



# Scottish Procurement

## Temporary staff services frameworks

### Buyer's guide

These framework agreements include the provision of temporary staff services in the following categories:

Temp administrative, catering and manual – north framework Ref: **SP-18-012**  
Temp administrative, catering and manual – south framework Ref: **SP-18-013**

## Introduction

Located within the Scottish Procurement and Property Directorate (SPPD) of the Scottish Government, Scottish Procurement aims to deliver benefits to the people of Scotland through improved value for money for taxpayers and improved goods and services for all our citizens. We achieve this via effective collaboration with our customers throughout the procurement cycle and by developing strategies that contribute to the Scottish Government's purpose of sustainable economic growth.

## Scope of the framework agreements

These new framework agreements cover temporary staff service requirements only. **These framework agreements are not for recruitment purposes. Accordingly, permanent and fixed term recruitment are not included within the scope of these frameworks. Consultancy is also out of scope.**

There are two individual temporary staff services framework agreements with four contractors on each, split into two geographical regions: north Scotland and south Scotland, covering the following assignment types:

- administrative staff services
- catering staff services
- manual staff services

Framework public bodies using the frameworks should contact the framework contractor(s) listed for the geographical region required. (Please refer to the regional boundary map enclosed at annex B for further details).

The table below indicates the framework contractors by geographical region (contact information for each framework contractor is also available within this guide). Framework contractors are ranked one to four. This ranking applies only when using the direct award ranked solution procedure for call-off contract purposes. (See the paragraphs below for further information on framework operation).

Region	Temporary administrative, catering and manual staff services frameworks x 2
North	1. Pertemps Recruitment Partnership Ltd 2. ASA International Ltd, trading as ASA Recruitment 3. Genesis Personnel Ltd 4. Blue Arrow Ltd
South	1. Pertemps Recruitment Partnership Ltd 2. Blue Arrow Ltd 3. ASA International Ltd, trading as ASA Recruitment 4. Brightwork Ltd

## Framework period

These framework agreements are for a maximum four years in duration, commencing on the 13 April 2019 and due to expire on 12 April 2023.

## How to use these framework agreements

Please read this guide in conjunction with the [framework hints and tips](#) document and the framework terms, specifically Schedule 1 – Statement of Requirements for the framework agreement you wish to utilise.

Prior to using any of the frameworks, and prior to the first order or call-off contract being placed, framework public bodies should contact the framework contractor contact(s) listed and arrange an introductory meeting to discuss their individual organisational requirements. This can be a face-to-face meeting, a call with each individual framework contractor or a conference call with all framework contractors present if preferred. At this initial meeting framework public bodies should discuss with framework contractors the following, in terms of their organisational requirements:

- Typical assignment types
- Timeframes of temporary staff services requirements
- HR policies, for example the living wage, the application of the Agency Workers Regulations (AWRs), off-payroll working (IR35 legislation) as appropriate
- Security, background check and Disclosure Scotland levels required
- The list of individuals within their organisation who can raise/place orders and call-off contracts
- Specific ordering procedures/processes
- Invoicing frequency and procedures
- Management information requirements (type, content, frequency and contact(s) for issue/receipt)
- Any other requirements specific to their particular organisation

**Note:** the above list is not intended to be exhaustive.

Framework public bodies and framework contractors should agree the following:

- The start date from when the framework public body will start placing orders/call-off contracts
- The nominated account manager within the framework contractor organisation and nominated main contact within the framework public body organisation
- Contact details for both parties
- Escalation procedures for both parties

## Framework operation

Call-off contracts may be awarded under these frameworks in one of two ways:

- by the direct award ranked solution procedure, or
- by mini competition (inviting **all** framework contractors).

Each framework public body will decide on a case-by-case basis for each individual assignment, which award method (direct award ranked solution or mini competition), is likely to offer best overall value for money and achieve the desired result in terms of assignment fulfilment.

### **Direct award ranked solution**

Where the framework public body's requirements are met in full by the terms set out in the framework agreement, and the direct award ranked solution is deemed most suitable, the framework public body will go to the first ranked framework contractor in the first instance. If, for any reason, the first ranked framework contractor cannot meet the requirements at that time, the framework public body will go to the second ranked framework contractor, and so on.

The following process should be followed:

- The framework public body shall complete part A of the order form (see annex A) and send it to the first ranked framework contractor.
- The framework public body shall ensure that the date and time for the receipt of a response from the first ranked framework contractor takes into account factors such as the skill set required of the temporary worker and the time needed to send in a response.
- The framework public body shall state how many CVs are required from the first ranked framework contractor.
- If the first ranked framework contractor is able to supply the services, they shall complete part B of the order form and send it to the framework public body on or before the last date for the receipt of the response. Framework contractors who are unable to supply the services being sought, must inform the framework public body immediately and provide the reasons as to their inability to supply.
- On or after the last date for the receipt of the response, the framework public body shall evaluate the response submitted by the first ranked framework contractor.
- If only one CV is requested by the framework public body, the framework public body shall evaluate the proposal/CV submitted against the assignment skills, qualifications and/or requirements as set out in part A of the order form. If the proposal/CV meets the requirements of the assignment, the framework public body can proceed to enter into a call-off contract with the first ranked framework contractor. Where the proposal/CV does not meet the assignment requirements, the framework public body may request additional CVs from the first ranked framework contractor or move to the second ranked framework contractor, where the first ranked framework contractor is unable to provide additional CVs to meet requirements.
- Where more than one CV is requested by the framework public from the first ranked framework contractor, the award criteria and evaluation process to be

used must be made clear to the first ranked framework contractor in part A of the order form and prior to receipt of the proposals/CVs (for example details of the price/quality ratio to be used and how the CVs will be evaluated – see the process as described below).

- As part of the evaluation process, the framework public body must also provide timely, constructive feedback to each framework contractor for each unsuccessful temporary worker put forward for each assignment.
- Please note that requesting one or more CVs from each framework contractor does not necessarily mean you will receive the number of CVs requested. This will depend on the market and the pool of available talent at any given time. You should be realistic about the number of CVs you wish to receive, taking into account time constraints and the feedback you are required to provide to framework contractors for unsuccessful temporary workers.
- If the first ranked framework contractor is unable to supply the services, the process as described above should be followed with the second ranked framework contractor and so on.

#### **Mini competition process (to include all framework contractors)**

Where not all of the terms are set out in the framework agreement, or for example where a skills/qualifications shortage for a particular assignment is considered likely, where skills/qualifications are specialist or niche, or where it is considered that competition between framework contractors may achieve best overall value for money, framework public bodies may run a mini competition amongst all framework contractors. All framework contractors **must** be invited. Under a mini competition process, the call-off contract will be placed with the framework contractor who has submitted the most economically advantageous tender in accordance with the mini competition award criteria set. The award criteria to be used in the mini competition must be made clear to all framework contractors prior to the mini competition (details of the price/quality ratio to be used and how the proposals/CVs will be evaluated).

When a mini competition amongst all of the framework contractors is undertaken, a price/quality ratio must be set, for example, price 40%, quality 60% (ratio to be decided by the framework public body). The following rules will then apply to the competition between the framework contractors:

- The framework public body shall complete part A of the order form and send it to **all** framework contractors.
- The framework public body shall ensure that the date and time for the receipt of responses from the framework contractors takes into account factors such as the skill set required of the temporary worker and the time needed to send in responses.
- The framework public body shall state how many CVs are required from framework contractors.

- Each framework contractor able to supply the services shall complete part B of the order form and send it to the framework public body on or before the last date for the receipt of responses. Framework contractors who are unable to supply the services being sought, must inform the framework public body immediately and provide the reasons as to their inability to supply.
- On or after the last date for the receipt of responses, the framework public body shall evaluate all responses submitted by the framework contractors and, by application of the evaluation criteria and the weightings specified in part A of the order form, select a single framework contractor to supply the services.
- Analysis of proposals/CVs must follow the price/quality ratio chosen and specific evaluation criteria detailed below:
  - Quality - match with essential quality requirements (for example key skills, competencies, experience, relevant qualifications) and any desirable qualities (weighting XX%).
  - Price - proposed total charge rate, including commission, excluding VAT (Weighting XX%).

The following criteria should be used to justify the scores awarded:

- 0 = Unacceptable. Temporary worker in no way meets requirements.
- 1 = Marginal. Temporary worker partially meets requirements.
- 2 = Acceptable. Temporary worker meets requirements.
- 3 = Exceeds. Temporary worker exceeds requirements.
- 4 = Exceptional. Temporary worker is exceptional and likely to add value.

- The evaluation criteria allow for flexibility regarding the composition of percentage weightings allocated against the criteria shown above. The mini competition should be conducted on the basis of the criteria listed above and on the same, or, if necessary, more precisely formulated terms. Where a framework public body wishes to introduce additional terms for evaluation, full details must be provided in the invitation document to framework contractors. The results of the price/quality ratio will reveal who has offered the most economically advantageous tender, scoring the highest mark.
- If required and as set out in part A of the order form, the framework public body may wish to meet with proposed temporary workers. **(NOTE: This is not a recruitment exercise and it is recommended that the format of any meetings to be held with proposed temporary workers should be made clear to the framework contractors in advance. The framework contractor should already have assessed the temporary worker against your stated requirements and skill set prior to submitting their CV. The temporary worker market is fast moving and the longer the process to assess CVs submitted, the less likelihood the temporary worker will still be available. This is a contract for services with the framework contractor not a contract of employment with the temporary worker. As**

**previously indicated, evaluation criteria and the process for evaluation must be clearly stated in part A of the order form and prior to receipt of the proposals/CVs).** Subject to the framework public body notifying the successful framework contractor that their response has been accepted, the service contract shall be formed on the commencement date set out in a formal purchase order form. The framework public body shall give notice of the name of the successful framework contractor to all other framework contractors.

- The framework public body shall at all times treat framework contractors equally and without discrimination and act in a transparent and proportionate manner. As part of the mini competition process, the framework public body must also provide timely, constructive feedback to all framework contractors for each unsuccessful temporary worker put forward for each assignment.

### **Placing a formal purchase order (following the direct award ranked solution or mini competition process)**

The framework public body shall issue a formal purchase order by email or electronic tender/order system (for example Public Contracts Scotland) to the framework contractor which:

- states/details the service requirements, including the call-off contract value/prices/hourly charge rate
- includes details of the duration of the call-off contract (contract period) and any potential option to extend the call-off contract (where an extension is considered likely)
- includes the agreed notice period for termination of the call-off contract
- incorporates or references the framework agreement terms and conditions, including schedule 5 - Standard Terms of Supply (terms and conditions for the call-off contract under this framework agreement)
- incorporates any other contract specific requirements.

The format of any such purchase order may vary between framework public bodies. Framework public bodies may issue a formal purchase order through an electronic tender/order system or may use their own order templates.

All call-off contracts under this framework agreement must be awarded prior to the expiry of the framework agreement. The period of a call-off contract may continue notwithstanding that the framework agreement has expired or been terminated. However, call-off contracts cannot be awarded after the expiry of the framework agreement.

**Note:** It is the responsibility of the buyer or buying organisation to ensure that they adhere to the respective HR policies in place, for their particular organisation, in relation to the procurement of temporary and/or interim staff services. For Scottish

Government (SG), please refer to the SG HR policies – if you are in any doubt please contact your organisation's HR department.

### **Hourly pay/wage rates**

Agreed pay/wage rates are not specified as part of these framework agreements. However, all rates submitted through this framework are hourly rates only. (Daily rates cannot be provided under these temporary staff services frameworks). Framework public bodies have a choice, they can either:

- a) include the proposed maximum **hourly** pay/wage rate, or **hourly** rate range they would be willing to pay when inviting CVs from framework contractors, or
- b) let the market determine the **hourly** pay/wage rate for each specific assignment, based on the stated requirements/qualifications/skills for that assignment.

### **Commission rates**

The commission rates for these frameworks are **fixed hourly fees**, set at the framework tendering stage of the process. These will remain unchanged for the duration of these framework agreements and where a call-off contract is awarded, the commission rate applied will remain unchanged for the duration of that call-off contract (including any optional extension where applicable).

### **Total hourly charge rate**

If required, framework public bodies can request framework contractors to provide a full breakdown of the total hourly charge rate which they will be paying for the temporary worker. This will set out the total being paid including hourly pay/wage rate, commission rate and any other elements which make up the overall charge rate.

Travel and subsistence costs (where applicable) **cannot be included** within the hourly framework rates charged – all travel and subsistence costs must be agreed separately between the framework public body and the framework contractor on a case-by-case basis, subject to individual framework public bodies' policies in this regard.

Framework public bodies may also wish to consider their own HR policies with regard to payment of the Living Wage and factor this in as appropriate.

Full framework terms and conditions and commission rates for each framework can now be found on [Knowledge Hub](#). Framework public bodies utilising these frameworks **must** make themselves familiar with this information, prior to placing any orders or call-off contracts under these frameworks.

If you are not registered to access this site and are eligible to use the framework [please complete the attached template](#) and send to David Bilton. **Please note that any information obtained via the Knowledge Hub site (such as framework agreement documentation, framework terms and pricing) must be treated as commercially confidential and must not be shared with anyone outside your organisation without the prior approval of Scottish Procurement.**

## **HMRC IR35: off-payroll working in the public sector**

From 6 April 2017, there were changes to the rules governing off-payroll working in the public sector. It is the responsibility of framework public bodies (public authorities), to decide if the off-payroll working rules apply to the temporary or interim assignment they are seeking to fill and to inform the Framework Contractor(s) who might supply the temporary or interim worker, whether the rules apply. (A public authority is defined by the Freedom of Information Act 2000 and the Freedom of Information (Scotland) Act 2002 for the purposes of the off-payroll rules).

Off-payroll working rules **may** apply if the temporary or interim worker is supplied to work for a Framework Public Body through an intermediary. The intermediary can be:

- their own limited company
- a service or personal service company
- a partnership

Where the rules apply, people who work in the public sector through an intermediary, typically a Personal Service Company (PSC) will pay employment taxes in a similar way to employees and the Framework Contractor will be responsible for deducting Income Tax and National Insurance from payments to the temporary or interim worker's intermediary. <https://www.gov.uk/guidance/understanding-off-payroll-working-ir35>

The off-payroll working rules will not apply if the Framework Contractor that supplies the temporary or interim worker directly employs them and deducts Income Tax and NICs. <https://www.gov.uk/guidance/understanding-off-payroll-working-ir35#when-off-payroll-working-rules-dont-apply>

### **April 2021 changes to how the rules are applied**

Off-payroll working rules change on 6 April 2021 and are applied differently. From this date, all public authorities and medium and large sized clients will be responsible for deciding the employment status of workers (sometimes known as contractors).

Public sector clients must continue to apply the rules when the changes come into force on 6 April 2021. As such, from this date there are extra responsibilities that will affect Framework Public Bodies.

### **What Framework Public Bodies need to do as a client**

Framework Public Bodies need to decide the employment status of every temporary or interim worker who operates through their own intermediary, even if they are provided through an agency.

You can use the [Check Employment Status for Tax](#) (CEST) service to help you determine if the off-payroll working rules apply to the assignment/engagement you are seeking to fill.

From 6 April 2021, you should communicate your determination using a Status Determination Statement (SDS), attaching the output from the CEST tool to it. You must tell the temporary or interim worker and the agency, or other organisation you contract with, your determination. Do this whether your determination shows that the off-payroll working rules will apply or not.

An example SDS document is attached to this guidance, including example reasons for inside and outside scope. Framework Public Bodies *may* wish to use this to record and communicate their status determination.

Framework Public Bodies must take reasonable care when making a determination. A link to further guidance on this is attached. <https://www.gov.uk/guidance/april-2020-changes-to-off-payroll-working-for-clients#taking-care-making-a-decision>

When seeking to fill a temporary or interim assignment/engagement, Framework Public Bodies must:

- Undertake an assessment of the assignment, using the CEST tool;
- Complete a Status Determination Statement (SDS);
- Ensure the SDS gives your conclusion and the reasons for coming to it;
- Attach a copy of the CEST tool output to the completed SDS determination;
- Send the CEST tool output and the completed SDS determination to the Framework Contractor(s) along with Annex A of this document, when inviting quotations;
- Provide a copy of the SDS directly to the temporary or interim worker when they are confirmed for the assignment, or ask the Framework Contractor to do so – the temporary or interim worker must be provided with a copy of the SDS;
- Retain copies of these documents for their own audit purposes.

You can issue an SDS before 6 April 2021 if the rules apply.

The responsibility for deducting Tax and National Insurance falls to your organisation until you tell the temporary or interim worker and the person or organisation you contract with of your determination and the reasons for it.

**If the working practices of the assignment/engagement change or you negotiate a new contract, you need to make sure that you re-check the rules to see if they still apply.**

For each assignment/engagement, whether the off-payroll working rules apply is determined by the:

- terms and conditions
- working practices

**From 6 April 2021 Framework Public Bodies must also:**

- produce status determination statements (SDS) for all existing assignments/engagements which fall within IR35 (off payroll working rules)

and span 6 April 2021 and provide a copy of the SDS to the framework supplier and to the temporary and/or interim worker supplied by them;

- make sure they keep detailed records of their status determinations, including the reasons for the determination;
- have processes in place to deal with any disagreements that arise from their determination;
- confirm the size of their organisation if asked by the person or organisation they contract with, or the temporary or interim worker.

A link to more detailed HMRC guidance on these changes and client obligations is attached for your information. <https://www.gov.uk/guidance/april-2020-changes-to-off-payroll-working-for-clients#what-you-need-to-do>

Framework Public Bodies must make sure they understand fully their obligations in this regard.

To ensure no conflict of interest, it is strongly recommended that any/all determinations are undertaken by hiring line managers and/or individuals who are **permanent members of staff**, and that processes are in place to ensure assessments have been undertaken correctly and a clear audit trail is maintained.

Further HMRC guidance in relation to off-payroll working is available from the UK Government website. <https://www.gov.uk/guidance/off-payroll-working-in-the-public-sector-reform-of-intermediaries-legislation#responsibilities-of-public-authorities>

## EXAMPLE

[Insert Organisation Logo]

### Status Determination Statement

Company Name: X Ltd                      Contract/Extension Start Date: 20 May 2020  
Worker Name: Joe Bloggs              Contract End Date: 20 November 2020  
Agency: Agency

Completed by: [Assignment manager]  
On behalf of: [Public Sector Body]  
Date Completed: [Insert date]

---

We have assessed that this engagement falls [Inside / Outside] of Intermediaries legislation and you are therefore [Employed / Self-Employed] for tax purposes, for the following reasons:

- Reason 1;
- Reason 2;
- Reason 3;
- Reason 4;
- Reason 5.

---

This status determination was arrived at with the support of the HMRC Check Employment Status for Tax Tool, the output of which is attached.

If you wish to dispute the result of this determination, please contact:

*[Insert e-mail address]*

This status determination statement is provided in accordance with the requirements of Chapter 10, Part 2 of ITEPA 2003.

## **SDS - Example Reasons (Inside-of-Scope)**

### **Personal Service:**

- We retain a right of veto over any proposed substitute worker for this engagement, which means you do not have an unrestricted right to send a substitute;
- We require personal service from you for the duration of this engagement due to your specific established experience and knowledge of the systems being developed and Departmental processes;

### **Control & Direction:**

- We would like to be able to utilise your skills and expertise on other projects or other aspects of this project during your engagement should our organisation's priorities change – we therefore have a right of control over what you are working on;
- As part of the agile development framework you will operate within, tasks will be prioritised and allocated to you by the Product Owner which means there is control and direction in terms of what you are working on;
- Throughout your engagement you will work as part of an Agile development team. Close team working is important and we will require you to work from the same location and similar hours as the rest of the team, indicating control and direction;
- You will be expected to follow Departmental processes and checklists in delivery of your engagement so there will be some control and direction from the Department in terms of how you deliver your engagement;
- In your project manager / delivery manager role you will be expected to follow established Departmental project governance and reporting processes so there will be control and direction from the Department in terms of how you deliver your engagement;

### **Part & Parcel:**

- The end client has employees that undertake roles very similar to this one with working practices that are expected to be consistent, indicating that through this engagement we are augmenting our own in-house resource capability;
- You will be undertaking a senior leadership role within our organisation and will therefore be very much part & parcel of the organisation. You will be expected to react to key organisational priorities as they arise and adapt to and promote our culture and ways of working. This also demonstrates control from the Department in terms of what you work on and the way that you perform the role;
- You will be expected to recruit and manage staff as part of your engagement indicating that you will be part & parcel of our organisation.

### **Financial Risk:**

- There is no realistic financial risk for you or your business in delivering this engagement. You will be paid a daily rate, all business expenses will be covered and you are not required to invest in any equipment or anything else in order to undertake the work;

## **SDS - Example Reasons (Outside-of-Scope)**

### **Personal Service:**

- You have a genuine unrestricted right to provide a substitute worker at any point during this engagement as we are engaging your business to provide services and not you as an individual. We have discussed availability of additional resource in your business to provide cover and assistance and will put in place security clearances in preparation;
- Your business would pay any substitute provided;
- Your business may engage helpers to assist you as and when you see fit demonstrating a lack of requirement for personal service;

### **Control & Direction:**

- You are not subject to ongoing monitoring or supervision in your delivery of this engagement indicating self-employment;
- You will determine the tasks required to deliver this engagement and schedule them as you see fit in order to deliver the outcomes required by X date. There will be no control or direction in this respect;
- You will determine how to deliver this engagement and your working methods are up to you to determine, indicating no control & direction;
- It would not be possible for us to provide any control & direction in terms of how you deliver the engagement due to the specialist nature of the tasks required;
- There are no employees that are undertaking this role within the organisation – we have engaged your business for the specialist skills it can provide;
- The role is not reliant on close working with our members of staff and you may therefore undertake the work at a time and place of your choosing with no control or direction in this respect;
- The role can only be performed from one specific location and there can therefore be no control or direction in terms of where the engagement is undertaken;

### **Financial Risk:**

- We acknowledge the need for you to invest a significant sum of money in up-front training and equipment required to undertake this engagement which indicates financial risk for your business;
- There are significant travel expenses expected in this engagement which will not be reimbursed and which you will be expected to cover from your fee;
- You would be expected to correct defective work in your own time and at your own cost – this is part of your contractual terms and conditions and indicates some financial risk for your business;

### **Business on Own Account:**

- You are providing multiple contracts for multiple different clients and the call on your time from this engagement makes this practical, which is indicative of being in business / self-employment.

## **Agency Workers Regulations (AWRs)**

All organisations which use temporary/interim workers need to be aware of AWRs 2010 and how these may affect the temporary/interim workers procured via these frameworks. (If in doubt, please consult with your organisation's HR department who should be able to advise). Scottish Procurement has requested that framework contractors work with each individual organisation to understand their requirements and to implement the most suitable solution for them regarding AWRs. Please tie in with framework contractors concerning this issue **prior** to placing any orders or call-off contracts via these frameworks.

## **Home working**

The need for temporary workers to work from home is not generally a requirement of assignments under these frameworks. However, if the framework public body wishes to permit a temporary worker to work from home on occasion, or for a specific reason, **this must be discussed and agreed in advance with the framework contractor to ensure all issues/implications/risks (for example IT equipment, access to systems, data protection, health and safety – this list is not exhaustive) have been fully considered and any appropriate action taken.** It is the responsibility of framework public bodies to ensure they liaise closely with the framework contractor on this issue and comply with their own individual organisation's internal policies and procedures regarding home working. Framework public bodies may also need/wish to consult with their organisation's HR department in these circumstances.

## **Disclosure Scotland and Protecting Vulnerable Groups (PVG) scheme**

Framework public bodies using these frameworks need to set out their own security requirements with framework contractors, whether this is Basic Disclosure, (PVG) clearance or other security clearance. The latest information on PVG can be found on the [Scottish Government website](#).

## **Framework and contract management**

Scottish Procurement will manage the framework agreements at a strategic, framework level. This incorporates a number of activities including the strategic management of framework contractor performance issues, collating management information for all the frameworks, coordinating feedback, framework contractor reviews, user feedback groups and escalations.

Framework public bodies **must** manage all call-off contracts awarded via these frameworks at a local level and deal with day-to-day issues with a view to resolving these locally in the first instance. Scottish Procurement will act as the escalation point should local resolution prove unsuccessful.

**Framework public bodies using these frameworks must request their own management information and hold regular meetings with the framework contractors as necessary.** Framework contractors are aware of the need to supply management information to framework public bodies as part of agreed framework terms and conditions.

## Scottish Procurement contact

David Bilton Senior Portfolio Specialist Phone: 0131 244 3627 Email: <a href="mailto:david.bilton@gov.scot">david.bilton@gov.scot</a>	Colin Anderson Portfolio Specialist Phone: 0131 244 5182 Email: <a href="mailto:colin.anderson@gov.scot">colin.anderson@gov.scot</a>
--	---

### Sustainability and community benefits

Listed below are some of the key areas framework contractors address in relation to sustainability and community benefits issues. Further details can be obtained from Scottish Procurement upon request.

#### ASA

ASA aim to increase the proportion of young people in learning, training or work. ASA work with education establishments to engage those moving into the workplace and operate CV writing, job interviewing and presentation skills courses which will provide lifelong benefit to those who attend.

ASA is currently in discussion with Prince's Trust to establish whether they can work in partnership to support young people achieve their potential via work placements, direct employment and starting own business.

#### Blue Arrow

- works with the youth contract to help young unemployed people to prepare for work and find a job. Blue Arrow has to date helped over 400 long term unemployed young people into work.
- currently engages with various back to work agencies such as Routes to Work and Remploy.
- for the last two years has collected Easter eggs from consultants, friends, family and local business to give to the children's hospital in Aberdeen.
- takes part in the Mental Health Awareness Walk week.

#### Brightwork

Brightwork is part of the larger Staffline Group, which also owns PeoplePlus - a large-scale employability provider that assists a range of disadvantaged groups back into employment. PeoplePlus was recently awarded the Scottish Government Employability Programme, Fair Start Scotland, in both Glasgow and the Highlands and Islands regions. Fair Start Scotland (delivered by PeoplePlus) and trusted local delivery partners, help people back into work in a variety of ways.

PeoplePlus has delivered 14,000 apprenticeship qualifications and helped more than 26,000 people achieve qualifications through their pre-employment training programmes.

#### Genesis

Genesis has a strong commitment to the development of Scotland's young workforce and supports Scotland's young workforce in a number of ways:

- Participation in Career Ready’s volunteer programme – an organisation that works across the UK to connect disadvantaged young people with the world of work by connecting employers with schools and colleges
- Encouraging school placements for secondary pupils
- Targeted recruitment and training prospects for disadvantaged persons unemployed for over 6 months

Genesis incorporate fellow SMEs, third sector and supported businesses in their supply chain and has a proven track record supporting the local communities. For example - Workers Centre, MacMillan Coffee Mornings, Peterhead Football Club, Peterhead Boys Club, Peterhead Lifeboat Friends of Anchor, Mintlaw Academy and Peterhead Academy.

### **Pertemps**

- Delivers government welfare to work programmes to help long term unemployed and under-represented groups access opportunities in the workplace
- Work with and advertise all temporary assignments across work programme service providers including Jobcentre Plus, Working Links and Connexions

The work Pertemps does and the equality and diversity initiatives they support has resulted in them receiving a Gold Award in Race for Opportunity Benchmarking Survey.

### **Framework contractor contact details – temporary administrative, catering and manual staff services – north and south regions**

The table below includes the initial framework contractor contacts in each geographical region. You will be allocated an account manager for your organisation by the framework contractor, to whom all future correspondence should be directed.

#### **Temporary administrative, catering and manual – north region**

<b>Framework contractor &amp; ranking</b>	<b>Contact details</b>
1. Pertemps Recruitment Partnership Ltd	<p><a href="#">Nicola Barr - Account Director</a> 07808 781947</p> <p><a href="#">Julie Stewart - Regional Account Manager</a> 07849 803137</p> <p><a href="#">Myles Seaton – Account Manager</a> 07972 651789</p> <p>Phone: 0131 225 7531 Email: <a href="mailto:scottishprocurement@pertemps.co.uk">scottishprocurement@pertemps.co.uk</a></p>
2. ASA International Ltd, trading as ASA Recruitment	<p><a href="#">Hilary Bisset</a></p> <p>Phone: 0131 226 6222 Email: <a href="mailto:scotgov@asarecruitment.co.uk">scotgov@asarecruitment.co.uk</a></p>
3. Genesis Personnel Ltd	<p><a href="#">Helen McSharry</a></p>

	Phone: 01779 476311/01224 565010 Email: <a href="mailto:onshore@genesis-personnel.co.uk">onshore@genesis-personnel.co.uk</a>
4. Blue Arrow Ltd	<a href="#">Barry McVicar</a>  Phone: 01224 621200 Email: <a href="mailto:scotgovnorth@bluearrow.co.uk">scotgovnorth@bluearrow.co.uk</a>

### Temporary administrative, catering and manual – south region

Framework contractor & ranking	Contact details
1. Pertemps Recruitment Partnership Ltd	<a href="#">Nicola Barr - Account Director</a> 07808 781947 <a href="#">Julie Stewart - Regional Account Manager</a> 07849 803137 <a href="#">Myles Seaton – Account Manager</a> 07972 651789  Phone: 0131 225 7531 Email: <a href="mailto:scottishprocurement@pertemps.co.uk">scottishprocurement@pertemps.co.uk</a>
2. Blue Arrow Ltd	<a href="#">Jillian Curran</a>  Phone: 0131 220 4121 Email: <a href="mailto:Scotgovsouth@bluearrow.co.uk">Scotgovsouth@bluearrow.co.uk</a>
3. ASA International Ltd, trading as ASA Recruitment	<a href="#">Hilary Bisset</a>  Phone: 0131 226 6222 Email: <a href="mailto:scotgov@asarecruitment.co.uk">scotgov@asarecruitment.co.uk</a>
4. Brightwork Ltd	<a href="#">Emma Ferguson</a> (Admin, Catering & Manual Roles) Phone: 0141 272 8127  Email: <a href="mailto:scotgov@brightwork.co.uk">scotgov@brightwork.co.uk</a>

### Order forms

Once initial contact has been made with the framework contractor(s), an introductory meeting has been held, and a start date for using the frameworks has been agreed, framework public bodies can start placing orders. An example/template order form is available at annex A for framework public bodies to use. Alternatively, framework public bodies may wish to develop their own.

**Please note that Scottish Government core directorates should refer to HR temporary staff services guidance on [Saltire](#).**

**Call-off contract award**

Buyers are reminded of the obligations contained in the [Procurement Reform \(Scotland\) Act 2014](#) in relation to the award of contracts valued equal to or greater than £50,000.00 including those awarded as a result of a framework call-off/mini competition.

In particular, buyers should note that in accordance with [Section 23\(2\)](#) the award of contracts must be publicised on the Public Contracts Scotland website and in accordance with [Section 35](#) contracts must be registered in the contracting authority's contracts register.

Your attention is also drawn to the requirement to provide feedback in accordance with [Section 32](#) and [Section 33](#).

## Annex A – Example/template order form

[To be completed by the framework public body with the temporary requirement. Framework public bodies may wish to develop their own order form. Alternatively, this template may be amended as appropriate in order to suit each framework public body's organisational/formatting requirements/style].

Your reference:  
Our reference:

Date:

**FRAMEWORK AGREEMENT TITLE:** (enter framework title here)

Dear Sir/Madam

You are hereby invited by [insert name of framework public body] to provide proposals (including CVs) for the provision of [insert title of assignment] detailed in part A below, to be called off from the Scottish Procurement collaborative framework agreement for the provision of [enter framework title here]. You are required to provide proposals and accompanying CVs for up to [insert the maximum number] temporary workers. Award will be made on the basis of award criteria of [X per cent] quality of temporary worker and [X per cent] price.

1. Your proposal must be in accordance with this letter and part A and B attached.
2. It is your responsibility to obtain at your own expense any additional information necessary for the preparation of your proposal, and you will be responsible for any expenses incurred by you during the response process.
3. If your proposal does not comply with all the requirements of this letter it may not be considered.
4. The declaration included in this letter must be completed and submitted along with your proposal by [insert time, day and date].
5. Enquiries regarding this invitation should be addressed to [insert framework public body's customer contact details].
6. Terms and conditions for the Scottish Procurement collaborative framework agreement (including schedule 5 Standard Terms of Supply) for the provision of [insert framework Title] will apply to any call-off contract awarded as a result of this invitation.

Yours faithfully

[Insert framework public body contact name, address, phone number and email]

**Part A - Statement of Requirements** (to be completed by the framework public body with the temporary requirement).

<b>Framework name</b>	<b>[Insert framework agreement Name here]</b>
Framework public body name	
Date	
Contact name (Hiring line manager)	
Contact telephone number (Hiring line manager)	
Contact email address (Hiring line manager)	
Ranked solution or mini competition process	[Framework public body to confirm which process is being used]
Criteria Weighting (for example 40 per cent cost, 60 per cent quality of temporary worker)	[Framework public body to confirm price/quality ratio (PQR) to be used for evaluation purposes]
Title of assignment to be filled	
Assignment description	
Quantity	[For example, one temporary worker - as appropriate]
Normal place of work	[Location - address]
Hours of work	[for example 9 am – 5 pm]
Any travel required	[Insert details of travel requirements, if applicable. In particular if travel by car is required. <b>Note:</b> T&S costs <b>cannot</b> be included in the hourly rate charged]

Essential skills, competences, relevant qualifications and previous experience required (where appropriate)	
Desirable skills (where appropriate)	
Required level of security clearance/ background check/disclosure	[Each framework public body must insert their own requirements]
Call-off contract period/duration (including any optional extension where required).	[For example, 1 May 2019 – 31 July 2019 with an option to extend for an additional four week period]
Notice period to terminate call-off contract (if before stated expiry date)	[For example, five working days]
Proposed date for meetings with temp workers (if applicable)	[Insert proposed date when any meeting with a temporary worker is likely to take place and where – <b>NOTE:</b> this is not a formal recruitment interview and should not be treated as such]
Is this assignment within scope for off-payroll working rules/legislation (IR35)?	[If yes, attach a copy of the <a href="#">IR35 (Employment Status) test</a> result for framework contractors. Retain a copy for your own audit purposes]
Management information requirements (where required)	[Insert proposed management information required, format, frequency and date due]
Invoicing procedures/requirements	[Insert details of framework public body's invoicing procedures/requirements, for example, weekly in arrears, electronic or hard copy]
HR procedures	[Insert details of framework public body's specific HR policies and procedures relevant to the assignment]
Deadline date for submission of responses (and CVs)	

**Part B: Framework contractor response** (To be completed by framework contractor(s) putting forward the temporary worker)

Details	Framework contractor response		
Number of CVs enclosed			
Framework contractor contact name			
Framework contractor contact telephone number			
Framework contractor contact email address			
	Temporary worker A	Temporary worker B	Temporary worker C
Is the temporary worker available to start on the date indicated in part A?			
Is the temporary worker available for the full duration of the temporary assignment as indicated in part A?			
Does the temporary worker match the appropriate skills, competences, experience and qualifications?			
Does the temporary worker have the required security clearance?			

State PAYE or Ltd company contractor			
Can the temporary worker work at the normal place of work/location; and travel (where required) as indicated in part A?			
Hourly pay/wage rate (£) (excluding VAT)			
Commission rate per hour (£) - in accordance with framework agreement rates (excluding VAT)			
<b>Total hourly charge rate (£) (hourly pay/wage rate plus hourly commission rate) (excluding VAT)</b>			

In addition please see enclosed CV for each temporary worker being put forward for the assignment.

**Notes for framework contractors**

As a minimum, CVs should contain details in response to the essential and desirable criteria noted in Part A.

Where a mini competition between framework contractors is being undertaken, the framework public body shall award the call-off contract to the framework contractor which has submitted the most economically advantageous proposal, on the basis of the mini competition award criteria as stated in part A.

**Declaration**

**I confirm that the proposal submitted for this call-off contract requirement will be governed by the terms and conditions of the Scottish Procurement Collaborative framework agreement (including schedule 5 Standard Terms of Supply) for the provision of [enter framework agreement title, as appropriate].**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Framework contractor: \_\_\_\_\_

## **Part C – Framework Public Body Example/Template Acceptance Letter/Contract Award Letter**

[Framework public bodies may wish to develop their own acceptance letter/contract award letter. Alternatively this template may be amended as appropriate in order to suit each framework public body's organisational/formatting requirements/style].

**(ENTER FRAMEWORK PUBLIC BODY NAME)**

**(ENTER FRAMEWORK NAME) FRAMEWORK AGREEMENT**

**(ENTER ASSIGNMENT/ROLE TITLE)**

**PURCHASE ORDER REFERENCE NUMBER: (enter PO Number)**

Dear

Thank you for your proposal dated **(enter date)**. We are pleased to confirm acceptance of **(enter temp worker name)**, at an hourly charge rate (hourly pay/wage rate plus hourly commission rate) of **£ (enter rate)** excluding VAT.

The documents listed below shall be deemed to form and be read and now be construed as part of the contract:

- **(Enter framework public body name) proforma letter of (enter date of invitation);**
- **(Enter framework contractor name) proposal of (enter date of proposal from framework contractor)**
- **Framework terms and conditions (including schedule 5 Standard Terms of Supply) for (enter framework title and reference)**

The contract shall commence on **(enter date)** (\*subject to BPSS clearance where required) and end on **(enter proposed end date)**, **\*with the option to extend for a further X days/weeks/months if required** unless the contract is terminated in accordance with the above referenced terms and conditions..

The value of this contract shall not exceed **£ (enter value)** (excluding VAT) for the initial contract term.

\*Any optional extensions must only be actioned once clearance from HR has been granted.

The maximum value of this contract, including any optional extension periods, shall not exceed **£ (enter value)** (excluding VAT).

You are reminded that any replacement of the temporary worker shall be subject to the approval of the client. Such replacement shall have, at least, equivalent qualifications, skills and experience to the temporary worker being replaced and shall

be fully competent to carry out the responsibilities of that person in relation to the services.

Please note that your contact for this contract is the line manager as per the proforma letter. **Please acknowledge receipt of this award letter by return.**

\* delete as appropriate

Yours sincerely

Signed for on behalf of (**enter contractor name**);

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Annex B – Boundary map (north/south regional split)

