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CONFIDENTIAL
BUYING GUIDE

CONTRACT FOR THE PROVISION OF:
TEMPORARY AND PERMANENT RECRUITMENT SERVICES

PERIOD					
FROM:	20 th May 2019			TO:	19 th May 2022/3
CONTRACT REF:	PFB4037SU		ISSUE No:	20-01	DATE OF ISSUE: 11/11/2020
CONTRACT OFFICER:	Ian Husson		TEL No: 8611	EMAIL: contracts@gre.ac.uk	
AGREEMENT TYPE: Consortia (SUPC)					

PURPOSE OF BUYING GUIDE: Contract Details and Product/Prices Information
TARGET: Authorised Officers for the Purchase of Temporary and Permanent Recruitment Services

1.0	SPECIAL ORDERING INSTRUCTIONS	
1.1	ORDERING PROCEDURES	
1.1.1	The Southern Universities Purchasing Consortium (SUPC) undertook an extensive competitive tender under the EU Procurement Directive and Public Sector Procurement Rules to establish a Framework Agreement that cover Temporary and Permanent Recruitment Services as well as fixed term recruitment. The Framework Agreement is grouped into specialist Lots.	
1.1.2	Please consult Human Resources Directorate before committing to any Temporary or Permanent Recruitment activity using this Framework Agreement.	
1.1.3	All new requirements for Temporary and Permanent Recruitment Services must use the most appropriate Approved Supplier under the Framework Agreement. The Approved Suppliers can be used without any further quotes or competition	
1.1.4	Please ensure you mention “ Framework Agreement for Temporary and Permanent (TAP) Recruitment Services PFB4037SU ” in all correspondence with Approved Suppliers, including purchase orders.	
1.1.4	The current Contract Rate Cards can be found at the end of this Buying Guide.	
1.1.5	Should assistance be required in identifying the selection of the appropriate Approved Supplier please contact Procurement & Business Services on ext. 8611.	
2.0	APPROVED CONTRACT SUPPLIER DETAILS	
2.1	LOTS AND APPROVED SUPPLIERS	
Lot 1 – Admin – National and London		
	This lot is designed to cover office-based support staff as well clerical style support roles such as library staff, data entry, invigilation staff, and summer admissions vacancies – including call handlers.	
	Approved Supplier	Brook Street
Lot 2 – Ancillary – National and London		
	This lot covers the full range of traditional ancillary and operational staff, as well including hospitality and event staff, waiting staff, front of house, retail staff, nursery workers, laboratory workers, and cloakroom staff.	
	Approved Supplier	Manpower
Lot 3 – Admin – London Institutions only		
	This lot is designed to cover office based support staff as well clerical style support roles such as library staff, data entry, invigilation staff, and summer admissions vacancies – including call handlers.	
	Approved Supplier	Val Wade
Lot 4 – Ancillary – London Institutions only		
	This lot covers the full range of traditional ancillary and operational staff, as well including hospitality and event staff, waiting staff, front of house, retail staff, nursery workers, laboratory workers, and cloakroom staff.	
	Approved Supplier	Val Wade

Lot 5 – Corporate and Professional Roles		
	This lot covers a wide range of more senior staff across HR, Finance, Procurement, Marketing and Communications, Legal, Project Managers, Head of Department roles and Senior and Executive roles. It also includes roles in the training/learning and development space; and roles within Estates such as Programme Managers, Estates Managers, Estates Professional Services roles; and bibliographic and content managers.	
	Approved Supplier	Capita
Lot 6 – Data, Digital and Technical		
	This lot covers the full range of IT, ITC, data, digital, cloud and technical roles. It covers the full scope from IT helpdesk staff, right through to senior IT managers.	
	Approved Supplier	Capita
Lot 7 – One Stop Shop and Payroll Services		
	Not applicable. Only suitable for Institutional Contracts not using Lots 1 to 6 and 8.	
Lot 8 - Non-Medical Helpers		
	The lot covers the provision of sufficiently highly qualified Non-Medical Helpers to deliver a service to students with disabilities who are studying at Member Institutions.	
	Approved Supplier	HR Go
NOTE: If you are currently hiring temporary staff from non-approved agencies, do make arrangements to transfer to the approved agencies listed in this Buying Guide.		
2.2	SUPPLIER CONTACT DETAILS	
2.2.1	Brook Street (UK) Ltd Clarence House 134 Hatfield Road St Albans AL1 4JB Web: www.brookstreet.co.uk	Acc. Manager: Jeni Chandler
		Tel: 07515 325 525
		Email: jeni.chandler@brookstreet.co.uk
		Alt contact: Rob McSherry
		Tel: 01727 848 292
		Email: SUPC.Group@brookstreet.co.uk
2.2.2	Capita Resourcing Ltd 30 Berners Street London W1T 3LR Web: https://www.capita.com/	Acc. Manager: Mike Snow
		Tel: 07960 140286
		Email: michael.snow@capita.com
		Alt contact: Peter Donaldson
		Tel: 07740 530276
		Email: SUPC.Recruitment@capita.co.uk
2.2.3	HR GO Plc Wellington House Church Road Ashford Kent TN23 1RE Web: www.hrgo.co.uk	Acc. Manager: Mike Noden
		Tel: 01233 722400
		Email: mike.noden@hrgo.co.uk
2.2.4	Manpower Plc 27A Town Square Stevenage Hertfordshire SG1 1BP Web: https://www.manpower.co.uk/	Acc. Manager: Jeni Chandler
		Tel: 07515 325 525
		Email: jeni.chandler@brookstreet.co.uk
		Alt contact: Stuart Bailey
		Tel: 07483 340423
		Email: stuart.bailey@manpower.co.uk
2.2.5	Recruitment @ Val Wade Ltd T/A Val Wade Recruitment Emperors Gate 114A Cromwell Road Kensington London SW7 4AG Web: www.valwade-recruitment.co.uk	Acc. Manager: Emma Darbyshire
		Email: hello@valwade-recruitment.co.uk
		Tel: 020 7355 2772
NOTE: If you are currently hiring temporary staff from non-approved agencies, do make arrangements to transfer to the approved agencies listed in this Buying Guide.		

3.0	STANDARD INSTRUCTIONS
3.1	CONTRACT AWARD
3.1.1	In compliance with the University's Procurement Policy & Standard Procedures and good procurement practice to achieve value for money, competitive tenders have been obtained for the above contract. After comparative analysis and evaluation, the contract was awarded to the Supplier(s)/Service Provider(s) offering the best Value for Money in terms of the most economically advantageous and favourable service level overall.
3.2	SCOPE AND STATUS OF THE CONTRACT
3.2.1	Please refer to the Contract Schedules for particular Supplies or Services to ascertain the full scope of the arrangements.
3.2.2	This Contract is an agreement between the University of Greenwich and the Contract Supplier or an approved source under a Consortia or National arrangement. No other supplier may be used to provide the goods and/or services covered by the contract without prior consultation with and approval of Procurement & Business Services .
3.3	CONTRACT REFERENCE
3.3.1	When placing Purchase Orders, the Contract Reference provided in this Buying Guide and Schedules must be quoted to ensure that preferential prices and delivery terms are secured.
3.4	PURCHASE ORDERS AND AUTHORISED EXPENDITURE
3.4.1	Before placing a purchase order, ensure that you have adequate approved budgetary provision and where necessary make suitable arrangements to cover the total whole life cost. Your purchase order via the e-Purchase Ordering system must be properly coded with Organisation and Account Codes .
3.5	PURCHASE AND e-PURCHASE ORDERING SYSTEM
3.5.1	Ordering is now streamlined, and efficiency achieved by the roll-out and use of the e-Purchase Ordering system. The use of "Call-Off" purchase orders is currently restricted to Services Contracts for a realistic or nominal value followed by a 'Purchase Order Variation' for each subsequent purchase via the original "Call-Off" purchase order.
3.5.2	The correct and specific product or commodity code must be used for ordering Supplies via the e-Purchase Ordering system as and when required. The availability of Catalogues and Punch-out facilities will be gradually introduced, and notice given in future Buying Guides and <i>Newsfeeds</i> . The "Free Text" facility should not generally be used for ordering Supplies.
3.5.3	Please ensure that any genuinely urgent Purchase Order placed by telephone is immediately confirmed by issue of an individual Purchase Order, otherwise payment of the supplier's invoice will be delayed, and the supplier will be reluctant to supply items on that basis in the future.
3.6	SPECIFICATIONS, SUSTAINABILITY AND PRICING
3.6.1	Please refer to the Specifications and Pricing Schedule to ensure that you are ordering the right items utilising any discounts and paying the right price. Where possible a special Sustainable Products Price List will be compiled and included in the Buying Guide site for use.
3.7	"BEST FIT" REPLACEMENTS
3.7.1	Where an intended purchase is to replace an existing suite or range of items within a Faculty, Directorate or Institute, similar compatible products should be ordered to ensure proper co-ordination and maintenance of the approved style. The availability of "green" or Sustainable alternatives from the approved Contract Supplier should be considered in deciding on "best fit" or compatible replacements.
3.8	LARGE PURCHASES AND ADDITIONAL SUPPORT
3.8.1	When large or high value purchases are being considered, client representatives are advised to contact Procurement & Business Services via Contracts@gre.ac.uk for assistance and advice, so that additional discounts and other advantageous terms can be negotiated.
3.9	DELIVERIES
3.9.1	Delivery times where quoted in the schedules are realistic estimates and are subject to fluctuation particularly during peak demand, immediate pre- and post public holiday and manufacturers' factory closure periods (usually during July and August). Clients and customers are advised to check delivery dates with the Contract Supplier before placing a Purchase Order.
3.9.2	If access to the intended delivery point is restricted, please specify this on the Purchase Order and state any special arrangements, convenient delivery times and provide adequate contact details of the nominated person who will receive the delivery.
3.10	COMPLAINTS (e.g. QUALITY, DELIVERY, PERFORMANCE)
3.10.1	Where supplies delivered or services provided are found to be defective, damaged, or of unsatisfactory or inferior quality or accompanied by incorrect documentation, please inform the supplier or service provider immediately so as to register the problem and instigate corrective action.
3.10.2	If the supplier or service provider fails to resolve the defect satisfactorily or the problem becomes repetitive, please contact Procurement & Business Services for assistance or provide feedback by completing the Client/Customer Opinion Survey form at: https://docs.gre.ac.uk/rep/procurement/performance-monitoring-and-suggestion-form

3.11	HEALTH & SAFETY, COSHH REGULATIONS
3.11.1	Where the purchase of hazardous supplies is possibly subject to the COSHH (Control of Substances Hazardous to Health) Regulations, any such product must not be used in the University until operatives are familiar with information contained in the appropriate Health & Safety Data Sheet, a COSHH assessment has been made and the Local Safety Officer and/or University's Health & Safety Advisor has considered the use of the product acceptable under specified conditions.
3.11.2	All Service Providers and Contractors are required to submit Method Statements prior to commencing service delivery, maintenance, installation or construction work and agree to comply with the Estates & Facilities Directorate Safety, Health and Environmental Requirements for Contractors. Clients are advised to monitor the methods used and inform the Health & Safety Unit, ext 9001 of potential contraventions.
3.12	INVOICE PROCESSING AND PAYMENT
3.12.1	Supplier and contractors will submit invoices for supplies or services delivered and should contain the relevant Account Reference, Order Number, Delivery Note Number(s) and Requisition Order Number where appropriate.
3.12.2	Clients are responsible for checking invoices against the appropriate Delivery/Packing Notes and any Collection Notes and details contained in the Buying Guides to confirm that the correct charged only for supplies and services delivered. Any detected anomalies in invoices received must be reported to the supplier so that immediate and corrective action can be taken.
3.12.3	Please note that failure of the University to make payment for correct invoices can result in the supplier levying a late payment claim which will have to be met from the relevant client's budget, therefore delays in checking, reconciling and passing invoices for payment should be avoided.
3.13	CONFIDENTIALITY
3.13.1	All Contract details are Strictly Confidential and must not be disclosed to suppliers or persons outside of the University's employ, or employees unless necessary for performance of their official duties.
3.14	HELP AND ADVICE
3.14.1	If you have any queries regarding this Buying Guide contact the Contract Administrator .
4.0	CONTRACT RATE CARDS
4.1	Please note: the amounts shown below are the commission rates. While the suppliers cannot charge higher commission rates than this, or apply any other additional administration fees - the amounts below do not include statutory charges such as tax and NI.. These negotiated rates offer a significant saving on normal market rates.



Vincent M John, Director of Procurement & Business Services

LOT 1 – Admin – National and London		Supplier: Brook Street			
Temporary Recruitment		Temporary to Permanent Conversion		Permanent Recruitment	
Hourly Pay Rate	Commission	Fee		Salary Band	Fee (% of Salary)
£7.83 - £15.00	£0.88	8%		Up to £30,000	8%
£15.01 +	£1.08			£30,001 and over	11%
Refund fees as a result of candidate no longer being employed					
Weeks in continual employment	Before start date	0 to 4 weeks	5 to 8 weeks	9 to 13 weeks	Over 13 weeks
Fee	100%	75%	50%	25%	No rebate

LOT 2 – Ancillary – National and London		Supplier: Manpower			
Temporary Recruitment		Temporary to Permanent Conversion		Permanent Recruitment	
Hourly Pay Rate	Commission	Fee		Salary Band	Fee (% of Salary)
£7.83 - £15.00	£0.88	8%		Up to £30,000	8%
£15.01 +	£1.08			£30,001 and over	11%
Refund fees as a result of candidate no longer being employed					
Weeks in continual employment	Before start date	0 to 4 weeks	5 to 8 weeks	9 to 13 weeks	Over 13 weeks
Fee	100%	75%	50%	25%	No rebate

LOT 3 – Admin – London Institutions only		Supplier: Val Wade			
Temporary Recruitment		Temporary to Permanent Conversion		Permanent Recruitment	
Hourly Pay Rate	Commission	Fee		Salary Band	Fee (% of Salary)
£7.83 - £15.00	£1.00	10%		Up to £30,000	10%
£15.01 +	£1.00			£30,001 and over	10%
Refund fees as a result of candidate no longer being employed					
Weeks in continual employment	Before start date	0 to 4 weeks	5 to 8 weeks	9 to 13 weeks	Over 13 weeks
Fee	100%	90%	85%	80%	No rebate

LOT 4 – Ancillary – London Institutions only		Supplier: Val Wade			
Temporary Recruitment		Temporary to Permanent Conversion		Permanent Recruitment	
Hourly Pay Rate	Commission	Fee		Salary Band	Fee (% of Salary)
£7.83 - £15.00	£1.00	10%		Up to £30,000	10%
£15.01 +	£1.00			£30,001 and over	10%
Refund fees as a result of candidate no longer being employed					
Weeks in continual employment	Before start date	0 to 4 weeks	5 to 8 weeks	9 to 13 weeks	Over 13 weeks
Fee	100%	90%	85%	80%	No rebate

LOT 5 – Corporate and Professional Roles		Supplier: Capita			
Temporary Recruitment		Temporary to Permanent Conversion		Permanent Recruitment	
Hourly Pay Rate	Commission	Fee		Salary Band	Fee (% of Salary)
£7.83 - £25.00	£0.93	8.5%		Up to £40,000	8%
£25.01 - £50.00	£2.96			£40,001 and over	10%
£55.01 +	£6.50				
Refund fees as a result of candidate no longer being employed					
Weeks in continual employment	Before start date	0 to 4 weeks	5 to 8 weeks	9 to 13 weeks	Over 13 weeks
Fee	100%	100%	100%	75%	No rebate

LOT 6 – Data, Digital and Technical		Supplier: Capita			
Temporary Recruitment		Temporary to Permanent Conversion		Permanent Recruitment	
Hourly Pay Rate	Commission	Fee		Salary Band	Fee (% of Salary)
£7.83 - £25.00	£0.93	8.5%		Up to £35,000	10%
£25.01 - £55.00	£2.96			£35,001 - £55,000	10%
£55.01 +	£6.50			£55,001 and over	10%
Refund fees as a result of candidate no longer being employed					
Weeks in continual employment	Before start date	0 to 4 weeks	5 to 8 weeks	9 to 13 weeks	Over 13 weeks
Fee	100%	100%	100%	75%	No rebate

LOT 8 – Non-Medical Helpers	Supplier: HR Go
Candidate Search	Commission
	15%