

PR2028 - Recruitment Services Framework
Clarification Questions - Part 2

23th June 2017

Q19) How many suppliers are you expecting to appoint in each category?

Around 8 suppliers in total across all categories.

We are ideally looking for suppliers that can cover a range of the job categories listed. We will consider specialist agencies in the following fields - Legal and Information Assurance & Governance, IT and HR

Q20) KPIs - CV to interview ratio. This (95%) is set exceptionally high. Is there scope to offer alternate minimum expectations?

Minimum expectations are as set out in the KPI table. If you intend to propose amendments to the specification, please use the form provided at Annex A, although PHSO cannot guarantee such amendments will be accepted.

Q21) KPIs - Job posting to start date timeframe. Does this average of 30 days include temps and permanent starters combined?

No - This only applies to fixed term and permanent starters.

Q22) Estimated number of Temporary Staff required per week?

See Q7

Q23) Estimated number of Permanent Staff required per annum?

See Q7

Q24) Breakdown of spend per Temp and Perm requirements?

We are unable to provide this information at this time, although please see Q7. We will endeavour to provide this information if/when it becomes available.

Q25) Percentage of Temp versus Perm requirements?

We are unable to provide this information at this time, although please see Q7. We will endeavour to provide this information if/when it becomes available.

Q26) Total number of Suppliers expected?

Around 8 - Providing coverage of the range of business areas.

Q27) Please could you provide a list of job roles for each of the categories below:

Examples below, however this list is not exhaustive:

<p>Business Support Administrators/Pas</p>	<ul style="list-style-type: none"> • Business Support Officer • Business Support Assistant • Personal Assistant • Executive Assistant
<p>Finance, HR, Facilities, Procurement and Business Planning</p>	<ul style="list-style-type: none"> • Finance Assistant • Finance Officer • Finance Manager • Assistant Facilities Manager • Head of Finance • Procurement Officer • Procurement Manager • System Accountant • HR Business Partner • Resourcing Manager • HR Officer • Resourcing Officer • Payroll and Pensions Manager • L&D Manager • L&D Business Partner • Payroll Officer
<p>Operations; customer services, Investigations, Caseworkers & analysts</p>	<ul style="list-style-type: none"> • Head of Customer Service • Customer Service Manager • Senior Caseworker • Caseworker • Customer Service Officer • Investigations Manager • Investigator • Business Manager • Allocation Officer
<p>ICT and Digital Communications</p>	<ul style="list-style-type: none"> • Head of ICT • IT Service Manager • ASD Officer
<p>Legal, Information Assurance , Freedom of Information and Governance</p>	<ul style="list-style-type: none"> • Head of Information Assurance • Information Security Manager • Information and Records Manager

	<ul style="list-style-type: none"> • FOI/DPA Team Manager • FOI/DPA Officer • Head of Governance • Governance Officer • Head of Legal Services • Director of Governance and Legal
Media and Communications	<ul style="list-style-type: none"> • Communications Officer • Digital Communications Manager • Digital Designer • External Communications Manager • Internal Communications Manager • Public Affairs and Insight Manager • Public Affairs and Insight Officer • Research and Insight Manager • Web Developer
Strategy & Insight, Research and Public Affairs	<ul style="list-style-type: none"> • Director of Insight and Public Affairs • Head of Public Affairs and Insight • Research and Insight Manager • Public Affairs and Insight Manager • Public Affairs and Insight Officer
Senior Roles(Head of Functions/Director/Assistant Director level)	

Q28) In the contract there is no reference to Temporary Workers and the definition of Staff/Contractors Staff could be interpreted as including temporary workers, which would give us liability for their acts, is it your intention that this is the case as we would expect you to have responsibility for the acts of workers as they will be under the supervision and direction of the client.

Our intention is that the definition of 'Staff/Contractors staff' currently present refers to the Contractor's Staff deployed on the day to day delivery of the contract services, not temporary workers supplied by the Contractor. We would be happy to include a further definition for 'Temporary Workers' to clarify this.

Q29) There does not appear to be a limit of liability, would you consider inserting one

Please propose in attached Annex A.

Q30) The contract makes reference to liability for indirect /consequential losses, would you be willing to exclude these losses.

Please propose in attached Annex A.

Q31) Can you advise if there is word count or page limit on the ITT response?

We have not set a word limit, but please ensure responses are directly relevant to tender question. General marketing information or promotional material will be disregarded for the purposes of evaluation.

Q32) Please can you confirm if you are prepared to negotiate on the payment terms included? We would be happy to accept 30 days payment terms however would need to invoice on a weekly basis especially given that payment to a temporary worker is on a weekly basis.

Yes we can accept weekly invoices.

Q33) Please can I ask for clarification on question 1c? Are you asking about our internal recruitment system or our account management team and systems?

Question 1c refers to account management teams and systems.