates must be eligible and suitable in line with the eligibility requirements.

10. Rolling Campaigns

- 10.1 In addition to the Volume Campaigns as above and due to the number of roles required in the time frame, the Authority also requires a rolling recruitment service.
- 10.2 In this type of campaign, the Supplier will provide candidates on a rolling basis i.e. ongoing outside of the framework of the Volume campaigns. Candidates who meet the eligibility and quality requirements can be recommended by the Supplier via the dedicated e-mail address at any time but must indicate in the subject line of the e-mail the candidate is outside of the Volume Campaign.
- 10.3 The Authority will then ensure the candidate goes through a timely recruitment process to assure quality and competence that mirrors a typical recruitment process relevant to the post being recruited for.
- 10.4 Again, there will be no maximum number in respect of candidates that can be put forward by the Supplier at any one time (unless agreed at the Initial Campaign Meeting) for this type of campaign. However overall numbers will be monitored by the SRT and the Suppliers will be advised when the overall targets have been fulfilled. Subject to overall targets being met the Authority reserves the right to pause and re-instate this service as necessary during the lifetime of the contract. Although we are seeking significant volumes, candidate quality should not be compromised and all candidates must be eligible and suitable in line with the eligibility requirements

11. Candidate Ownership

- 11.1 The Authority will advertise all job roles on the Civil Service (CS) Jobs Board so separate advertising will not be required, although may be permitted. The Supplier is required to check with potential candidates whether they have already submitted an application via the CS Jobs Board to the CPS prior to submission to avoid duplication and issues with Candidate Ownership between the Supplier and the CPS.
- 11.2 The Supplier shall have the ability to track the time and date that a Candidate CV was submitted to the Authority.
- 11.3 The Supplier shall be required to notify the Authority of candidates that it wishes to be submitted via a designated email address. Once submitted, 'ownership' of that candidate will be checked against the Authority's records (CS Jobs Board) and subject to the candidate not already being in the system 'ownership' of the candidate will be assigned to the Supplier.
- 11.4 In instances of duplication between Suppliers 'owned' candidates are determined by application receipt time and date. For example, if a CV is received by the CPS from one Supplier prior to any other supplier submitting

the CV, this candidate will be considered 'owned' by the Supplier who submitted the CV first.

11.5 In the event of a situation where there is a dispute over candidate ownership, the Authority will have final determination in this matter and will not pay more than one Supplier for the candidate.

11.6 In the event of a situation where a candidate is found to be ineligible due to onboarding checks, such as failure to meet criteria to pass security clearance, the Authority will have final determination on this matter and will not pay the Supplier for recruitment of this candidate.

11.7 In the event of a situation where a candidate is found to have a conflict of interest with the receiving team, such as close relationship or family relation, the Authority will allocate the individual to another suitable role so far as this is reasonable and practicable to do so. If this is not possible, the Authority will be unable to offer a posting as it is against the Civil Service Code of Conduct, and therefore will not make any payment regarding that candidate. As such, any offer of employment will go to the candidate who is second in merit order for the original post recruited to.

12. Dispute over Candidates Ownership

12.1 In the event of a dispute with regards to candidate ownership, the Supplier will be required to notify the Authority and provide evidence to support their claim. The Supplier and the Authority representatives will meet as soon as is practical and no longer than 5 days from the notification to discuss and review the evidence and final determination shall be made by the Authority.

12.2 In the event that the Supplier does not agree with the determination of the Authority then the dispute shall be referred to the process as set out in the core terms of the framework agreement Clause 34 Resolving Disputes.

12.3 Any recruitment activity regarding any specific candidate which is under dispute may be suspended until resolution can be sort.

12.4 Candidates who have already applied to the Buyer's campaign independently will not count towards the Suppliers performance targets, if they are referred later.

13. Calculation of Charges

13.1 The Supplier will be paid for each 'owned' candidate referred subject to the principles set out in the framework and as agreed in the call off contract.

13.2 In accordance with the framework Charges are a % of the 12 month starting salary of the candidate after the application of any relevant discounts. The Authority will pay 100% of this at point of placement upon the candidate's successful completion of pre-employment checks.

13.3 For the individual modules of Evaluation and Assessment Offer and Acceptance the % fee is based on the assumption that this is for all candidates in the process of selected module, regardless of number of selected candidates that are successful.

13.4 Pay Ranges - candidates will be paid in accordance with the Authority pay/salary Ranges. Actual salary bands will be advised when more accurate

information is available for each campaign or assignment at the Initial Campaign Meeting.

13.5 In the event that the customer cancels the recruitment requirement before the start date, no fee will be payable to the supplier. In the event that the supplier cancels the recruitment before the start date there will be no payment by the customer.

13.6 Any costs that are not included in the cost of the services agreed as part of the Schedule 5 Pricing Details for example 3rd party costs, shall be paid at the point the cost is incurred following the submission of a valid invoice to the supplier and is not dependant on the placement of successful candidates. Such costs where possible must be pre-agreed with the Buyer before they are incurred.

14. Application of Discounts

14.1 The Supplier will be expected to apply the discounts it has submitted within its tender proposal in accordance with the following as detailed within framework specification. The discounts required in this contract are as follows:

- Volume campaigns based on the number of job roles (Discount 1)
- Rolling campaigns based on the number of job roles (Discount 1) – to be reconciled on a monthly basis.
- the discount is based on the assumption that the discount is a % off of the % fee of Salary.

15. Added Value

15.1 The Supplier will be expected to bring relevant innovation to its contract delivery approach and provide relevant added value services over and above what is expected for this contract and for which there will not be a charge. Innovation could include providing recommendations of changes to process, or other best practise delivery, based on the market and supply routes. Added value might include but is not limited to:

- Free training of 1 hr in diversity and inclusion within recruitment for up to 30 members of staff
- Attendance at industry seminars hosted at the Supplier's own premises or virtually
- Access to information, such as blogs, articles, and research, on relevant topics such as recruitment, retention, diversity, and inclusion
- Demonstrations of new technology or tools of relevant, such as market analysis tools.

16. Performance Monitoring and KPIs

16.1 The SRT will provide contractual oversight and will ensure quality standards are maintained. The following KPIs will be monitored throughout the life of the contract, in the main by SRT unless otherwise noted in the table for the Supplier.

<u>Service Activity</u>	<u>Description</u>	<u>Target Performance</u>	<u>How This will be measured.</u>
Candidate success rates	This is a measure of how many candidates per campaign are meeting the quality and competency standards.	60%	Number of candidates who met the standard to pass the campaign at all stage of process
Candidate acceptance rates	This is a measure of how many quality candidates per campaign are participating in the process with genuine intention to work with CPS	80%	Number of candidates who are offered a position, accept and commence employment with CPS
Disability representation	Total percentage of full-time equivalent (FTE) disabled people recruited during the contract, as a proportion of the total FTE workforce, by UK region.	6%	Supplier to submit monthly report

17. Contract Management and Reporting

17.1 Day to day operational contract management will be provided by the Authority's SRT and weekly review meetings will take place separately with each Supplier. These meetings shall also include update meetings with SRT during the campaign, including Initial Campaign Meetings and Post Campaign Meetings.

17.2 The Supplier shall also attend contract management meetings with the Buyer's commercial team at a frequency agreed with the Supplier once the contract has commenced. These meetings will be different to the day-to-day operational contract management meetings which will be undertaken by the Buyer's Strategic Resources Team.

17.3 The Authority will provide a named individual as primary authorised representative to act as Operational Contract Manager for the contract supported by a Commercial Contract Manager from the Authority's commercial function.

17.4 The Supplier shall provide weekly statistics to monitor progress against the targets set within this contract. The minimum statistics required will include:

17.4.1 progress against agreed timelines

17.4.2 the number of candidates identified by the Supplier,

17.4.3 diversity and inclusion statistics of all applicants and how they progress

17.4.4 those successful or rejected at the Supplier's initial sift

17.4.5 the reasons for rejection and those who are submitted to the Authority recruitment campaign

18. Account Management

18.1 The Supplier will provide one named lead to act as primary contact to work with the Authority Contract Manager and SRT directly on progress updates, performance, consultancy service etc.

18.2 The Supplier will ensure meetings are in place with SRT throughout the contract and campaigns specifically to ensure to provide updates on monitoring and performance the frequency to be agreed however when campaigns are in progress this is likely to be required weekly.

18.3 It is expected that the Supplier will response to all queries sent by email within 24 hours of receipt and resolve or advise of the resolution with the ability to escalate through a clear escalation pathway i.e. to senior account manager or regional director as escalation route as necessary.

18.4 Further meetings may be required on a quarterly basis to review market assessments to allow the Authority to align and adjust their recruitment strategy accordingly.

19. Social Value

19.1 The Supplier shall be committed to supporting the Authority in achieving the following Social Value Government Policy Outcome by contributing towards Authority's corporate targets through its recruitment activity on behalf of the Authority and within its own workforce. The Supplier shall report on its total contribution to the target as part of its regular progress meeting with the SRT and provide a final written summary report to the Authority at the end of the contract period on how it has supported the Authority in meeting this social value objective in respect of the activities in this section.

19.2 The Supplier shall aim to increase representation of disabled people during in line with the following target:

Table 4 Social Value Policy Outcome Objective – Disability Representation

Metric	Target
Total percentage of full-time equivalent (FTE) disabled people recruited during the contract, as a proportion of the total FTE workforce, by UK region.	6%

19.3 The Supplier shall conduct planned activities to fulfil the following as it relates to increasing disability representation during the lifetime of the contract. The Supplier shall:

19.3.1 have an understanding of the issues affecting the representation of disabled people in the workforce in the market, industry or sector relevant to the contract, and in the Supplier's own organisation and those of its key sub-contractors.

19.3.2 ensure collection of the views and expertise of disabled people and their representative organisations on successfully supporting disabled employees or applicants.

19.3.3 have in place measures to reduce barriers to securing more jobs for disabled people. Illustrative examples:

19.3.3.1 Inclusive and accessible recruitment practices, and retention-focussed activities, including those provided in the guide for line managers on recruiting, managing and developing people with a disability or health condition.

19.3.3.2 Introducing transparency to pay and reward processes.

19.3.3.3 Offering a range of quality opportunities with routes of progression if appropriate, e.g. T Level industry placements, students supported into higher level apprenticeships.

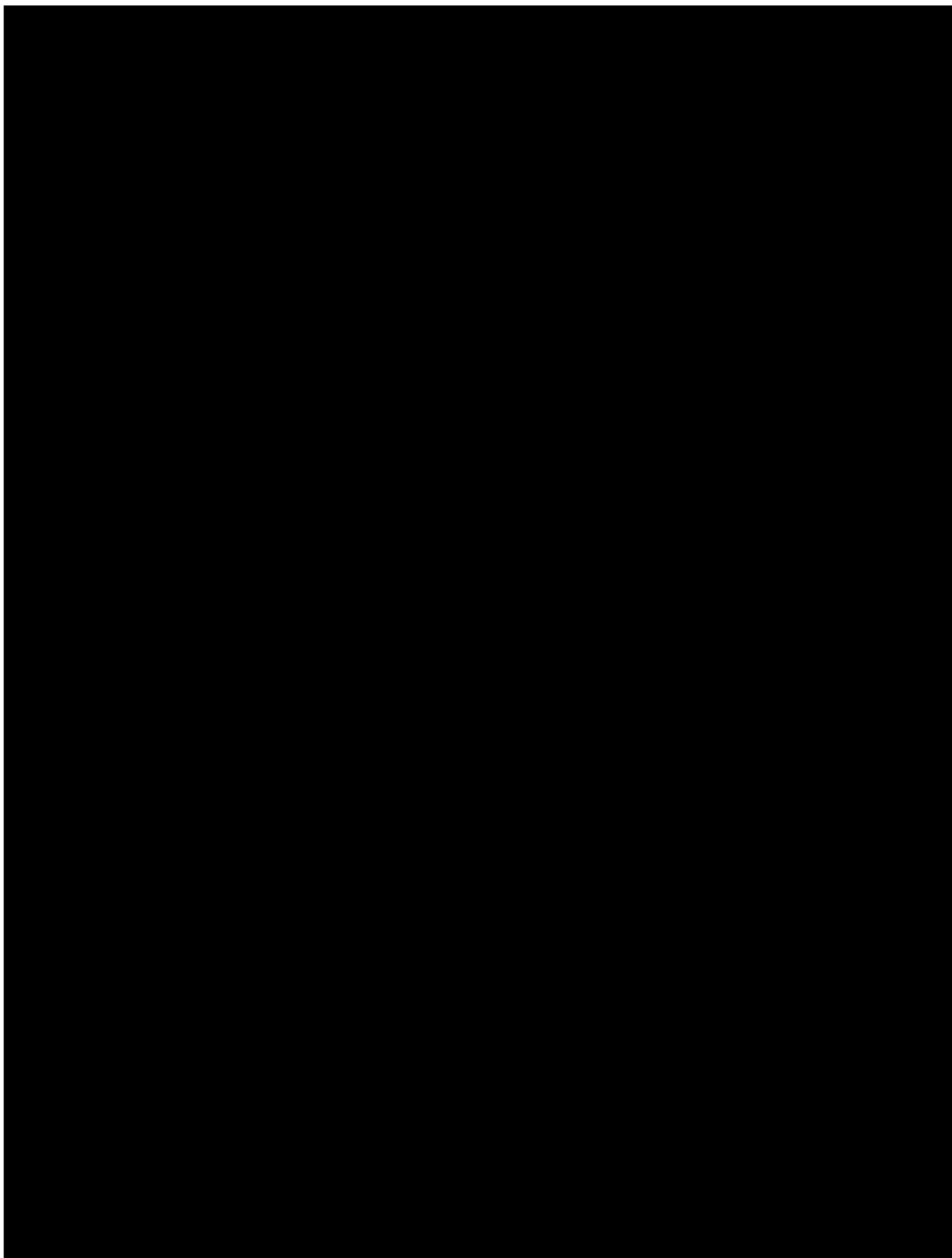
19.3.3.4 Working conditions which promote an inclusive working environment and promote retention and progression.

19.3.3.5 Other measures to provide equality of opportunity for disabled people into employment, including becoming a [Disability Confident](#) employer and inclusion of supported businesses in the contract supply chain.

20. Contract Exit strategy

20.1 In accordance with the framework requirements the Supplier will be expected to propose a robust exit strategy, including logistics of a handover to an alternative Supplier and handover period. The Authority expectation is that a minimum of 1 month engaged handover will occur, including the sharing of all documents, records, data and approaches taken.

Call-Off Schedule 5 (Pricing Details)



ADDITIONAL REQUIREMENTS

The Buyer's salary scales will be used in the recruitment process.

The Buyer's staff are expected to apply through the CPS internal process. Any CPS personnel applying through the supplier will not be counted towards the supplier's candidate ownership.

ADDED VALUE

The Supplier shall also commit to deliver the added value services outlined in its tender response (see Call-Off Schedule 4) to the invitation to tender for this contract and at no additional charge.

CAPPED CONTRACT VALUE

The Buyer is not committed to spend any amount and is not guaranteed to run campaigns to the full term of the contract. The Authority shall pay on delivery only and shall access the contracts as the need arises in order to fulfil its strategic objectives. Any spend under the contract shall not exceed a capped value of **£576,969 excluding VAT**.

Call-Off Schedule 4 (Call Off Tender)

The Supplier's tender response is included in the next section.

