**FRAMEWORK SCHEDULE 2:**

**GOODS AND/OR SERVICES AND KEY PERFORMANCE INDICATORS**

**PART A – GOODS AND/OR SERVICES**

**1. GENERAL**

1.1 The purpose of this Part A of Framework Schedule 2 (Goods and/or Services and Key Performance Indicators) is to lay down the characteristics of the Goods and/or Services that the Supplier will be required to make available to all Contracting Authorities under this Framework Agreement together with any specific Standards applicable to the Goods and/or Services.

1.2 The Goods and/or Services and any Standards set out in paragraph below may be refined by a Contracting Authority during the Framework Period to reflect its Goods and/or Services Requirements for entering a particular Call Off Agreement.

**2. GOODS AND/OR SERVICES**

2.1 **Framework Services**  
The Authority is putting in place a Framework Agreement, for the duration of 2 years plus 1, for the provision of managed human resources (HR) services.

2.1.1 The Authority have a need to appointment a single prime contractor, or a consortium with a lead supplier acting as prime contractor, to work in effective partnership by providing access to a range of high-quality HR services and solutions on a managed service basis.

2.1.2 The solution will range from enabling the full managed service of the entire HR function, just a single element of it (e.g., administration and support function), or a bespoke solution tailored to complement the Authority’s in-house resources.

2.1.3 The Supplier shall offer as a minimum the following specialisms listed below to the Required Standard:

* Project Management – The management and delivery of programs and projects designed to enhance the effectiveness of the organisations HR management and planning and of its HR function and strategy
* Cultural transformation
* Dispute management
* Employee relations and communications
* Human resource functions, process and design
* Human resource terms and conditions and policies including health and safety, employment contracts and company handbook
* Advice on managing agency and temporary staff; and review of IR35 governance
* Organisational training and development
* Performance management (including pay, reward and benchmarking)
* Recruitment policy (internal and external) and strategy (not delivery of staffing and recruitment services)
* Staffing
* Talent management

**2.2 Call-Off Contract - Phase 1 Organisational Transformation Project**

On award and establishment of the Framework Agreement, there will be an immediate call-off requirement to manage a project of organisational transformation towards a new operating model which will include the TUPE of workforce.  This requirement is more fully described in **Appendix A - SPECIFICATION FOR HR PROJECT MANAGED SERVICES**

**PART B – KEY PERFORMANCE INDICATORS**

**1. GENERAL**

1.1 The purpose of this Part B is to set out the KPIs by which the Supplier’s overall performance under this Framework Agreement shall be monitored and managed. The Authority reserves the right to adjust, introduce new, or remove KPIs throughout the Framework Period, however any significant changes to KPIs shall be agreed between the Authority and the Supplier in accordance with Clause 20.1 (Variation Procedure).

1.2 The Supplier shall comply with all its obligations related to KPIs set out in this Framework Agreement including Framework Schedule 8 (Framework Management) and shall use all reasonable endeavours to meet the KPI Targets identified in the table below.

1.3 The KPIs from which performance by the Supplier of this Framework Agreement will be reported against are set out below:

[Guidance Note: The KPI targets including any applicable KPI weightings and scoring methodology will be set out in the Supplier Action Plan – see Framework Schedule 6 (Framework Management)]