**RM3749 Public Sector Resourcing – New Customer Overview**

**What is Public Sector Resourcing (PSR)?**

The PSR framework has been designed to provide a simple, effective and streamlined resourcing solution for the engagement, attraction and deployment of high quality contingent and temporary workers across central government and the wider public sector. This framework has replaced RM960 Contingent Labour One agreement (CLOne) and expires in January 2024.

To join the PSR agreement customers must complete a Call-off agreement with the strategic partner Alexander Mann Solutions (AMS). AMS is a Managed Service Provider who deliver the recruitment process through an online SAP Fieldglass system. Fieldglass is a cloud based Vendor Management System (VMS) through which the entire end to end process of the recruitment is managed on PSR, from role requisition to onboarding, worker vetting and time sheet submissions and approvals.

There are over 750 job templates loaded into Fieldglass (e.g. Digital Project Manager). For each job role a number of market data sources have been used to benchmark the average day rate paid in the region for the role. The hiring manager can see this rate on Fieldglass when they raise a new requisition and will discuss the role further via a telephone appointment with the PSR recruitment team.

**What is the scope of PSR?**

In scope – all white/blue collar workers including senior civil servants and executives.

* Professional interims
* Admin & Clerical
* Operational
* Digital & Tech
* Specialist/Niche
* University specialists
* Executives
* Wider Public Sector workers
* Charity workers
* Statement of Works (from 2020)

Out of scope

* Supply teachers (under RM3826)
* Clinical and Medical staff (under RM3711)
* Social care (under RM3711)
* Permanent Recruitment (under RM6002)

Statement of Works (contingent workers engaged on an outputs based assignments) are in scope of the agreement. However, these services are in development and will not be available through PSR until 2020.



**How to join PSR?**

New customers must complete an Order Form and Call off Agreement with AMS. These are available in the documents section of the CCS website.

<https://www.crowncommercial.gov.uk/agreements/RM3749>

There follows an onboarding process for the customer to be set up on the Fieldglass system as well as pack of onboarding documents (New Customer Form, Finance Forms and an Operational Workbook) to complete with AMS for the services to be built for the customer.

Completion of these documents establishes the hiring management community for the customer and associated financial approvals to be built into Fieldglass. This process can take c6weeks, although can be shortened if the documents are completed quickly. Should the customer wish to transition an existing worker population into PSR, then the process is expected to take c12weeks to manage this data and worker migration effectively.

**How does the PSR recruitment process work?**

* All roles are routed through the online Fieldglass system.
* The PSR recruitment team will work with the Hiring Manager to ascertain the best route to talent for the requirement
* There are various routes to talent through which a candidate may be placed:
  + Direct Hire - PSR recruit the candidate directly
  + Agency supply chain - there are c350 suppliers segmented into job families and tiered based upon current performance
  + Nominated worker - the contractor is pre-identified and payrolled by PSR
  + Elevate Direct Hire - workers are sourced by the customer via the self-serve Elevate portal and payrolled by PSR
* PSR will manage the full recruitment process including CV sift for the hiring manager, arranging interviews, making the offer and onboarding the candidate.
* All candidates are vetted to Cabinet Office BPSS as standard. Higher levels of vetting (CTC, SC etc.) can be specified by the customer
* Fieldglass then manages the timesheet process and triggers candidate payment. (Payment terms to workers are weekly 30 days in arrears).
* When PSR need to approach the market and arrange interviews the end to end recruitment process should take between 25-30days. For pre-identified (nominated) workers to process is much quicker.



**What is meant by ‘Onboarding’?**

On-boarding covers the process to ensure a worker has the appropriate checks, qualifications and security vetting in place to start working for organisations especially central government.

The Service Provider shall be responsible for completing checks to ensure each Worker’s compliance with the Cabinet Office Baseline Personnel Security Standard (BPSS). They shall carry out identity, right to work, employment history and DBS checks in line with the requirements of BPSS policy. This is mandatory and a worker cannot start until the full on-boarding has been completed.

If a role is considered outside of IR35 then a PDF of the HMRC tool confirming this will be required to be uploaded to Fieldglass as part of the on-boarding process.

**Is there a minimum contract length?**

Once the Call off Agreement is entered into it will last until the framework expires, although there is no obligation for customers to use the agreement and they can exit at any point should they wish.

There isn’t a cost to join the PSR agreement, although CCS charge a levy of 1% and 0.5% on all professional and admin and clerical workers respectively placed through PSR.

**As a customer, can I award multiple suppliers?**

PSR is a single supplier agreement managed by AMS. AMS will manage each requirement for the customer and help determine the best route to talent which can include an Agency Supply Chain.

Under the PSR model Brook Street Limited are the main sub-contractor to AMS and will manage all admin and clerical roles.

**Where can I find the pricing for the framework?**

Pricing can be found at Annex 1 of Call off Schedule 3: Call Off Contract Charges, Payment and Invoicing. This can be requested from CCS via the routes below.

**Who can I contact for further information?**

Please contact one of the two commercial agreement managers through our Helpdesk (0345 410 2222) to arrange a further discussion:

Kevin Giles (London)

David Bolas (Liverpool)