



Scottish Procurement

Temporary and Interim Staff Services

Hints & Tips

This document covers the following framework agreements:

Administrative

Temp Admin North

Framework ref: SP-13-016

Temp Admin East

Framework ref: SP-13-017

Temp Admin West

Framework ref: SP-13-018

Catering & Manual

Temp Catering & Manual North

Framework ref: SP-13-019

Temp Catering & Manual East

Framework ref: SP-13-020

Temp Catering & Manual West

Framework ref: SP-13-021

Interim Professional Staff Services

Framework ref: SP-13-022

Interim IT Staff Services

Framework ref: SP-13-023

Temporary and interim staff services frameworks – hints and tips

All our frameworks have a carefully chosen and intended methodology for staffing requirements, as detailed in the table below. The highlighted cells show the default option for each framework.

	Mini comp*	Ranked
Temp Admin North	✓	✓
Temp Admin East	✓	✓
Temp Admin West	✓	✓
Temp Catering and Manual North	✓	✓
Temp Catering and Manual East	✓	✓
Temp Catering and Manual West	✓	✓
Interim Professional	✓	X
Interim IT	✓	X

* To undertake competition for the Temp Admin and Temp Catering and Manual Frameworks, you **must** notify all suppliers of your intentions to do so. Mini competitions must always be conducted under the Interim IT /Interim Professional staff services frameworks

Hints and tips - best practice on using the frameworks

- The commission rates are fixed in each framework. If a framework supplier advises your organisation that the commission rate paid needs to be increased, please contact Scottish Procurement immediately.
- Order forms/templates are available at Annex A of the relevant [Buyers Guide](#). Framework public bodies may use these order forms or create their own. Please provide as much information as possible to allow the supplier(s) to put forward the most suitable temporary worker to meet your requirements. Please note that Scottish Government Core and Main Agencies only should refer to HR Interim Professional Contract Guidance on Saltire.
- Framework public bodies looking to utilise these frameworks must complete the attached framework participation form at Annex B from the relevant [Buyers Guide](#) and email this to Lisa Pittman at lisa.pittman@gov.scot.
- If framework public bodies require a price | quality evaluation template, one is available from Scottish Procurement to help in assessing CVs and rates. A copy of this template is available from Scottish Procurement on request.
- All commission rates have been agreed and overall framework terms and conditions have been signed by Scottish Procurement. Framework public bodies utilising these frameworks are automatically protected by them.
- If you are requesting a number of CVs for a lower graded job, for example, administrative assistance, please keep in mind that the temporary workers market is fast moving and a temporary worker which was available one day may have taken another post within a few days. You may find it beneficial to allow the supplier(s) simply to place a candidate in lower graded job roles rather than spending unnecessary time sifting through a number of CVs.
- Allow time for BPSS clearance noting BPSS clearance may take up to 3 weeks. BPSS clearance can only commence once a named individual has been offered a position so although suppliers endeavour to have a pool of security cleared individuals, this usually only relates to Disclosure Scotland certificates and does not take account of internal BPSS processes.
- If the framework supplier is a 'new supplier' to your organisation and end users are reluctant to transfer over the business to them, a pilot can be carried out to build trust with the supplier before transferring over all of the business.

- If your organisation has a variety of end users, Scottish Procurement will be happy to attend any workshops which are held to explain the Frameworks and answer any questions or concerns.
- Not all frameworks need to be used, for example, if your organisation already has an agreement in place for Administrative Staff, but no agreement in place for Catering and Manual Staff, it is acceptable for your organisation to just use one of the frameworks.
- Each framework is individual; please do not put the same request for a temporary worker through two frameworks at the same time.
- The Temporary Admin, Catering and Manual Frameworks should be operated as ranked solution Frameworks, that is, go to the first ranked supplier listed and if they are unable to supply, work your way down the supplier list. However, there is the option where appropriate, for the recruiting manager to run a mini competition inviting all three framework suppliers, if they think this approach would achieve a more effective outcome.
- Be realistic about the timeframe your organisation will require the Interim Professional/Interim IT worker for. Once an individual is no longer contracted to an organisation, you cannot request the same individual back into your organisation. Your contract is with the recruitment agency – not the individual. You must carry out another mini competition to ensure the most suitable candidate is awarded the position
- For the Interim IT and Interim Professional frameworks, framework public bodies can limit the number of CVs they wish to receive from suppliers.
- Use the Checklist at Annex A below to get the best results from your recruitment exercise

Dos and Don'ts checklist

DO	DON'T
Identify suitable framework. Check each framework terms and conditions for suitable roles – if unsure, contact Scottish Procurement	
Allow framework suppliers to do what they are contracted to do. They will only present candidates who meet your needs, for straightforward admin or catering & manual assignments. If the candidate proves unsatisfactory then it is for the supplier to resolve for you at no additional cost so it is in their best interests to get it right first time!	Treat the process for bringing in temp staff via these frameworks as a 'recruitment'. It is NOT recruitment, but a contract for temp or interim staff services. Those contracts are governed by procurement law and guidance.
Provide as much notice as possible to suppliers	
Use contact info and email addresses listed here to ensure the quickest route to the right person within each supplying organisation	
Consider holding a supplier conference call to discuss requirements initially if your requirement is a bit niche or different. This can be one call with all suppliers on the framework.	
Conduct Employment Service Status test (ESS) where appropriate to check employment status for tax and provide results to suppliers**	Ignore IR35 legislation
Ensure all suppliers are invited for mini-competitions, if mini competition is required	
Ensure you approach suppliers as per their ranking for ranked frameworks and ensure an audit trail as evidence	Go direct to a preferred supplier under any of these framework agreements
Consider use of Quick Quote to ensure audit trail. This will also ensure all suppliers are presented with the same competitive opportunities at the same time.	
Respond as quickly as you can to the framework supplier, letting them know whether their candidate is required/has been successful or not	Bring any new criteria to the table at interview stage (if interviews are required). The selection process must be based on the original criteria detailed in the Order Form
Ensure time is built in to allow for appropriate security clearance***	
Build in optional extension periods where possible,	Extend contracts where no option period exists in the original contract
Build in reasonable notice periods that will suit both your organisational needs and the individual concerned	Offer notice periods of less than one week

<p>Provide meaningful constructive feedback! There is an obligation on all framework public bodies utilising these frameworks to provide constructive feedback to the framework supplier regarding any/all candidates put forward for assignments. It is not acceptable to refuse to provide this. It is expected that framework public bodies will provide constructive feedback and a debrief on supplier performance in competitions. Debriefs are a key tenet of good procurement practice. Suppliers will learn from your feedback on their performance, enabling them to improve on their offering next time noting that the framework supplier also has an obligation to provide feedback to their clients/candidates, particularly where they have been unsuccessful</p>	
<p>Regularly review assignments to determine if the role can be filled substantively</p>	<p>Use these frameworks to bring in individuals who become vital to the progress or day to day operation of a project or your operations. Temp and Interim staff can leave with very little advance notice or warning, leaving the organisation vulnerable if for some reason they are unable to stay for the assignment duration but have become vital to the on-going work programme. The onus is on the recruitment agency to provide a replacement with the same or similar skill set or qualifications in a reasonable time. If this situation arises framework public bodies should be clear that their contract is with the agency NOT the individual.</p>
<p>Build in on-going contingency arrangements</p> <p>In each circumstance, steps should be taken to ensure a transfer of knowledge throughout the assignment duration. Business areas must plan to ensure that in the event that an agency/interim worker decides to leave or the assignment period comes to an end, there is sufficient knowledge and the required skills within the business area to take the work forward with minimum delay.</p>	

*** this will mostly apply to staff on the Interim IT/Interim Professional staff services frameworks and/or for suppliers who recruit Personal Service Company (PSC) staff. It will not apply to staff who are supplier employees.*

**** BPSS clearance may take up to 3 weeks. BPSS clearance can only commence once a named individual has been offered a position so although suppliers endeavour to have a pool of security cleared individuals, this usually only relates to Disclosure Scotland certificates and does not take account of internal BPSS processes.*