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National framework for the supply of Workforce Management Solutions

Customer guidance document (RM1072)



Framework reference: RM1070

Start date: 15 June 2015

End date: 14 June 2018
with an option to extend for 12 months

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Introduction to the framework

The Workforce Management framework was the first of its kind when it launched in June 2015. It offers you a way to work with experienced suppliers to create a staff bank or market test your current arrangements. The framework period is until 14 June 2018, with an option to extend for a further 12 months.

Why use the framework?

- It is a national agreement, available for use by any public sector contracting body in the UK
- The specification offers flexibility in terms of service elements and the basic employment model, agency management and HR consultancy
- Suppliers are actively managed and inspected by us to ensure full compliance with NHS Employment Check Standards
- Patient safety and governance are high priority drivers, as is the ongoing review of supplier's adherence to these standards

NHS Improvement maximum wage and price caps

NHS Improvement (NHSI) agency pay and charge caps are not applicable to this framework. Bank pay rates are set by you and workers are not supplied by a 3rd party supplier.

Job profiles

The staff groups covered by the bank is entirely determined by you. Traditionally staff banks have been used to provide a flexible pool of staff in the nursing area, however, there is the opportunity to cover all the traditional NHS staff groups, as detailed below. Within these staff groups any grade or speciality can be requested:

- a) Doctors, Consultants, Dentists and General Practitioners (GPs)
- b) Allied Health Professionals (AHP), Health Science Services (HSS) and Emergency Services (ES) Personnel
- c) Nursing and Midwifery Personnel
- d) Personal Social Services Personnel
- e) Non Medical Non Clinical



Supply route

The framework has been designed to provide maximum flexibility and choice for you when deciding how to deliver your workforce requirements.

Benefits

- **Flexible:** all staff groups can be covered under a single agreement
- **Efficiency:** through the use of technology including access to a centralised booking system and procedure, providing consolidated invoicing and usage information
- **Management information:** available on demand for all customers to detail reported spend
- **Risk management:** strategic management of the supplier market, mitigation of risks through utilising suppliers who have sufficient insurance and liability cover
- **Compliance:** suppliers are contractually obliged to provide clear and transparent timesheets and invoices, along with beneficial payment terms
- **Compliance:** full compliance with all HMRC regulatory requirements including IR35 arrangements for deemed PAYE staff
- **Consistency:** standardised terms, specification and assurance
- **Free of charge:** no membership is required. There are no hidden or additional charges

Who can access the framework?

This framework was predominantly created as a solution for sourcing workforce management services for the NHS, however, the framework can be used by any UK public and third sector body (central government, local authorities, education, police forces, not-for-profit organisations etc.). Access can be managed via an individual organisation, a consortium of public sector bodies or a collaborative procurement organisation such as a procurement hub, and will be supported by CCS.

Methods of sourcing supply

Sourcing individually

Source your own requirements to meet your particular trust's needs.

Collaboration

In order to help control supply and spend, you may want to think about collaboration with neighbouring trusts. This can align policies such as training requirements, but particularly bank pay rates. This ensures no single trust in a geographical area is offering rates higher than its neighbours, and thus eliminates internal NHS competition for staff. This is of particular relevance to the local delivery of the customers sustainability and transformation plan. This approach will also allow you to aggregate spend and maximise volume discounts.

Framework suppliers

A list of the awarded suppliers on the framework can be found on the website: <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1072>

Rate cards

Please email workforcemanagement@crowncommercial.gov.uk to request a rate card

Framework pricing

The framework is divided into two parts: 1. the creation and delivery of staff bank solutions and 2. HR consultancy

The staff bank element is divided into:

- Creation of a staff bank: this is a one-off exercise and is priced as a fixed cost
- Management and operation of a staff bank: this can either be based on a model where the supplier employs the bank worker or you do. In either case the pricing is based on a fixed management quarterly fee and an hourly transaction fee which is discounted where the requirement is self filled by the worker
- Booking management only: this is a pared down version of the above where you retain all responsibility for everything with the exception of matching workers to the demand profiled. This is costed in the same way as above
- Control and management of contingent labour: should you require it, the supplier can be used to cascade jobs to employment businesses where the bank cannot meet demand. The supplier is required to ensure agencies are supplying compliant staff but cannot be used to source the supply chain

With the exception of creating the bank pricing is differentiated according to activity levels as follows:

- >200,000 hours per quarter
- 200,000 – 400,000 hours
- <400,000 hours

The HR consultancy element is based on fixed day rates according to seniority of the staff deployed

Volume based level discounts

Volume based level (VBL) discounts are offered by all suppliers please refer to the rate cards for further details. The VBL thresholds are:

Volume of business level	Total annual value of business excl. VAT
0	£0 to £10,000,000
1	£10,000,000 to 20,000,000
2	£20,000,000 to £30,000,000
3	£30,000,000 to £40,000,000
4	£40,000,000.00 to £50,000,000
5	£50,000,000.00 plus

Volume based discounts will be applied to the framework prices only and will therefore provide a revised framework price which will be applicable to subsequent call-offs.

Accessing the framework

Direct award

To direct award under the framework without holding a further competition you should:

1. Develop a statement of requirements and determine whether this can be met by the supplier(s)
2. Determine that all of the terms of the framework and the call-off terms do not require amendment or any supplementary terms and conditions
3. Award using the short form call-off contract with the successful framework supplier(s).

For a comprehensive guide on running a further competition please refer to the 'Further Competition and Bidding Guide Process'



Further information

For further information please contact your framework manager, by

 workforcemanagement@crownccommercial.gov.uk

 0345 410 2222

Or a member of the health workforce team at:

 healthdo@crownccommercial.gov.uk

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