

# RM6002 Permanent Recruitment Customer FAQ Document

## 1. Background

### **Who is the Crown Commercial Service?**

The Crown Commercial Service (CCS) is an executive agency and trading fund of the Cabinet Office of the UK government. CCS is responsible for improving public sector commercial and procurement activity.

### **Why has CCS created a permanent recruitment framework?**

There is a high demand for permanent recruitment services across the public sector but there is a lack of compliant routes to market for these requirements. A lack of a centralised agreement has led to a fragmented approach and reduced visibility of data and spend on these services. In addition, the public sector has experienced difficulties in filling specialist and niche roles and achieving value for money when engaging with external recruitment agencies.

### **When did the framework launch?**

The framework launched on 13 November 2018.

### **How long will the framework run for?**

The framework has initially been awarded for a period of two years but there is the option to extend this date for a further two years.

### **Is the framework free to use?**

The framework is free to use for public sector bodies. CCS apply a management charge on framework suppliers to cover costs associated with procuring, contract management, marketing and administration. This charge was built into the supplier's commercial model when bidding for the framework, so no additional costs shall be passed on to customers.

### **How many suppliers are on the framework?**

There are a total of 51 suppliers that have been awarded a place on the framework.

### **What are the lots on the framework?**

The lots under the framework are split by type of service and function.

Lots 1-5 cover contingency recruitment and are split by the following functions - Admin & Operational, Digital, Data & Technology, Corporate, Finance, Project Delivery.

Lot 6 and 7 cover retained or executive search services with lot 6 specifically covering Executive Digital, Data and Technology Roles and lot 7 covers all other executive roles.

Lot 8 is for Talent Mapping Services.

### **What regions does the framework cover?**

The framework provides national coverage (England, Scotland, Wales and Northern Ireland).

### **Who can use the framework?**

The framework is available to all public sector bodies including central government departments, arm's length bodies, local authorities, emergency service providers, charities and publicly owned bodies. A comprehensive list of possible users can be found on the OJEU notice [here](#).

### **Does this framework replace another framework?**

This framework is a new offering to CCS' portfolio of commercial agreements covering workforce. The framework replaces two expired frameworks previously managed by HMRC and [GSR](#) (formerly CSR), - "Resourcing Service Framework" and the "Executive Search DPS".

### **How does this framework fit with Civil Service Resourcing?**

This framework is not a replacement for the services provided by Civil Service Recruitment, rather it is a complimentary agreement. Civil Service Resourcing is still be available as a route to recruiting public sector workers not via agency, including the management of campaigns, advertising roles via Civil Service Jobs and all Fast Stream requirements. For access to external recruitment agencies the route will be via this framework.

### **Is the framework mandated?**

The framework is not currently mandated to be used across the public sector but individual departments and organisations may take the decision to make the agreement the preferred route to market within their organisation.

## 2. Scope

### **What is the scope of the framework?**

The agreement is for the provision of permanent recruitment services within the United Kingdom. The services cover the identification, attraction, assessment of permanent, fixed term or inward secondment candidates. The job families and job roles per lot identifies types of roles that can be sourced under the framework but this is not an exhaustive list, and talent mapping services can also be sourced. For the avoidance of doubt [clinical](#) or [teaching](#) roles are not within scope of this framework.

### **Can I access permanent clinical workers through the framework?**

Permanent clinical workers cannot be sourced via this framework.

### **Can I source temporary and interim contractors via this framework?**

No, temporary workers are not within scope of the framework. Workers can be sourced via either CCS' [Public Sector Resourcing](#) framework or [Non-Medical, Non-Clinical](#) framework.

**Can I source workers as part of the delivery of an outcome based project via this framework?**

No, this framework is solely for the sourcing of individual candidates for permanent roles. Outcome based work which requires individuals to complete the work may be procured under our other frameworks such as [Legal Services](#), [Consultancy](#), [G-Cloud](#), [Digital Outcomes and Specialists](#). Contact CCS ([info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)) to discuss your requirements in detail so we can direct you to the correct agreement.

**Can I request a master vendor or RPO style service?**

The framework is a simple Preferred Supplier List (PSL) model and currently does not cover the provision of Master Vendor (MV), Neutral Vendor (NV) or Recruitment Process Outsourcing (RPO) style of services.

**Can I buy recruitment campaign advertising?**

The framework covers the attraction of candidates that may include the placement of job adverts via multiple channels. If the requirement is solely for an advertising campaign then this cannot be sourced via the framework. CCS' [Media Buying](#) framework covers the provision of media campaigns, more information on this framework can be found [here](#).

**Does the framework cover SCS roles?**

Yes, the framework covers the provision of SCS1-SC3 under lots 6 and 7. SCS4 is an additional service and details of those suppliers who can offer these candidates can be found on the capability matrix.

**Does the framework cover Non- Executive Directors (NEDs)?**

Yes, NEDs can be sourced under the framework. It was not a mandatory requirement for all suppliers under lots 6 and 7 to be able to provide NED candidates, details of those suppliers who can offer these candidates can be found on the capability matrix.

### 3. Access

**How do I access the framework?**

There is no onboarding process to use the framework, hiring managers are able to directly access the suppliers under the framework and use them for requirements. In order to ensure compliance under the framework, both you and your supplier should complete a call-off or short form call-off agreement. You can provide suppliers with a list of approved users to ensure that services are obtained by authorised personnel only - please see Appendix 1 of the Short Form Contract.

**How do I decide between a direct award and a further competition?**

The decision should be up to your organisation but CCS can offer further advice around the best route to market. If the framework meets your requirements entirely then there is the ability to direct award. Direct award is more suitable for transactional requirements. Further

competitions are advised for larger, complex and/or long term requirements as this can achieve price reductions based on committed volumes, or where the framework does not meet all of the departments requirements e.g. price, services.

### **What do I need to do to direct award?**

You can award a call-off contract directly where the terms are sufficiently precise and complete to allow you to identify the most economically advantageous offer. This will be the case where the commercial and technical specifications and all the other contract documents define the services, the supply of services and the application of the prices with sufficient precision and completeness. To direct award you can contact the supplier directly and complete a call-off contract or short form contract confirming requirement of services under the framework.

### **How do I run a further competition?**

You can award call-off contracts by conducting a further competition where the terms laid down in the framework agreement are not sufficiently precise or complete to cover the service requirements. This will be the case where the commercial and technical specifications and all the other contract documents do not define the services, the supply of services and the application of the prices with sufficient precision and completeness to meet the requirements of the particular supply contract.

The basic terms cannot be renegotiated nor can the specification be substantively changed. Basic terms can be refined or supplemented where the particular service requirements were not and could not be foreseen when the framework agreement was established. The weightings against commercials and technical used in the framework tender can be varied at further competition.

### **Can I use more than one supplier?**

The framework is flexible to use and you are able to make your own decisions around how many agencies to use and if you wish to tier them.

### **Can I run a further competition in conjunction with other public sector bodies?**

Yes, requirements of different public sector bodies can be aggregated together in a single further competition to leverage volume of requirements. CCS can provide guidance around this.

### **Can CCS support me with further competitions?**

Yes, CCS can provide insights and guidance on how to carry out a further competition. CCS may be able to run a further competition on behalf of customers if the requirement is particularly large or complex. Please contact [info@crownccommercial.gov.uk](mailto:info@crownccommercial.gov.uk) to discuss your requirements further.

### **What justification can I use for making a direct award?**

The decision for making a direct award is completely up to each individual organisation. CCS advise you to identify the most economically advantageous offer (MEAT). This will be where the commercial and technical specifications and all the other contract documents define the services, the supply of services and the application of the prices with sufficient precision and completeness.

**Do I have to go out to all suppliers with a further competition?**

To ensure that tenders are competitive it is good practice to go out to all suppliers who may be able to fulfill your requirements. You can use the capability matrix to identify all suppliers that would be able to meet your requirements and only invite these suppliers to further compete.

**Do suppliers have to respond to further competitions?**

It is good practice for suppliers to respond to invitations to tenders for further competitions, even if it is to advise that they are unable to meet the specification. Suppliers under the framework must meet CCS' KPI of bidding for at least 1 in every 4 further competitions that are released under the framework. We welcome feedback to support supplier performance reviews.

**How long can I award a call-off contract for?**

You can determine the length of the contract period. Call-offs can extend past the expiry of the framework, however start dates must fall between the go-live date of the framework up until the framework expiry.

**Can I alter the quality/price weighting from the original tender?**

Yes, weightings can be altered between 10-90% against the original framework tender weightings. Weightings per lot below:

Lot	Original Weighting (Q/P)	Quality	Price
Lot 1	75/25	Min 10% - Max 90%	Min 10% - Max 90%
Lots 2 - 5	80/20	Min 10% - Max 90%	Min 10% - Max 90%
Lots 6 - 8	90/10	Min 10% - Max 90%	Min 10% - Max 90%

**4. Services**

**What services are available under the framework?**

The framework covers the identification, attraction, evaluation, assessment and offer stages of permanent recruitment. Additional services cover testing, assessment centres and interview support.

**Do suppliers have to provide all services under the framework?**

No, suppliers must provide all mandatory or core services under the lot. However, they do not have to be able to supply all additional services under the framework. The capability matrix will identify those suppliers who can provide each service along with the pay grades and job families covered.

**What is contingency recruitment?**

Contingency recruitment is a non-exclusive recruitment service with payment on fulfilment of candidate being placed. This is also known as general recruitment.

**What is retained search?**

Retained search (also known as executive search) is a recruitment service involving closer engagement with customers and higher service levels. This service is expected to be used for senior and executive and/or niche and specialist roles.

**What is talent mapping?**

Talent mapping is a research service to create recruitment insights and competitive intelligence for customers. Potential candidates for current or future requirements are returned to customers and the information can feed into workforce planning. Reporting can be tailored to customer requirements.

**Is this framework suitable for volume campaigns?**

Yes, the framework covers the sourcing of multiple candidates via volume campaigns. As part of the tender suppliers were required to demonstrate capacity and ability to manage a volume campaign. Discounts have also been built into the pricing around volume campaigns and multiple hires.

**Can suppliers provide candidates under lots they have not been awarded to?**

No, suppliers are only able to supply candidates that fall under the job families of the lots that they have been awarded a place on. The framework allows for sub-contracting so there is the ability to access these suppliers via the supply chain of an agency on the relevant lot.

## 5. Rates

**What are the rates on the framework?**

Suppliers have tendered individual prices or mark-ups against services, these tendered amounts are the *maximum* that they can charge under the framework for mandatory services. Lots 1-5 are priced as a percentage of the workers salary, lots 6 and 7 are a fixed rate, lot 8 is a day or half day rate. Additional services such as assessment centres or interview support are priced on a case by case basis and are not defined in the pricing.

You can request a copy of the rate card by emailing [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) or calling us on 0345 410 2222.

#### **How are additional services priced?**

Additional services are priced on a case by case basis due to the fact that costs of these services vary based on the requirement.

#### **Are there discounts under the framework?**

Yes, discounts have been built into the framework. Suppliers have individually bid reductions based on criteria such as volume requirements or multiple placements made from one campaign. Details of pricing can be requested by emailing [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) or calling us on 0345 410 2222.

#### **Are there rebates under the framework?**

There are no rebates built into the framework for lots 1 - 5. Lots 6 and 7 payment are staged to correspond with milestones being met in the recruitment process. If a candidate placed on lot 6 or 7 leaves within 6 months then the customer is due a rebate of 50% of the fixed fee.

## 6. Performance & Compliance

#### **What KPIs are under the framework?**

Key performance indicators (KPIs) can be implemented at a framework level and individually at a call-off level. CCS has provided example KPIs within the call-off that you may amend and implement or you can develop your own. CCS KPIs focus on operational efficiency, customer satisfaction, supplier relationship management, further competition and reporting requirements.

#### **How do I escalate an issue?**

If you have an issue with a supplier this should, in the first instance, be directed to the supplier's account management contact. If the issue cannot be resolved by the supplier then you should escalate this to CCS by emailing [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) or calling us on 0345 410 2222

#### **What is CCS' role in managing the framework?**

CCS will ensure that framework suppliers are providing services to users compliantly and in line with the agreement T&Cs. CCS will manage a robust supplier management programme including assurance checks and improvement initiatives. CCS will also provide guidance to users on best practice, act as an escalation point for issues, support further competitions and gather management information and feedback. CCS can terminate suppliers from the framework if they breach T&Cs or do not complete their obligations.

#### **What legislation must suppliers adhere to?**

Suppliers must adhere to all current legislation that may affect the delivery of services under the framework, including but not limited to GDPR requirements.

**What insurances must suppliers have?**

Suppliers are required to provide evidence to CCS of current insurances for Public Liability (up to £5m) Employers Liability (£5m) and Professional Indemnity (£1m).

**What certification must suppliers have?**

Suppliers are required to provide evidence of current Cyber Essentials Certification.

**Do suppliers have to carry out pre-employment checks of workers?**

Yes, if you require pre-employment checks then the supplier must carry these checks out as part of candidate vetting (e.g. right to work, qualifications, security requirements). To minimise risk it is also advised that you request evidence of checks from suppliers for your own assurance.

**Does CCS audit suppliers?**

CCS reviews management information on a monthly data for inaccuracies. CCS' audit function also carries out periodic on-site audits of supplier finances to identify services have been correctly or incorrectly reported against the framework.

## 7. Information and Reporting

**What information is available to customers?**

Both CCS and suppliers are able to provide customers with management information (MI). CCS will collect MI from suppliers on a monthly basis and this can be delivered as bespoke reports to customers. Information collected by CCS include job roles, regional data, salary, fees charged, identification of diversity & inclusion (D&I) placements.

Suppliers must also provide information to customers. They are required to share market intelligence and best practice with hiring managers. They must also supply information around recruitment exercises with customers including applicant numbers, fill rates, D&I and candidate feedback.

**Will suppliers share knowledge with customers?**

Yes, suppliers are required under the framework to supply market intelligence and best practice with customers. Speak directly with suppliers around any bespoke reporting you may require.

## 8. Miscellaneous

**Does the framework consider diversity and inclusion objectives?**



The framework was built around the increasing diversity and inclusion (D&I) ambitions of the public sector. It is a requirement for all suppliers to gain understanding of organisations' ambitions and objectives prior to provision of services. It is a mandatory requirement that suppliers are committed to supporting customers in complying with the [Civil Service Diversity and Inclusion Strategy](#). Suppliers are required to report back to CCS on D&I results and the call-off agreement makes suggestions for KPIs around D&I that users can implement.

### **Can I make a fixed term worker permanent?**

Yes, if the fixed term period was for more than 12 months then the worker can transfer to a permanent position free of charge. For lots 1-5, if the fixed term period was for less than 12 months then there will need to be a payment to the agency that supplied to worker to bring the original fee charged up to the total amount that would have been charged had the placement been for 12 months.

For example:

Supplier mark-up - 12%

Original fixed term period - 8 months

Original charge = 12% of 8 month salary

To make permanent:

Further charge = 12% of 4 month salary

### **Are there notice periods for fixed term workers if their contract needs to end early?**

The framework does not stipulate notice periods to end a fixed term assignment early, this can be agreed at call-off level.

### **Will agencies work with in-house recruitment teams?**

Yes, agencies are required to work with and support in-house recruitment teams.

### **What technology must suppliers provide?**

The framework does not specify technology provisions suppliers must have. The framework, however, is built around innovation and improvement so suppliers are able to offer digital solutions should they come at no extra cost to the users. All technology platforms used (e.g Applicant Tracking Systems) must be able to safely interface with your own internal systems.

### **As a central government department do I have to tell my commissioner about SCS requirements via the framework?**

Yes, departments should follow their internal processes for gaining approvals from their commissioner regarding the placement of senior candidates. Suppliers must be aware of the access routes that customers should go through to gain approval for these types of workers. Suppliers are required to work closely with the departments to understand their own internal governance structures.

**How do I write a specification?**

CCS can provide assistance to customers when they are creating a specification of the service they require under the framework. Please contact [info@crownccommercial.gov.uk](mailto:info@crownccommercial.gov.uk) for more information.

**Can I use the framework to purchase additional services only?**

Yes, the framework provides access to the additional services. Customers may use suppliers for additional services (assessment centres, testing and interview support) without using the supplier for the core services under the framework. These services will be priced on a case by case basis by the supplier depending on the requirements.