

Customer Guidance Document

Permanent Recruitment Services

Framework Reference: RM6002

Start Date: 13/11/18

End Date: 12/11/20

OJEU Contract Notice: [2018-OJS066-146984](#)

What you can buy through this framework:

This framework provides you with a comprehensive choice of suppliers offering recruitment services under the following models:

- Contingency recruitment (general recruitment) – a non-exclusive recruitment service with payment on fulfilment.
- Retained search (executive search) – 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.
- Talent mapping – a research service to create recruitment insights and competitive intelligence for customers.

This framework provides you with the ability to secure recruitment services regionally and nationally to hire quality candidates under a variety of specialisms including:

- administrative
- operational
- digital, data and technology (DDaT)
- corporate services
- finance
- project management.

Types of candidates to be sourced under the framework include permanent, fixed-term workers and inward secondments.

The core services under lots 1-7 of the framework include the identification and attraction of candidates, as well as assessment and offer management. Additional services include assessment centres, testing and interview support. Lot 8 allows you to commission bespoke talent mapping and research for recruitment.

Who can use this framework?

All public sector, third sector and government organisations can use this agreement.

Benefits of using the framework:

- Improved fill rates will help you avoid the time and expense of repeat recruitment exercises
- Ability to direct award will help reduce time to hire
- Capped maximum rates offers protection against market increases
- No hidden costs as attraction methods (social media, microsites, job boards etc.) are built into the cost of the services

- Requirement for suppliers to work towards Civil Service Diversity & Inclusion (D&I) requirements - suppliers will also help you achieve your own D&I ambitions
- Suppliers required to develop Employer Value Proposition (EVP) to ensure contracting authorities are attractive to the candidate market
- Staged payments for executive search to reduce the financial risks involved with unsuccessful campaigns
- Support from the Crown Commercial Service customer and framework management teams
- Discounts for volume campaigns.

Features of the framework:

- Split into specialisms and job families to ensure access to niche and boutique specialist recruitment agencies including SMEs.
- Access to the development of talent mapping and talent pools to aid future workforce planning.
- Management Information is available on demand for all customers to detail reported spend and market analysis.
- Consistent terms and conditions
- Dedicated supplier management from CCS, with KPIs at framework and call-off level

How the framework is structured:

The framework is a simple preferred supplier list structure with lots split by types of service and by candidate profession. Within each lot suppliers will supply a variety of roles that fall under job families:

Lot	Service/Specialism	Job Families	Grades
1	General Recruitment: Administrative and Operational Roles	Administrative, Operational	All Pay Bands/Grades
2	General Recruitment: Digital, Data & Technology (DDaT) Roles	Data, IT Ops, Product & Delivery, QAT, Technical, User Centred Design	All Pay Bands/Grades
3	General Recruitment: Corporate Roles	HR, Marcomms, Commercial, Property, Legal	All Pay Bands/Grades
4	General Recruitment: Finance Roles	Accounting, Audit	All Pay Bands/Grades
5	General Recruitment: Project Delivery Roles	Project Delivery	All Pay Bands/Grades
6	Executive Search:	Senior DDaT	Band 6 - SCS 4 (or

	Digital, Data and Technology		equivalent) including Non Executive Directors
7	Executive Search: Senior Roles	Commercial, Corporate, Finance, Project Delivery, Property	Band 6 - SCS4 (or equivalent) including Non Executive Directors
8	Talent Mapping: Mapping and Research Services	Services for all job families	N/A

How is the pricing structured?

Suppliers have bid a *maximum* mark-up, fixed fee or day rate depending on the service required for all mandatory services as set out in the framework specification. Additional services such as testing, assessment centres and interview support will be priced on a case by case basis.

Pricing for mandatory services for each lot is as follows:

Lots 1 - 5: Suppliers have bid a percentage mark-up against salary bands of candidates. The mark-up will be applied against the annual salary of the candidate with payment made upon placement.

Lots 6 - 7: Suppliers have bid a fixed price against Civil Service pay grades or equivalent salary brackets. Payment of fees will be staged dependent on fulfillment of the below recruitment activities:

Stage 1 - 25% of fee paid upon placement of advert

Stage 2 - 25% of fee paid once shortlist signed off by customer

Stage 3 - 50% of fee paid upon appointment and acceptance of candidate

Lot 8: Suppliers have bid daily and half daily rates.

Volume and multiple hire discounts have been built in.

Pricing documentation for all suppliers can be requested via info@crownccommercial.gov.uk

Supplier assurance

All suppliers must have Cyber Essentials Certification and provide CCS with evidence of appropriate levels of insurances as set out in the framework agreement. CCS will ensure that suppliers are compliant with the framework requirements and scrutinise supplier MI submissions to ensure framework rates are being adhered to.

How you can buy through this framework

There are two routes to market:

1. Direct award

2. Further competition

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 your requirements e.g. price, services.

Direct award

To direct award without holding a further competition you should:

1. Develop a statement of requirements and determine whether this can be met by a supplier
2. Confirm that all the terms of the framework and the call-off terms do not require amendment or any supplementary terms and conditions
3. Award a call-off contract with the successful framework supplier(s) using the RM6002 short order call-off form.

Further competition

To award a call-off contract under the framework through a further competition you should:

1. Develop a statement of requirements identifying the framework supplies capable of providing the services through a process of shortlisting
2. Amend or refine this template call-off form and call-off terms to reflect the services required. Include these in the invitation to tender pack, along with award criteria and further competition process
3. Invite tenders by conducting a further competition in accordance with the regulations.

For a comprehensive guide to running a further competition please refer to the "Further competition and bidding guide process".

Help and advice

If you would like help deciding which service or buying option will be best for your specific needs please get in touch with our category experts:

- Email info@crownccommercial.gov.uk
- Call 0345 410 2222

You can also learn more about our range of commercial deals and latest offers online:

www.crownccommercial.gov.uk

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