

## **SCHEDULE – SCOPE OF SERVICES**

### **1. Service Areas**

To provide Professional, Technical and Administrative Workers including Qualified Social Workers, plus Social Care, Childcare and Early Years Workers.

The job categories include the following: Building Services, Industrial and Maintenance, Environmental, Executive, Finance, Housing, HR, IT, Legal, Occupational Health, Planning, Procurement, Revenues/Benefits, Sales/Marketing, Sec/Admin, Social Care Qualified, Social Care Unqualified, Technical plus the following roles: Residential Worker (Adults), Residential Worker (Child), Community Support workers, Day Centre Officer, Contact Supervisor, Driver escorts and Early Years Practitioner. This list is not exhaustive.

A payrolling service will also be required for workers who are identified by the Client but who are not attached to agencies. The payrolling service will assume employer responsibilities. All pre-employment checks are to be carried out as stipulated in this tender specification. The Supplier will have responsibility for the seamless delivery of payrolling services via their web-based technology used for all services delivered to the Client.

Executive interim services should be accommodated to include all executive roles with a minimum salary of £50k. A dedicated supply chain should be implemented in agreement with the Client.

Permanent recruitment services should be accommodated to include hard-to-fill roles as stipulated by the Client. Terms and conditions for permanent recruitment services are to be mutually agreed by the Parties.

### **2. Contract Type**

The Supplier will provide a Master Vendor service\* and will only appoint second-tier suppliers, in agreement with the Client, who are compliant with all areas of this contract. The Supplier will be responsible for the seamless delivery of services whether provided directly or via the second-tier suppliers. The Supplier will be responsible for any second-tier supplier contracts. Services provided via second-tier suppliers must be managed through the Supplier's technology.

*\*A Master Vendor service is likely to operate as a hybrid model where the Supplier meets demand in areas where they can supply quality candidates directly, using a relatively small select group of second-tier suppliers to meet the additional needs. The model will ensure that all categories of workers are covered so that the Council's fill rate as defined in Schedule – SERVICES SCHEDULE AND SERVICE LEVEL AGREEMENT.*

### **3. Contract Management**

A named account manager will be the primary contact for managing the service. The account manager will be available for meetings at reasonable notice.

The Supplier shall provide a single numbered direct line for all managers using the service. This service must be available 24 hours a day and 7 days per week (Including bank holidays) and the core hours will be between the hours of 8am and 6pm. During out-of-hours the line must redirect automatically to the extended hours team who act as an extension of the Supplier's on-site contract team.

The Supplier will meet with the Service Managers and Human Resources (HR) teams to review the service annually, as well as attend Monthly and Quarterly Business Reviews. At these meetings the Supplier will present monthly and quarterly performance against the Service Level Agreement (SLA) and Key Performance Indicators (KPIs).

Biannually the Supplier will meet with the Client to review the Supplier's performance re delivering value-added solutions and costs savings.

#### 4. Technology Platform

The Supplier will install and maintain a secure on-line (web-based) technology system to manage the complete temporary and permanent (where applicable) worker life cycle, including the following as a minimum:

1. Approval and extension of existing assignments
2. Ordering/Requisition of temporary & permanent workers (where applicable)
3. Electronic on-line approval (with e-mail notification)
4. Short-listing of candidates where appropriate - service provision may on occasions dictate that a worker is put forward at short notice in line with service requirements but without choice being offered. The Supplier will put quality assurance processes in place to ensure the CVs put forward meet the minimum requirements for the roles specified by the Client
5. Interview appointment booking system - to be used when required by the business
6. Arranging assignment start dates
7. Timesheet submission, management and approval
8. Manager/User feedback on CV quality (where relevant) and Quality & performance of Worker, in line with the agreed Key Performance Indicators (KPIs).
9. Reporting functionality; this should also allow managers to see their current assignments and be able to produce reports easily for monitoring purposes.

The Supplier will support Users of the system with the various system processes, including placement of orders.

The system will allow the Supplier or designated second-tier suppliers to upload documents evidencing all pre-employment checks have been completed. The Supplier will be responsible for checking all pre-employment checks as stipulated by the Client have been carried out before a worker's placement/booking is confirmed.

The system will be fully auditable and fully compliant with Data Protection legislation.

The Client will own the data related to assignments during the period of the contract and the Supplier will, at no additional cost, ensure transfer of necessary data to the Client's nominated third party at the end of the contract.

The Supplier shall meet all system-related costs including licensing and system updating.

The Supplier will be responsible for user training throughout the duration of the contract, including training for new users and version update sessions for existing users. Updated user manuals and training documentation must be provided by the Supplier. Training and related documents will be provided at no additional cost to the Client.

Robust disaster recovery procedures must protect the data and ensure continuity of service. As a minimum, data should be backed up off-site on a daily basis and full disaster recovery available within 48 hours.

During all system "down time" the Supplier shall supply, at no additional cost to the Client, a telephone service able to administer temporary and permanent workers bookings to ensure continuity of service.

#### 5. Data Protection Act and Freedom of Information Act

The Supplier shall ensure full compliance with the Data Protection Act and shall provide all reasonable assistance to the Client to respond to any requests under the Freedom of Information Act.

Full Specification details are as per tender as referenced in Section A.