



Crown  
Commercial  
Service

People 

## Workforce Management

– helping you reduce your reliance on agency staff



**Reference:** RM1072

**Start date:** 15 June 2015

**End date:** options until  
14 June 2019



## Why choose us

Our Workforce Management agreement is designed to support you in managing your workforce more effectively and reducing your reliance on agency staff. It is the only framework of its kind currently available for NHS trusts, and complements our 5 NHS Improvement approved frameworks for agency staff.

### Benefits include:

- choice of 8 suppliers
- significant savings opportunities
- supports the procurement development programme for the NHS
- full end-to-end planning and delivery solutions
- flexible pricing and solutions to suit your needs
- increased level of competition, supporting preferential pricing
- active supplier management to help you address demand management
- compliance through vetted suppliers and sub-contractors
- no charges to access the agreement
- hands-on support to help you with a further competition.



### Services relating to the flexible use of resources include:

- flexible resource pool (staff bank) set up
- operation and management of an existing flexible resource pool (managed staff bank)
- operation, management and employment or engagement of a flexible resource pool (fully outsourced managed staff bank)
- control and management of contingent labour.

### Services relating to the effective use of resources include:

- workforce analysis and advice services to help you understand demand patterns and current use of substantive and flexible workforce
- workforce optimisation services such as shift planning, absence management and forecasting and budgeting
- investment analysis to determine whether an in-house or fully outsourced flexible resource pool solution will best meet your needs.



## Getting started

You can use the framework either as an individual trust, a consortium of trusts or a collaborative procurement organisation, such as a procurement hub. There are 2 ways to appoint a suitable supplier:



### 1. Direct award

You can make a direct award on the basis of the most economically advantageous tender, subject to the provisions of the framework.

To make a direct award you will need to:

- develop a clear statement of requirements for the services you need
- confirm that your requirements can be met by the framework agreement supplier's service
- check that the terms of the framework agreement and call-off terms do not need amendment and you do not need any supplementary terms and conditions.



### 2. Further competition

The further competition process is designed to help you achieve best value from suppliers, as during the process you can:

- ask suppliers to develop proposals to meet your specific requirements
- amend or refine the terms of the call-off agreement to reflect your requirements.

**Full details of how to access the agreement can be found online.**

*“The health workforce team has been extremely valuable in supporting our mini competition for workforce management (staff bank) earlier this year. We had a key contact from the team who we could go to for advice and guidance throughout the process.”*

Denise Sayles,  
Head of Contracting,  
Leeds Teaching Hospitals NHS Trust





## Our suppliers

- Bank Partners
- de Poel Managed Services
- HCL Managed Services
- Holt Doctors
- Liaison
- Manpower UK
- NHS Professionals
- Reed Specialist Recruitment

## Help and support

Your framework manager is Phil Thomas:



Email: [workforcemanagement@crownccommercial.gov.uk](mailto:workforcemanagement@crownccommercial.gov.uk)



Call: 0345 410 2222



Visit: <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1072>

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