

# Staffing Services

# State Purchase Contract

User Guide

September 2018

## Staffing Services State Purchase Contract

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# 1. General overview

This section introduces the user guide and provides a general overview of the Staffing Services State Purchase Contract (SPC).

The Staffing Services SPC provides to the Victorian government on-hire, fixed term, permanent and executive services for the Administration (Admin), Information Technology (IT) and Specialised recruitment categories.

Government users (purchasers) will be mandated to use the SPC for on-hire staff engagements. The use of the SPC for fixed term, permanent and executive appointments will be optional.

This SPC provides the following service categories of staffing services:

- Admin;
- IT; and
- Specialist.

The Department of Treasury and Finance (DTF) as the Lead Department does not make any guarantee of the volume (if any) of engagement to any service providers (master vendors) under the SPC.

## 1.1 Purpose of the user guide

The user guide provides a single information resource to provide comprehensive instructions and guidelines for purchasers and master vendors on how to use the SPC.

The user guide has been divided into three sections being:

1. general overview of the Staffing Services SPC;
2. purchaser guidelines; and
3. master vendor guidelines.

## 1.2 Background to Staffing Services

DTF has established the Staffing Services SPC for use by all Victorian Government departments and entities listed within the Victorian Government Directory. Local councils, government owned entities and government supported organisations will also have access to this SPC.

DTF, as the Lead Department, will actively manage and monitor the master vendors performances at a whole of Victorian government level to ensure compliance to the contract and value for money is being achieved.

This SPC consists of qualified master vendors, approved to provide a range of services, either through one of the master vendors or through one of its approved tier-two suppliers.

The Staffing Services SPC provides improved identification of service categories along with an updated contractual and performance management framework.

### 1.3 Features of the Staffing Services SPC

The Staffing Services SPC is intended to cover the supply of on-hire workers and permanent personnel for the following service categories:

- Admin - This category covers general administrative and clerical roles;
- IT - This category covers roles in information technology; and
- Specialised - This category covers roles that comprise specific professions that are not covered by the Administration or IT recruitment categories and in which recruitment agencies specialise in.

The Staffing Services SPC has rate structures for:

- On-hire:
  - a fixed flat pricing structure based on the tenure of the on-hire worker;
- Permanent:
  - a fixed flat pricing structure indicatively based on Victorian Public Service (VPS) salary bands; and
  - an on-hire worker to permanent personnel conversion fee based on tenure;
- Payroll:
  - a fixed flat pricing structure for the re-engagement of on-hire workers; and
  - when the master vendor has employed an on-hire worker at the request of a purchaser.

As part of delivering the staffing services, the Master Vendor will provide:

- consistent, appropriate and timely supply of suitably qualified and high quality on-hire workers and permanent personnel;
- appropriate pre-employment checking, including, but not limited to, reference and character checking of candidates;
- the best possible and most broad candidate access and availability to meet the needs of Victorian Government;

- the ability to minimise the cost of recruiting personnel and ensure that on-hire workers and permanent personnel are provided on value for money terms; and
- access to quality reporting and tracking of financial and transactional data.

All master vendors will have an understanding of relevant Victorian Government policies and must comply with standard SPC terms and conditions.

Refer to section 1.7 for details relating to the contractual arrangements of the Staffing Services SPC.

## 1.4 What's new for this Staffing Services SPC?

There are a number of new key elements associated with the new Staffing Services SPC. These key elements include:

- New master vendors
  - a new updated list of master vendors (refer to section 1.5.1)
- New pricing structure:
  - a fixed flat pricing structure across on-hire and permanent placement services;
  - for access to the new pricing structure, refer to the confidential section of the VGPB website <http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services>
  - no additional cost of from the provision of professional indemnity insurance and public liability insurance;
- New specialised category:
  - the introduction of 17 new specific specialised staffing service categories (refer to section 1.5.3);
- Key improvements include the:
  - application of the on-hire worker to permanent personnel conversion fee (refer to section 2.12);
  - cap on the payable agency fee (refer to section 2.12);
  - fee relating to the re-engagement of on-hire workers (refer to section 2.6);
  - on-hire and permanent supply guarantees (refer to section 2.12); and
  - notice periods for the termination of purchase orders (refer to section 2.12).

## 1.5 Frequently Asked Questions

### 1. How many quotes do I need to request?

There is no minimum number of quotations required when using the above SPC. Each agency can decide how many quotations it chooses to request.

### 2. What information do I provide to a Master Vendor to request an On-Hire worker?

A request for Staffing Services must include:

- a Position Description (PD) for the role;
- key selection criteria for the position;
- details of the services required;
- any applicable deadlines or milestones relevant to the performance of the services; and
- the specified timeframe in which the quote is to be submitted.

Please refer to the request for quote (RFQ) template for further information.

Please refer to the below Staffing Services VGPB website, under '[Rules of Use – Step by Step](#)' for the request for quote template (step 6).

<http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services>

### 3. What information will the Master Vendor provide in its quote for an on-hire worker?

A quote from a Master Vendor shall specify:

- details of suitable candidates for the service and how they meet the key selection criteria for the position;
- where suitable candidates are not immediately available, details of the process by which suitable candidates will be identified; and
- the total amount payable by the Purchaser for the provision of the required Staffing Services and a breakdown of the fees comprising that amount.

### 4. How do I accept a quotation?

Agencies are required to accept a quotation by issuing a Staffing Services Contract in the form proposed in the rules of use and send a copy to the Master Vendor.

Please refer section 2.8 for further information.

### 5. What if I wish to terminate a Staffing Services Contract?

A purchase order for on-hire services can be terminated, without cause, by the purchaser by giving



the Master Vendor a minimum four (4) hours written notice or as otherwise agreed with the purchaser in the purchase order. As general practice when possible, it is encouraged that a reasonable notice period is provided to all on-hire workers.

**6. Are Master Vendor rates fixed for the term?**

Yes. The rates are fixed for the SPC term.

**7. What is the role of Tier 2 suppliers?**

Master Vendors can either use their own capability or that of an approved tier 2 supplier to provide the services. The use of tier 2 suppliers can be helpful if wishing to engage a specialist, small to medium sized enterprise or a regional specialist. Master Vendors will have the opportunity to refresh their list of tier 2 suppliers quarterly.

**8. Can I raise an order directly with a tier 2 supplier or receive an invoice from them?**

No. The Master Vendor will provide the Staffing Services using its own recruitment expertise and capability and that of Tier Two Suppliers engaged by it and approved by the Lead Department. The Master Vendor will be solely responsible for the delivery of the Staffing Services and will be the sole point of contact for the State for invoicing and relationship management purposes.

All invoices are to be issued by the Master Vendor. No invoices will be accepted for payment from any Tier Two Supplier. Where the master vendor has provided the Staffing Services through a Tier Two Supplier, the Master Vendor must ensure the Tier Two Supplier is clearly shown on the invoice.

**9. What are the terms of payment?**

The Purchaser will pay the invoiced amount to the Master Vendor within 30 days of the date of the invoice.

**10. Is there a reduced fee if a government department or agency sources the on-hire worker?**

Yes. Each master vendor has provided an on-hire payroll service agency fee. This is used when candidates sourced by the purchaser are referred to the master vendor for administration, pay roll and on-hire back to the purchaser. The rates are in the confidential information section of the Staffing Services VGPB website.

**11. Is a permanent placement fee applicable if an On-Hire worker becomes permanent?**

If an On-Hire Worker becomes Permanent Personnel or a Fixed Term employee, the Master

Vendor will be entitled to a placement fee according to this Schedule 2 (Fee Schedule), unless:

- The on-hire worker has been engaged for 12 months or more by the Purchaser under a purchase order prior to becoming permanent personnel; or
- The role is publicly advertised by the purchaser and the on-hire worker becomes permanent personnel as a result of successful application to the advertised role.

Please refer section 2.12 for further information.

**12. Is there a discount from the permanent placement fee if an on-hire worker becomes permanent?**

Yes. Each Master Vendor has fixed rates based on the tenure on the on-hire worker. These rates can be seen in the confidential information section of the Staffing Services VGPB website. Please refer section 2.12 for further information.

**13. Do Master Vendors provide any value added services free of charge?**

Yes. Each Master Vendor has nominated free services. These value added services can be seen in the confidential information section of the Staffing Services VGPB website.

**14. What are the differences between the Staffing Services SPC and the eServices register?**

The Staffing Services SPC is to be used when there is a requirement to engage an individual/s for a temporary or permanent role, that would be accountable to a line manager within the purchaser's entity. This engagement must be based on a position description (PD).

The eServices register is to be used when there is an IT project requirement to engage a business entity, that would be accountable to the purchaser of their services for the delivery of all required outcomes. This engagement is typically based on a statement of work.

**15. Can an inner government agency request an exemption from the SPC in special circumstances?**

The Staffing Services Category Manager may grant an exemption on a case by case basis where the entity can demonstrate special circumstances have arisen in relation to sourcing from the SPC. Please refer section 2.14 for further information.

**16. What is the fundamental difference between the Admin and Specialised categories?**

The use of the Admin category is for predominately for entry level to mid-level type roles where specialised skills and experiences are not necessary a requirement. The Specialised category is predominately for high-level type roles where specialised skills and experiences are a requirement.

**17. I have to engage a non-IT Project Manager, so which category do I use?**

If you need to engage a non-IT Project Manager, it should be engaged based on in the first instance on the nature of the project as compared to the specialised category. For example, if it is a procurement activity you would select STSS-17. If it is a financial activity you would select STSS-8. Please contact the Staffing Services SPC Category Manager for any further clarification.

**18. Can I ask a master vendor to engage an on hire / payroll worker through a non-approved third party**

No. All engagements through the Staffing Services SPC are required to be through a master vendor or an approved tier two supplier via the master vendor.

No other third-party suppliers are not to be used for the purposes of on-hire and payroll workers, even on the request of customers.

**19. What is an independent contractor?**

An independent contractor is an individual who is employed by a master vendor in an on-hire role and operates under their own individual ABN as compared to PAYG.

## 1.6 Staffing Services SPC master vendor and categories

### 1.6.1 Master vendor contact details

Master Vendor	Contact Details	
<b>Adecco Australia Pty Ltd (Adecco)</b> <b>ABN:</b> 91 006 253 336 <b>Address:</b> 16/28 Freshwater Place Southbank VIC 3006	Relationship Manager:	Sally Joy
	Title:	Manager – Victorian Government
	Phone:	03 9954 2440
	Mobile:	0437 365 794
	Email:	vicgov@adecco.com.au
	Website:	www.adecco.com.au
<b>Clicks Recruit (Australia) (Clicks)</b> <b>ABN:</b> 25 348 636 087 <b>Address:</b> Level 35, 360 Collins Street, Melbourne VIC 3000	Relationship Manager:	Tamara Ryf
	Title:	Regional Manager Key Accounts - VIC & ACT
	Phone:	03 9963 4808
	Mobile:	0407 860 925
	Email:	tamara@clicks.com.au
	Website:	www.clicks.com.au
<b>Dixon Appointments Pty Ltd (Dixon)</b> <b>ABN:</b> 91 161 004 646 <b>Address:</b> Level 2, 303 Collins Street, Melbourne VIC 3000	Relationship Manager:	Debbie Chester
	Title:	Senior Account Manager – Victorian Government
	Phone:	03 9629 9999
	Mobile:	0411 957 105
	Email:	debbiechester@dixonappointments.com.au
	Website:	www.dixonappointments.com.au
<b>Hays Specialist Recruitment Australia Pty Limited (Hays)</b> <b>ABN:</b> 47 001 407 281 <b>Address:</b> Level 21, 360 Collins Street Melbourne VIC 3000	Relationship Manager:	Hannah Lawson
	Title:	Senior Manager
	Phone:	03 9604 9598
	Mobile:	0438 565 677
	Email:	hannah.lawson@hays.com.au
	Website:	www.hays.com.au
<b>Hudson Global Resources (Aust) Pty Limited (Hudson)</b> <b>ABN:</b> 21 002 888 762 <b>Address:</b> Level 9, 90 Collins St Melbourne VIC 3000	Relationship Manager:	Kristen Mangelsdorf
	Title:	General Manager, Victoria
	Phone:	03 9623 6736
	Mobile:	0439 074 246
	Email:	kristen.mangelsdorf@hudson.com
	Website:	http://au.hudson.com

Master Vendor	Contact Details	
Randstad Pty Limited (Randstad) <b>ABN:</b> 28 080 275 378 <b>Address:</b> Level 7, 525 Collins Street Melbourne VIC 3000	Relationship Manager:	Ian Nicholas Eker
	Title:	Account Director
	Phone:	03 8319 1135
	Mobile:	0435 985 089
	Email:	ian.eker@randstad.com.au
	Website:	www.randstad.com.au
Talent International (VIC) Pty Ltd (Talent) <b>ABN:</b> 62 112 473 819 <b>Address:</b> Level 5, 459 Little Collins Street Melbourne VIC 3000	Relationship Manager:	Chris Mackay
	Title:	Client Relationship Manager
	Phone:	03 9602 4222
	Mobile:	0415 305 483
	Email:	chrism@talentinternational.com.au
	Website:	http://www.talentinternational.com/
The Trustee for Hoban Recruitment Unit Trust trading as Hoban Recruitment (Hoban) <b>ABN:</b> 14 571 943 048 <b>Address:</b> Level 35, 360 Collins Street Melbourne VIC 3000	Relationship Manager:	Glen Axiak
	Title:	National Business Development Manager
	Phone:	03 9203 4976
	Mobile:	0434 306 088
	Email:	glena@hoban.com.au
	Website:	www.hoban.com.au

### 1.6.2 Master vendor category breakdown

Table 1 – Master Vendors for the Admin Category

Cat Number	ADECCO	CLICKS	DIXON	HAYS	HOBAN	HUDSON	RANDSTAD	TALENT
ASS-1 to ASS-34	Y	N	Y	Y	Y	Y	Y	N

Table 2 – Master Vendors for the IT Category

Cat Number	ADECCO	CLICKS	DIXON	HAYS	HOBAN	HUDSON	RANDSTAD	TALENT
ITSS-1 to ITSS-110	N	Y	Y	Y	N	Y	N	Y

Table 3 – Master vendors for the Specialist category

Cat Number	ADECCO	CLICKS	DIXON	HAYS	HOBAN	HUDSON	RANDSTAD	TALENT
STSS-1	Y	N	Y	Y	N	Y	Y	N
STSS-2	Y	N	N	Y	Y	Y	Y	N
STSS-3	Y	N	Y	Y	Y	Y	N	N
STSS-4	Y	N	N	Y	Y	Y	Y	N
STSS-5	Y	N	N	Y	Y	Y	N	N
STSS-6	Y	N	Y	Y	Y	Y	Y	N
STSS-7	Y	N	N	Y	N	Y	Y	N
STSS-8	Y	N	N	Y	Y	Y	Y	N
STSS-9	Y	N	N	Y	N	Y	Y	N
STSS-10	Y	N	N	Y	Y	N	Y	N
STSS-11	Y	N	Y	Y	Y	Y	Y	N
STSS-12	Y	N	Y	Y	Y	N	Y	N
STSS-13	Y	N	N	Y	N	N	Y	N
STSS-14	Y	N	Y	Y	Y	N	Y	N
STSS-15	Y	N	N	Y	Y	Y	Y	N
STSS-16	Y	N	Y	Y	Y	Y	N	N
STSS-17	Y	N	Y	Y	Y	N	Y	N

### 1.6.3 Service Categories

The Staffing Services SPC has three service categories that are listed in table 4. Detailed descriptions of these categories can be found in section 4.1.

Table 4 - Staffing Services service categories and sub-services categories

Service Categories		Service Sub Categories Description
Administration Staffing Services (ASS)	ASS-1 to ASS-34	The Master Vendor will supply On-Hire Workers and Permanent Personnel for the following (but not limited to) roles/professions in the Administration Category as listed in Appendix 4.1
Information Technology Staffing Services (ITSS)	ITSS-1 to ITSS-110	The Master Vendor will supply On-Hire Workers and Permanent Personnel for the following (but not limited to) roles in the Information Technology Category as listed in Appendix 4.1
Specialised Staffing Services (STSS)	The Master Vendor will supply On-Hire Workers and Permanent Personnel for the following professions in the Specialised Category.	
	STSS-1	Accountant (Financial / Management / Project)
	STSS-2	Auditor/Audit Manager
	STSS-3	Communications Advisor / Manager / Media Manager / Editor
	STSS-4	Compliance/Risk Specialist
	STSS-5	Economist
	STSS-6	Engineer (Design, Infrastructure, Civil Project / Environmental / Geotechnical / Geomatic / Electrical / Electronic)
	STSS-7	Executive Level Professional Personnel (e.g. Senior Executive, Director, Chairperson)
	STSS-8	Financial Analyst / Specialist / Manager
	STSS-9	Graphic Designer / Artist / Publications Specialist
	STSS-10	Legal Professionals (Lawyer / Prosecutor / Paralegal)
	STSS-11	Marketing Coordinator / Manager
	STSS-12	Human Resources
STSS-13	Mediator	

Service Categories	Service Sub Categories Description	
	STSS-14	Planner (Statutory, Strategic, Environmental/Transport / Urban Designer and Developer)
	STSS-15	Policy Advisor / Analyst
	STSS-16	Procurement Analyst / Specialist / Manager / Category / Contract Manager
	STSS-17	Property Consultant / Manager

## 1.7 Who can use the Staffing Services SPC?

The use of the Staffing Services SPC is mandatory for all Victorian Government departments and entities subject to Victorian Government Purchasing Board (VGPB) policies. Each mandated entity has a departmental representative, which can be found on the VGPB web site <http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services>

**In the first instance, all staffing service queries should be directed to your departmental representative.**

Departmental purchasers of the staffing services will be able to access the confidential section of the VGPB web site on completion of an online deed of confidentiality. There is no requirement for a user agreement to be completed.

Government entities not subject to VGPB policies also have the ability to access this SPC. These include:

- local councils;
- government owned entities; and
- government supported organisations.

### **Opt-In Process for Government entities into the Staffing Services SPC.**

Access to the Staffing Services SPC by government entities is governed by completion of a user agreement. If a government owned entity, local government council or government supported organisation wishes to access the Staffing Services SPC they will need to:

- seek the Lead Department's approval to access the Staffing Services SPC; and
- upon obtaining the Lead Department's approval, notify the Master Vendor that access has been granted.

Upon approval of the entity, it will be taken to have agreed to be bound by, and have the benefit of, the terms of the Staffing Services SPC. The Lead Department may also add the name of that entity to the list of eligible purchasers for the Staffing Services SPC.



Following completion of the user agreement, representatives of your entity will be able to request password access to the VGPB website, based on completion of an online deed of confidentiality. The web site contains information relating to each master vendor, such as key personnel, fees, charges, service categories and areas of expertise.

For a copy of the user agreement and access to the confidential section of the VGPB website, refer to <http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services>

For a list of approved entities, please refer to section 4.4 of this user guide.

## 1.8 Contract arrangements of the Staffing Services SPC

Each master vendor has entered into a SPC with DTF as the Lead Department. This is the head agreement for the Staffing Services SPC. This contract contains all the terms and conditions such as indemnities, confidentiality, intellectual property etc.

A generic version of the SPC is available on the VGPB website:

<http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services>

A generic staffing service contract / purchase order has been produced for all staffing services engagements. The terms and conditions of the head agreement shall take precedence over the terms and conditions of any purchase order.

A purchase order template is available on the Staffing Services VGPB website, under 'Rules of Use – Step by Step' for the purchase order template (step 9).

<http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services>

However, additional conditions in a purchase order which are not inconsistent with the head agreement, may be agreed by a purchaser and a master vendor. The Staffing Services SPC can only be used for procuring services within the scope of the arrangement.

## 1.9 Public Administration Act

The Master Vendor must ensure that decisions regarding employment are made in conformity with any binding code of conduct. Master Vendors are to require on-hire workers to familiarise themselves with the Code of Conduct for Victorian Public Sector Employees and relevant policies and procedures, where the on-hire workers:

- supervise public sector employees;
- undertake work that is of a similar nature to the work undertaken by public sector employees at a premise or location generally regarded as a public sector workplace; and
- use or have access to public sector resources or information that are not normally accessible or available to the public.

Purchasers are to require on-hire workers to comply with this Code of Conduct.

## 1.10 Insurance levels

Each master vendor has and is required to maintain the following insurances in accordance with the terms of the Staffing Services SPC. The insurance coverage provided is detailed below.

Type of coverage	Amount (AUD)
Professional indemnity insurance	\$20,000,000 (per incident)
Public liability insurance	\$20,000,000 (per incident)
Workers' Compensation insurance	As required by the Victorian WorkCover Authority

## 1.11 Service levels

DTF will monitor the delivery of services provided by the master vendor. Master vendors are required to have processes and systems to report their performance against the agreed measures.

The table in section 4.2 sets out the performance measures and targets for the provision of staffing services. Master vendors required to meet the agreed performance measures and targets.

Refer to section 3.3 for the master vendor reporting of service levels.

### Data Audit and Compliance

As part of the reporting process (section 3.3), DTF will undertake a quarterly audit and compliance process, of the transactional data it receives from each of the master vendors. This process will be undertaken by DTF with the assistance of Purchasing Index ([www.purchasingindex.com.au](http://www.purchasingindex.com.au)).

As part of the audit and compliance process, master vendors will be audited to ensure that the agreed contract rates have been correctly applied to each individual transaction.

The result of the audit and compliance process will be sharing in the quarterly staffing services user group forums and with each master vendor as part of their quarterly review meetings.

## 1.12 How to access information about the Staffing Services SPC

Purchasers and master vendors can access relevant SPC information through the VGPB web site at <http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services>. On this site, purchasers and master vendors will find instructions on user registration and procedures on how to

access the SPC.

#### **Confidential section of the VGPB web site**

Commercial contract details can be found in the confidential section of the VGPB web site. Such information includes key personnel, fees, charges, service categories and areas of expertise. Access to this section is subject to completion of an online deed of confidentiality found on the public section of VGPB web site [http://apps.dtf.vic.gov.au/apps\\_state\\_purchase\\_contracts/](http://apps.dtf.vic.gov.au/apps_state_purchase_contracts/)

### **1.13 The difference between the Staffing Services SPC and eServices Register**

The Staffing Services SPC is to be used when there is a requirement to engage an individual/s for a temporary or permanent role, that would be accountable to a line manager within the purchaser's entity. This engagement must be based on a PD.

The eServices register is to be used when there is an IT project requirement to engage a business entity, that would be accountable to the purchaser of their services for the delivery of all required outcomes. This engagement is typically based on a statement of work.

### **1.14 Engaging through third party providers**

All engagements through the Staffing Services SPC are required to be through a master vendor or an approved tier two supplier via the master vendor.

Master vendors are not, even on request from departments/agencies, be engaging and/or paying any third-party suppliers for the supply of on-hire and payroll workers.

## 2. Purchaser guidelines

### 2.1 Steps for engaging a master vendor through the Staffing Services SPC

#	Step
1	Has your government entity completed a user agreement to access the Staffing Services SPC? (not applicable to mandated entities)
2	Determine your Staffing Service requirements and whether the Staffing Services SPC is suitable for your needs.
3	Maximising the benefits of the Staffing Services SPC
4	Determine the appropriate type of engagement with the service categories
5	Develop your PD, highlighting the key selection criteria for the position and its necessary duties, skills and experience required and prepare your request for quote (RFQ). If a PD cannot be provided (this must be the exception, rather than the rule), a reason must be provided in the RFQ template.
6	Ensure you receive the appropriate internal financial delegate approval to issue a RFQ
7	Issue your RFQ to selected master vendor(s)
8	Assess candidate(s) presented by the selected master vendor(s)
9	Seek approval from your internal financial delegate in accordance with your department or entity procurement procedures
10	Issue a purchase order (or equivalent) as acceptance of the master vendor's candidate, confirming their appointment and advise unsuccessful master vendors
11	Managing the engagement with the master vendor
12	Following engagement completion, evaluate the performance of the master vendor

## **2.2 Step 1 - Has your government entity completed a user agreement to access the Staffing Services SPC?**

To access this SPC, all government entities will need to complete a user agreement. All details can be found in section 1.5 of this user guide. This needs to be completed prior to any engagement of this staffing services SPC.

This is not applicable for mandated government entities.

## **2.3 Step 2 - Determine the service you require and whether this Staffing Services SPC is suitable for your needs**

Before engaging any of the services through this Staffing Services SPC, please carefully review the description of the services that are on offer, which can be found in section 4.1 of this document.

Master vendors providers can only be engaged for the service categories that they have been qualified for and against the service categories described in this document.

### **The codes of conduct integrity guidance materials**

The Victorian Public Sector Commissioner (VPSC) has guidance material on the codes of conduct integrity. The guidance materials consist of the following materials:

- Integrity in Engaging Contractors;
- Integrity in Recruitment; and
- Police Checks

The guidance material can be found on the VPSC website - <http://vpsc.vic.gov.au/resources/codes-of-conduct-integrity-guidance-materials/>

## **2.4 Step 3 – Maximising the benefits of the Staffing Services SPC**

To maximise the benefits of the Staffing Services SPC, the use of the SPC involves a number of obligations for purchasers. Purchasers should read and understand their specific obligations as per the Staffing Services SPC.

Key obligations are:

- cooperation - purchasers are to be reasonable in their cooperation with the master vendors;
- payment:

- purchasers will pay invoices within 30 days or any other payment period as agreed between the purchaser and the master vendor;
- purchasers are responsible for checking invoices and ensure that they are compliant to agreed rates.
- privacy - purchasers will respect agreed confidentiality and privacy requirements; and
- disputes - purchasers are responsible to resolve any issues or disputes in a timely manner and in good faith.

Note that the above are not the only purchaser obligations. Please refer to the Staffing Services SPC for a full list of your obligations as a Staffing Services purchaser.

### **The role of purchasers**

A purchaser should address issues and queries relating to a request for quote (RFQ) or purchase order directly with the contracted master vendor. Furthermore, a purchaser is responsible for direct issues or queries that may arise during an engagement with the responsible supervising officer or nominated representative of that master vendor's organisation.

**Purchasers should refer to this SPC user guide for any SPC related queries and issues in the first instance. Purchasers should also check the VGPB website at <http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services> regularly for any supplementary information posted by the Staffing Services Category Manager. Departmental representatives can be contacted to assist with your queries.**

## **2.5 Step 4 - Determine the appropriate type of engagement with the service categories**

Engagement of this SPC should be in accordance with VGPB policies and guidelines, which can be found at <http://www.procurement.vic.gov.au/Buyers/Policies-Guides-and-Tools/Complexity-and-Capability-Assessment-Policy>

As a general rule, the higher the expected cost and the more complex the engagement, purchasers should seek quotes from multiple master vendors. Purchasers should refer to their respective procurement procedures in determining the number of quotes required for each engagement. If unsure, please consult with your internal procurement unit or departmental representative.

The issuing of a request for quote to master vendors is at the discretion of the purchaser.

## 2.6 Step 5 - Develop your position description and key selection criteria, highlighting the necessary duties, skills and experience and prepare your request for quote (RFQ)

### Preparing your RFQ and establishing your key selection criteria

Purchasers must engage master vendors by issuing an RFQ providing a PD and key selection criteria highlighting required duties, skills and experience in line and within scope of the Staffing Services SPC.

The key selection criteria must specify the type of candidates that the master vendor must put forward for consideration as part of the RFQ. Each RFQ as a minimum, must including the following information:

- a PD for the role;
- key selection criteria for the position;
- desired qualifications and experience;
- the duration of the on-hire engagement (if temporary);
- any applicable deadlines or milestones;
- the services required to be performed under the contract;
- security, background checks or identity documentation (if required); and
- the departmental contact.

### Re-engagement of On-hire Workers

The on-hire payroll agency margin rate applies for the re-engagements of on-hire workers. For example, this rate applies where an on-hire worker has been previously engaged by the purchaser through a master vendor and is then re-engaged by that same purchaser at a later time through a new purchase order.

It is a requirement that the on-hire worker:

- has not been engaged under a purchase order by the same purchaser for a period of one month before this fee can be applied; and
- will need to have been engaged with the same purchaser for a minimum period of three months before this fee can be applied. The minimum three month tenure is calculated based on all of the on-hire worker engagements undertaken by the same purchaser.

### Permanent – Optional

Purchasers may still use their own internal resources for Victorian public sector recruitment. Note that the recruitment of permanent personnel and executives is optional through this SPC.

## 2.7 Step 6 - Ensure you receive the appropriate internal financial delegate approval to issue a RFQ

Before a RFQ is issued, the purchaser must ensure it has received the appropriate internal financial delegate approval or any other appropriate internal approval before proceeding. For any questions regarding your internal approval processes, please speak with your internal procurement unit.

Please refer to the below Staffing Services VGPB website, under 'Rules of Use – Step by Step' for the request for quote template (step 6).

<http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services>

## 2.8 Step 7 - Issue RFQ to selected master vendor(s)

Issue your RFQ to the nominated master vendor(s), providing a reasonable amount of time for a quality response and ensuring that a PD and the key selection criteria for the position have been included in the RFQ. In the unlikely event that a PD is not available for the role, a reason must be provided for the inability to provide this document to the Master Vendor.

## 2.9 Step 8 - Assess potential candidate(s) from Master Vendor(s)

### **Master vendors' fees**

To ensure that the correct application of the master vendor fees, refer to the staffing services rate card found in the confidential section of the web site. Refer to section 1.11 for further details.

### **Application of Tenure Rates**

The application of the tenure rates is based on a sliding scale across the engagement of the on-hire worker. For example, if an on-hire worker has been engaged for a period of nine months the rate from:

- zero months up to three months would apply for the first three months;
- three months up to six months would apply for the next three months; and then



- six months up to 12 months would apply for the remaining three months.

### **Application of Daily Rates**

If requested and agreed, daily rates can be provided, however they must be consistent with the staffing services rate card found in the confidential section of the web site. Refer to section 1.11 for further details.

Daily rates are unable to be provided to on-hire workers who are covered by any particular award. It is a legislative requirement that these on-hire workers are paid at an hourly rate.

All daily rates are generally based on an 8 hour working day, unless alternative hours are agreed in the purchase order between the purchaser and master vendor.

As part of the purchase order, the purchaser and master vendor should agree on the pro rata amounts to be paid if a contractor does not work a full day. In the absence of any agreed pro rata amounts, the following should be used as guide:

- up to and including two hours worked – 25 per cent of the daily rate;
- more than two hours and up to and including four hours worked - 50 per cent of the daily rate;
- more than four hours and up to and including six hours worked – 75 per cent of the daily rate; and
- more than six hours worked – 100 per cent of the daily rate.

### **Assessment of master vendor candidates**

Access your potential candidates in accordance to your pre-determined key selection criteria, PD, budget requirements along with your internal procurement and recruitment policies and procedures.

### **Additional Discounts**

Your engagement may be subject to additional discounts that are provided by the master vendor. These additional discounts can be found in the staffing services rate card found in the confidential section of the web site. Refer to section 1.11 for further details.

### **Victorian Industry Participation Policy**

For all engagements under the Staffing Services SPC there is no requirement for mandated departments and agencies to undertake the Victorian Industry Participation Policy (VIPPP) process as part of their staffing services SPC engagements. This process has already been completed as

part of the staffing services tender process.

## **2.10 Step 9 - Seek approval of your internal financial delegate in accordance with your department or agency procurement procedures**

Before a purchase order is issued, the purchaser must ensure they have received the appropriate internal financial delegate approval and/or any other appropriate internal approval before proceeding with the engagement. For any questions relating your internal approval processes, please speak with your internal procurement unit or your departmental representative.

## **2.11 Step 10 - Issue a purchase order (or equivalent) to the successful master vendor's confirming the acceptance of their candidate and advise the unsuccessful master vendors**

Selection of the successful master vendor should be made on the basis on the best candidate that provided the best value for money, taking into account relevant financial and non-financial factors. Once the purchaser has selected the successful master vendor and received the required approval they will need to formally engage the master vendor by issuing a purchase order (or equivalent) in the agreed format.

### **Purchase order template**

Staffing Services contracts (purchase orders) provided to the successful master vendor invoke the contractual terms and conditions of the SPC unless varied, where allowed by the SPC and specified in the purchase order.

Please refer to the below Staffing Services VGPB website, under '[Rules of Use – Step by Step](#)' for the purchase order template (step 9).

<http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services>

Purchasers should inform unsuccessful master vendors once it has completed its selection, received applicable internal approvals and contracted with a particular master vendor. Where requested, a purchaser can advise the unsuccessful master vendors why their candidates were not successful. Informative debriefs of unsuccessful master vendors will improve their competitiveness within government for future work.

## **Contract Publishing System**

For all engagements under the Staffing Services SPC there is no requirement for mandated departments and agencies to list their purchaser orders on the Contract Publishing System (CPS). A link to the CPS is below.

<https://www.tenders.vic.gov.au/tenders/contract/list.do?action=contract-view>

The Staffing Services SPC can be found on the CPS, with the link: [Staffing Services SPC CPS web site](#).

However, please consult with your internal procurement unit for any internal requirements with publishing onto CPS.

## **2.12 Step 11 - Managing the engagement with the master vendor**

### **Payment of invoices**

Under the Government's Fair Payment Policy, invoices must be paid within 30 days upon receipt of a correctly rendered tax invoice (or any other payment period as agreed between the purchaser and the master vendors).

If the invoice is not paid within 30 days from the date of receipt (or other payment period), and there is no dispute regarding the invoice or the provision of goods and services, the master vendors may make a claim for penalty interest on the outstanding debt.

### **On-Hire Worker to Permanent Personnel Conversion - When a fee applies and not applies?**

This is a one-off fee that applies when an on-hire worker becomes permanent personnel subject to clause 7.2 of the SPC which states when an on-hire worker subject to a purchase order becomes a permanent personnel the master vendor will receive a one-off conversion fee. This fee will not apply in the following circumstances:

- The on-hire worker has been engaged for 12 months or more by the Purchaser under a purchase order prior to becoming permanent personnel; or
- The role is publicly advertised by the purchaser and the on-hire worker becomes a permanent personnel as a result of successful application to the advertised role. Please note, it is a requirement that the purchaser must publicly advertise a role for a minimum period of five business working days.

For further details, please refer to a generic version of the SPC is available on the VGPB website:

<http://www.procurement.vic.gov.au/State-Purchase-Contracts/Staffing-Services>

### **On-Hire Staff Replacement Guarantee**

If a purchaser on reasonable grounds deems an on-hire worker to be unsatisfactory, the master vendor upon notification by the purchaser must provide suitable replacement candidates at no charge within the reasonable time frame requested by the purchaser.

Purchasers must notify the master vendor of any unsatisfactory on-hire workers within 10 business days of that on-hire worker's commencement. If a purchaser has notified the master vendor of unsatisfactory performance under clause 7.3(b) of the Staffing Services SPC, the purchaser will not be required to pay the agency margin for the staffing on-hire services performed by the on-hire worker.

### **Permanent Placement Guarantee**

If a permanent personnel resigns from employment with a purchaser within six months from their commencement for reasons other than redundancy or restructuring activities, the master vendor will offer the purchaser the following options at no additional cost, either:

- suitable replacement candidates; or
- a full or partial refund for any fees paid by the purchaser to the master vendor for the staffing permanent placement services for that permanent personnel, to be determined as follows:
  - a 100 per cent refund if resignation occurs within three months from commencement of employment at the election of the purchaser; or
  - a 50 per cent refund if resignation occurs between six to three months from commencement of employment at the election of the purchaser.

The permanent placement guarantee does not apply for fixed term employees that have been employed for a period of six months or less.

### **Payment of the agency margin - 38 hours per week cap**

The master vendor agency margin is capped at a maximum 38 hours per week (normal time) for each on-hire worker, unless the normal time as defined by the on-hire worker specific purchase order is different (i.e. 40 hours per week in some cases).

NOTE: In the case of Hays, this is referred to as normal time which is defined as being typically 38 hours or as defined by the on-hire worker specific award or purchase order.

Once the 38 hours per week cap has been exceeded, only the hourly pay rate and staff costs will

be charged to purchasers. After 38 hours per week (or normal hours for Hays), no agency margin is applicable.

### **Payment of Overtime**

If an on-hire worker works for any time period in excess of the agreed hours specified under the purchase order, the master vendor will not charge the purchaser for the excess hours (i.e. overtime) without prior authorisation by an authorised representative.

Where overtime is approved by an authorised representative it will be calculated in accordance with the hourly pay rate unless covered by an applicable award rate or agreement.

### **Payment of Staff Costs**

Staff Costs refer to Pay as You Go, withholding tax, superannuation contributions or charge amounts, fringe benefits tax, workers' compensation insurance premiums and payroll tax (including long service leave and any other entitlements) and any like taxes and charges arising out of or in relation to the SPC, or any engagement arising under the SPC (together with all interest or penalties payable by reference to those costs).

Staff costs such as but not limited to superannuation, workers' compensation insurance premiums and payroll tax which are governed by Commonwealth and Victorian Government legislation are subject to change through the term of the SPC and purchase order. It is expected that master vendors will provide a reasonable notice period before any potential charges were to occur.

### **Value Add Services**

The Master Vendor have provided value add services as part of their services. For a listing of their value added services, please refer to the confidential section of the VGPB website.

### **Managing master vendors disputes**

When a purchaser engages a master vendor under the SPC, the contractual and commercial relationship is between the contracting entities (government department or entity and the master vendors detailed in the SPC) for that particular engagement. The purchaser is responsible for dealing with any dispute arising either during the engagement or subsequent to it. Dispute resolution processes are outlined in Clause 24 of the SPC. Entities must advise DTF of any potential dispute(s) that may arise.

## **Termination or Suspension of a Purchase Order by Purchaser**

Subject to clause 20.2(b) of the SPC, a purchase order on-hire services can be terminated, without cause, by the purchaser by giving the Master Vendor a minimum four (4) hours written notice or as otherwise agreed with the purchaser in the purchase order.

As general practice when possible, it is encouraged that a reasonable notice period is provided to all on-hire workers. However, it important to note that the on-hire worker has no legal obligation to fulfil any imposed notice period.

If a Master Vendor is unable to satisfactorily provide the services requested under the purchase order the purchaser may immediately terminate the purchase order.

A purchaser may terminate or suspend a purchase order to which it is a party on the same grounds and in the same manner as the Lead Department may terminate under clause 20.1(a) of the SPC. Refer to the generic SPC for further details.

## **Grounds for termination by the Master Vendor of a Purchase Order**

The master vendor may terminate a purchase order by giving at least 10 Business Days written notice to the purchaser (with a copy to the Category Manager) if:

1. the purchaser fails to pay fees due under a purchase order which have the following characteristics:
  - a) are the subject of tax invoices complying with the SPC;
  - b) are due and payable in accordance with the purchase order;
  - c) are not the subject of a good faith dispute;
  - d) are overdue for a period of at least 20 Business Days;
  - e) are amounts which the Master Vendor has formally notified the Purchaser are at least 20 Business Days overdue,  
and:
    - i. if the overdue amount is not paid within 10 Business Days of the Master Vendor's notice as per point e) directly above and the Master Vendor having formally notified the issue of that non-payment to the Purchaser's chief financial officer or equivalent along with provided that notice clearly states that the amount has been overdue for a period of at least one (1) month; and
    - ii. the purchaser fails to pay the overdue amount within 10 business days of the master vendor's notice as outlined per point) directly above.

For further details, please refer to a generic version of the SPC is available on the VGPB website:

## 2.13 Step 12 - Following engagement completion, evaluate the performance of the master vendor

Each of the master Vendors will be rated on an annual satisfaction survey to obtain a satisfactory rating from all departments on performance levels. Master vendors will be required to obtain an 85% satisfaction rating and will be measured by satisfaction survey results undertaken by the Lead Department.

Alternatively, if a purchaser would like to share any additional feedback, please send your feedback to [arzu.arikan@dtf.vic.gov.au](mailto:arzu.arikan@dtf.vic.gov.au)

## 2.14 Exemption Process

The Victorian Government is committed to encouraging open, equitable and effective competition between suppliers with the objective of obtaining value for money and enhancing opportunities for local business. Use of the mandatory Staffing Services to source appropriate candidates through our master vendors or their tier two suppliers and conduct RFT processes helps ensure this objective.

However, there will be occasions when the SPC is not able to source your ideal candidate. Exemptions from using the Staffing Services SPC may be granted. An entity may seek an exemption where it can be demonstrated that one or more of the following factors or other factors not listed that have relevance to the proposed procurement apply.

Consideration should still be given to sourcing the requirement from the Staffing Services SPC if appropriate:

**NOTE:** The list below is not exhaustive and multiple factors may have relevance to the proposed engagement.

- Services offered are not appropriate to your needs; non-applicability of services offered.
- Where specialist expertise of a particular nature is required and not available through suppliers listed on the Staffing Services SPC.
- Matters of urgency including protection of human, animal or plant life or health, security or safety as a consequence of an unforeseen event or occurrence.

Exemptions should be initially sought through your internal procurement unit. The Accountable Officer or an appropriate financial delegate is responsible for endorsing an exemption for usage of the staffing services SPC.

The exemption request must be endorsed by Accountable Officer or financial delegate, before being forwarded to the Staffing Services Category Manager for approval.

An exemption only applies to the process of market engagement and does not excuse the procurement activity from process and financial approval.



### 3. Master vendor guidelines

The Master Vendor must provide the Staffing Services to a standard that reaches or exceeds the service levels. In addition, the Master Vendor must:

- provide the staffing services in a proper, timely and efficient manner using that standard of care, skill, diligence, prudence and foresight that would reasonably be expected from a prudent, expert and experienced provider of staffing services that are similar to the staffing services;
- ensure the highest quality of work and the delivery of the staffing services with the utmost efficiency;
- ensure that the staffing services and the provision of the staffing services comply with all Laws to which the master vendor is legally required to comply;
- act in good faith in the best interests of each purchaser;
- keep the Lead Department informed of all matters of which it ought reasonably be made aware or which may affect in any manner whatsoever the way in which the Lead Department or any Purchaser manages their affairs, and provide such information in relation to the provision of the Staffing Services as may reasonably be required by the Lead Department or any Purchaser; and
- carry out its obligations and duties and complete the provision of the staffing services to the reasonable satisfaction of and in accordance with the requirements of the Lead Department and the relevant purchaser.

#### 3.1 Obtaining business

##### Receiving and responding to a RFQ

On receipt of a RFQ from a purchaser using the SPC, a master vendor must:

- ensure that the RFQ is issued under the contractual terms of the SPC;
- ensure that the RFQ includes a clear PD that specifies the required duties, alongside key selection criteria for the position (such as skills and experience required to fulfill the required duties), as well as any other necessary details;
- consider whether you have the appropriate candidates that meet the requirements of the engagement, based on the key selection criteria;
- ensure that the PD and the key selection criteria for the position are made available to the members of the public who wish to be considered for the position;

- specifically address the requirement of the RFQ and submit necessary information describing how you will provide the appropriate candidate;
- specify in the response any assumptions, risks or constraints associated with the RFQ;
- quote at or below the agreed rates for the SPC; and
- submit a timely response to the RFP by responding to the purchaser in the manner described in the RFQ.

### **Purchase orders and the Staffing Services SPC**

When the purchaser accepts a quotation, a contract is formed, and the master vendor should:

- confirm that it is consistent with what was quoted; and
- confirm the purchase order is issued under the contractual terms of the SPC.

## **3.2 Maintaining business**

### **Master vendors' obligations**

There are a range of contractual obligations that master vendors must abide by when engaged under the SPC arrangements. Having entered into a SPC engagement, master vendors must ensure they understand these obligations.

The following information provides a general overview of key contractual and administrative obligations. The more notable obligations are:

- payment – master vendors are responsible for ensuring that all issued invoices are correct and are in accordance to agreed contract rates;
- cooperation – master vendors are to cooperate reasonably with the purchaser;
- privacy - master vendors will respect agreed confidentiality and privacy requirements;
- upon providing the services, prepare and submit a timely tax invoice accordingly; and
- disputes - master vendors are responsible to cooperate in the resolution of any issues or disputes in good faith.

### **Master vendors' Information**

Company information may become out of date over time. For example, nominated point of contact,

email and business addresses or telephone numbers may change. It is important that the master vendor informs the Staffing Services Category Manager whenever change occur.

## **Tier Two Suppliers**

Master Vendors can either use their own capability or that of an approved tier two supplier to provide the services. The use of tier two suppliers can be helpful if wishing to engage a specialist, small to medium sized enterprise or a regional specialist. Master Vendors will have the opportunity to refresh their list of tier two suppliers quarterly.

For master vendors to add a tier two supplier, an application needs to be completed. A copy of the application is available on request from DTF's Category Manager.

A listing of approved tier two suppliers can be found in section 4.3

## **3.3 Reporting**

DTF requires master vendors to provide transactional data reporting along with and performance reporting against the performance standards as detailed in the SPC.

These reports will assist with the management of the SPC and the relationship between the purchasers and the master vendors. The reports will be in a format specified by DTF's Category Manager and in accordance with the reporting timeframes detailed in the performance measurement table, key performance indicators, referring to section 4.2.

The requirement of the all reporting is that its completed on a quarterly basis and due on the 20<sup>th</sup> of each month being, January, April, July and October.

### **Master Vendor Transactional Data Reporting**

The master vendor will be required to report spend separately as per the template. This includes but is not limited to:

- department spend;
- summary of transaction volumes (ins/outs/extensions);
- individual department and total;
- inner government departments and outer government agencies;

- a breakdown of spend, separating amount paid to candidate, actual spend with the Master Vendor (margin) and value of statutory charges/taxes;
- specify by hourly or daily cost; and
- information on the total number of permanent and on-hire staff engagements together with assignment duration and other details provided on quarterly or as required basis.

Please contact the Category Manager for a copy of the template to be used for the transactional data reporting.

### **Master Vendor Performance Reporting**

The master vendor shall provide the Lead Department with the following high level standard reporting on a quarterly basis. This will include data, but not limited to:

- KPI reporting;
- high level issues log;
- major activities for the quarter;
- reporting information that may be requested for ministerial requests or Freedom of Information requests or for other government purposes;
- spend and percentage of share attributed to subcontracted tier two suppliers;
- departmental reports (for on-hire worker and permanent personnel engagements) listing department name, name of recruit, category/position title, name of line manager, expiry date, total hourly rate including all on-costs per recruit or fee (ex GST); and
- a list of on-hire workers engaged for a period of over three (3) years (continuous service basis).

Please contact the Category Manager for a copy of the template to be used for the performance reporting.

### **Master Vendor Ageing Debtor and Issue and Risk Reporting**

The master vendor shall provide the Lead Department with a monthly ageing debtor and issue and risk report by providing broken down:

- ageing debtors broken down by:
  - inner government departments and outer government agencies;
  - by current, over 30 days, over 60 days and over 90 days;

- identify issues and risks which the master vendor may occur.

Please contact the Category Manager for a copy of the template to be used for the ageing debtor and issue and risk report.

### **Master Vendor Purchaser Reporting**

The master vendor on the request of the purchaser will provide monthly report based on their own engagements. The data they may request, but not limited to are:

- purchaser spend;
- summary of transaction volumes (ins/outs/extensions)
- a breakdown of spend, separating amount paid to candidate, actual spend with the Master Vendor (margin) and value of statutory charges/taxes; and
- specify by hourly or daily cost.

### **Service Level Requirement**

Master vendors are expected to provide reports to the Lead Department on a quarterly basis, in respect of their performance against the performance measures in table - key performance indicators, referring to section 4.2.

### **Ad-hoc and Urgent Reports**

Master vendors are expected to provide other reports as requested by DTF or purchasers. It is important to note that urgent reports may be requested with very short timeframes. Master vendors are to provide details of how their systems and processes can ensure that urgent reports are received in a timely manner as requested.

## 4. Appendices

### 4.1 Staffing Services Categories detailed description

Table 5: Administration Category Indicative Job Roles / Professions

<b>Cat Number</b>	<b>Administration</b>
ASS-1	Accounts Payable Officer
ASS-2	Accounts Receivable Officer
ASS-3	Accounts/Finance Administrator/Officer/Assistant
ASS-4	Administration
ASS-5	Administration Assistant
ASS-6	Administration Officer
ASS-7	Administrator
ASS-8	Asset/Cash Management Officer
ASS-9	Call/Contact Centre Operator
ASS-10	Clerical/Administrative Support
ASS-11	Client Liaison Officer
ASS-12	Communications Officer
ASS-13	Community Investment/Community Engagement Officer
ASS-14	Customer Service
ASS-15	Customer Service Officer
ASS-16	Data Entry
ASS-17	Data Entry Operator
ASS-18	Executive Assistant

Cat Number	Administration
ASS-19	Field Survey Officer
ASS-20	Finance Officer
ASS-21	Legal Support
ASS-22	Office Manager
ASS-23	Payroll Officer
ASS-24	Personal Assistant/Executive Support
ASS-25	Pet Ownership Educators
ASS-26	Project Officer
ASS-27	Reception
ASS-28	Receptionist
ASS-29	Records and document management personnel
ASS-30	Records Management Officer
ASS-31	Secretary/Personal Assistant
ASS-32	Team Leader
ASS-33	Training Manager
ASS-34	Word Processing/Office System Operator

Table 6: Specialised Category Indicative Job Roles / Professions

Cat Number	Specialised
STSS-1	Accountant (Financial / Management / Project)
STSS-2	Auditor/Audit Manager
STSS-3	Communications Advisor / Manager / Media Manager / Editor
STSS-4	Compliance/Risk Specialist
STSS-5	Economist
STSS-6	Engineer (Design, Infrastructure, Civil Project / Environmental / Geotechnical / Geomatic / Electrical / Electronic)
STSS-7	Executive Level Professional Personnel (e.g. Senior Executive, Director, Chairperson)
STSS-8	Financial Analyst / Specialist / Manager
STSS-9	Graphic Designer / Artist / Publications Specialist
STSS-10	Legal Professionals (Lawyer / Prosecutor / Paralegal)
STSS-11	Marketing Coordinator / Manager
STSS-12	Human Resources
STSS-13	Mediator
STSS-14	Planner (Statutory, Strategic, Environmental/Transport / Urban Designer and Developer)
STSS-15	Policy Advisor / Analyst
STSS-16	Procurement Analyst / Specialist / Manager / Category / Contract Manager
STSS-17	Property Consultant / Manager



Table 7 - IT Category indicative job roles / professions

Cat Number	Information Technology
ITSS-1	Net Developer
ITSS-2	Analyst/Programmer
ITSS-3	Architect
ITSS-4	Bi / Data Warehouse
ITSS-5	Business Analyst
ITSS-6	Change Specialist / Coordinator / Manager
ITSS-7	Converged Communications Planner
ITSS-8	CRM Development Functional Consultant
ITSS-9	Data Migration Analyst/Manager
ITSS-10	Database Administrator
ITSS-11	Design and Requirements Manager
ITSS-12	Desktop Integration Programmer
ITSS-13	Desktop Services Analyst
ITSS-14	Desktop Support
ITSS-15	Desktop/Mobility Specialist
ITSS-16	Developer
ITSS-17	Directory Services Specialist
ITSS-18	Domino Administrator
ITSS-19	Enterprise Services Business Specialist
ITSS-20	GIS Administrator/Officer
ITSS-21	GIS Analyst

<b>Cat Number</b>	<b>Information Technology</b>
ITSS-22	Help Desk
ITSS-23	Hosting Coordinator/SME
ITSS-24	ICT Application Hosting Manager
ITSS-25	ICT Project Manager
ITSS-26	ICT Strategy & Architecture Manager
ITSS-27	ICT Technical Team Leader
ITSS-28	IDAM Architect/Developer
ITSS-29	Information Security Risk Analyst
ITSS-30	Information Systems Manager
ITSS-31	Infrastructure Delivery Manager
ITSS-32	Ingres Analyst Programmer
ITSS-33	Integration Manager
ITSS-34	Intranet Manager
ITSS-35	IT Cost Accountant
ITSS-36	IT Project Co-ordinator, Roster & Attendance
ITSS-37	IT Project Manager, Application Projects
ITSS-38	ITIL&ITSM Organisation Specialist
ITSS-39	J2Ee Developer
ITSS-40	Java Developer
ITSS-41	LDAP Specialist
ITSS-42	Lotus Notes Support Analyst
ITSS-43	Master Controller

<b>Cat Number</b>	<b>Information Technology</b>
ITSS-44	MS.Net Developer
ITSS-45	Network Admin.
ITSS-46	Network Engineer
ITSS-47	Network Planner
ITSS-48	Network Technical Support Specialist
ITSS-49	Novell Engineer
ITSS-50	Oracle Database Administrator
ITSS-51	Oracle Financials Specialist
ITSS-52	Oracle Warehouse Developer
ITSS-53	PeopleSoft CRM Architect
ITSS-54	PeopleSoft CRM Developer
ITSS-55	PeopleSoft Developer
ITSS-56	Principal Developer, CRM Support
ITSS-57	Project Analyst
ITSS-58	Project Coordinator/Scheduler
ITSS-59	Project Manager, GIPS
ITSS-60	Project Manager, IM&T
ITSS-61	Project Manager, IT Applications
ITSS-62	Project Manager, Service Agreement Management System
ITSS-63	Project Manager, Web Information Architecture
ITSS-64	Project Officer, PMO
ITSS-65	Remote Support Team Leader

<b>Cat Number</b>	<b>Information Technology</b>
ITSS-66	Reporting Analyst Programmer
ITSS-67	Rosetta Administrator
ITSS-68	Security Analyst/Architect
ITSS-69	Senior Applications Analyst
ITSS-70	Senior Developer, eDevelopment
ITSS-71	Senior Developer/eSupport
ITSS-72	Senior Technical Project Manager
ITSS-73	Senior Transition Project Manager
ITSS-74	Service Centre Analyst
ITSS-75	Service Desk Analyst
ITSS-76	Service Separation Specialist
ITSS-77	Siebel Developer
ITSS-78	SME-IDAM
ITSS-79	SME-Services Manager
ITSS-80	Solutions Designer/Architect
ITSS-81	SQL Server Reporting Services Developer
ITSS-82	SQL-Server Developer
ITSS-83	Storage Back-up Engineer
ITSS-84	Strategic Planner
ITSS-85	Support Analyst
ITSS-86	System Engineer
ITSS-87	Systems Administrator

<b>Cat Number</b>	<b>Information Technology</b>
ITSS-88	Systems Analyst
ITSS-89	Team Leader, Web Content
ITSS-90	Technical Analyst
ITSS-91	Technical Architect - Single Sign-on
ITSS-92	Technical Project Manager
ITSS-93	Technical Service Delivery Consultant
ITSS-94	Technical Support
ITSS-95	Technical Writer
ITSS-96	Test Analyst / Manager
ITSS-97	Test Analyst/Functional Test Analyst/Manager
ITSS-98	Tester
ITSS-99	Testing Coordinator
ITSS-100	Tibco Developer
ITSS-101	Trainer
ITSS-102	Training Developer
ITSS-103	Web Administrator
ITSS-104	Web Application Administrator/Analyst
ITSS-105	Web Content Manager
ITSS-106	Web Content System Administrator
ITSS-107	Web Designer
ITSS-108	Web Developer
ITSS-109	Web Taxonomy Analyst
ITSS-110	Windows Engineer

## 4.2 Staffing Services Key Performance Indicators detailed description

No	Service Element	Key Performance Indicator	Proposed Target	Proposed Measure
1	Proactive value add	Master Vendor actively identifies and delivers value add initiatives that provides additional benefits to government.	Minimum of one value add suggestion per quarter.  Minimum of one value add suggestion implemented per annum.	Value Adds presented to the Lead Department on a quarterly basis.
2	Accuracy of invoicing	The Master Vendor shall submit accurate invoices (including services provided by Tier Two Suppliers) that reflect <ul style="list-style-type: none"> <li>• contracted rates;</li> <li>• provision of an accurate order number;</li> <li>• department name;</li> <li>• name of employee and hours worked (if hours are applicable).</li> </ul>	99% accuracy	Measured by number of invoices not correctly billed as captured by either party and by audit results conducted by individual departments or agencies.

No	Service Element	Key Performance Indicator	Proposed Target	Proposed Measure
3	Timeliness of response	The Master Vendor shall submit to each requester following a request for candidate:  a) an acknowledgement of the requirement within 24 hours; and  b) a quotation within agreed period.	95% compliance	Measured by statistics submitted by the Master Vendor in the quarterly report to the Lead Department's Category Manager and feedback provided by Purchasers.
4	Staff retention	Personnel nominated by the Master Vendor and appointed by the Purchaser as having the required skills, capability and cultural fit to perform the requirements of the job role and have a commitment to remain in the role for the required time frame.	95% compliance	Measured by the Master Vendor reports identifying the number of successful candidates and a measure of those requested to leave by the Purchaser prior to contract expiry.
5	Provision of suitable candidates	The Master Vendor shall minimise off-contract purchase through provision of suitable	95% compliance	Measured by statistics submitted by the Master Vendor in

No	Service Element	Key Performance Indicator	Proposed Target	Proposed Measure
		candidates and fulfilment of all departmental and agency personnel needs through the Master Vendor directly or through utilisation of Tier Two Suppliers.		the quarterly report to the Lead Department's Category Manager and feedback provided by Purchasers.
6	Customer satisfaction rating	The Master Vendor shall be rated on an annual satisfaction survey to obtain a satisfactory rating from all departments on performance levels.	85% satisfaction rating	Measured by satisfaction survey results undertaken by the Lead Department.
7	Resolution of issues and complaints	The Master Vendor shall respond to issues and complaints within 24 hours and achieve full resolution with the Purchaser within mutually agreed timeframes.	95% compliance	Measured by Master Vendor report in relation to the issues log and resolution action and results of customer satisfaction survey conducted by Master Vendor.



No	Service Element	Key Performance Indicator	Proposed Target	Proposed Measure
8	Introduction of an electronic management system	Supplier actively engages with an electronic management system and delivers improved value for money outcomes	100% compliance	Supplier actively engages with an electronic management system.
9	Introduction of process initiatives and continuous improvement	The Master Vendor to submit cost saving initiatives and ideas that exceed five per cent of contract value.	100% compliance	Measured by Master Vendor quarterly reporting.
10	Fill rates	The Master Vendor shall record and report on fill rates - i.e. how many roles were requested to be filled and how many were actually successfully filled.	100% compliance	Measured by data submitted to Lead Department's Category Manager within 21 days of the end of each quarter.
11	Provision of reporting in an approved template to Lead Department's	The Master Vendor will be required to report spend separately as per the attached template.  This includes:	100% compliance within 21 days of the end of each quarter.	Measured by the date of receipt of quarterly reporting by the Lead Department's

No	Service Element	Key Performance Indicator	Proposed Target	Proposed Measure
	Category Manager (and/or departmental representative where required)	<ul style="list-style-type: none"> <li>• individual department and total;</li> <li>• inner government departments and outer government agencies;</li> <li>• a breakdown of spend, separating amount paid to candidate, actual spend with the Master Vendor (margin) and value of statutory charges/taxes; and</li> <li>• specify by hourly or daily cost;</li> <li>• information on the total number of permanent and on-hire staff engagements together with assignment duration and other details provided on quarterly or as required basis.</li> </ul> <p>As a minimum, the Master Vendor shall provide the Lead Department with the</p>		Category Manager. All data shall exclude GST.

No	Service Element	Key Performance Indicator	Proposed Target	Proposed Measure
		<p>following high level standard reporting on a quarterly and year to date basis:</p> <ul style="list-style-type: none"> <li>• department spend;</li> <li>• summary of transaction volumes (ins/outs/extensions);</li> <li>• KPI reporting;</li> <li>• high level issues log;</li> <li>• major activities for the quarter;</li> <li>• reporting information that may be requested for the purpose of ministerial requests or Freedom of Information requests or for other government purposes;</li> <li>• spend and percentage of share attributed to subcontracted tier two Suppliers; and</li> <li>• departmental reports (for On-Hire Worker and Permanent Personnel</li> </ul>		

No	Service Element	Key Performance Indicator	Proposed Target	Proposed Measure
		<p>engagements) listing department name, name of recruit, category/position title, name of line manager, expiry date, total hourly rate including all on-costs per recruit or fee (ex GST); and</p> <ul style="list-style-type: none"> <li>a list of On-Hire Workers engaged for a period of over three (3) years (continuous service basis).</li> </ul>		
12	Benchmark activity	<p>The Lead Department will benchmark the Master Vendor against similar organisations to gain innovative ideas, efficiencies and ensure value for money proposition.</p> <p>The Master Vendor is to participate in benchmark activity and implement efficiencies where agreed.</p>	100% compliance	Measured by benchmark data against similar organisations on a quarterly basis.

No	Service Element	Key Performance Indicator	Proposed Target	Proposed Measure
13	Performance Action Plan	<p>The Master Vendor will be required to submit a Performance Action Plan for approval of the Category Manager where there is consistent under performance.</p> <p>The Performance Action Plan should detail the steps to be undertaken by the supplier to address the underperformance.</p>	100% compliance	Actions must be implemented within the agreed timeframe set by the Category Manager.

### 4.3 Staffing Services Tier Two Suppliers

Master Vendor	Tier Two Supplier	ACN / ABN	Specialisation
Adecco	Fox Personnel Pty Ltd	39 152 369 483	Generalist Recruiters
	GBS Recruitment Pty Ltd	21 158 627 420	Regional
	Prestige Staffing Personnel Pty Ltd	84 639 913 044	Regional
	Simpson Personnel Pty Ltd	64 155 889 288	Regional
	Robert Half Australia Pty Ltd	32 081 257 052	Finance
	Planned Resources	55 452 738 577	Planners, Engineers
Clicks	Data#3 Limited	31 010 545 267	Information Technology
	GMT People	59 104 007 605	Information Technology
	Right People Right Now Pty Ltd	ACN: 094 198 482	Information Technology
	RMArecruit Pty Ltd	15 006 112 438	Information Technology
	Quality People Pty Ltd	29 946 739 927	Information Technology
	Paragon Technology Resources P/L	31 546 720 853	Information Technology
	Disability Works Australia	16 142 907 711	Disability recruitment
Dixon	Entity Solutions	24 091 536 364	Contractor Management and Payroll
	GBS Recruitment	21 158 627 420	Generalist
	Jigsaw Search (VIC) Ltd	90 135 816 536	Procurement & Supply Chain
	Kestrel Recruitment	87 109 950 361	Admin & Business Support
	Ochre Workforce Solutions	67 154 242 675	White collar
	People @ Work	ACN 100 247 041	Generalist
	Prestige Staffing Personnel Pty Ltd	84 639 913 044	Regional - Admin, IT and Specialised
	Shave Human Resources	85 004 941 557	Boutique Generalist

Master Vendor	Tier Two Supplier	ACN / ABN	Specialisation
	Staff Australia	84 081 960 867	Generalist
	Tier 1 Procurement	16 602 182 123	Procurement Recruitment
Hays	Recruit Solutions Australia Pty Ltd	86 142 838 408	Temporary and Permanent Administration roles and Executive Recruitment
	CQ Recruitment	90 071 678 754	Recruitment / Labour Hire
	Simpson Personnel	64 155 889 288	Generalist
	Fox Personnel	39 152 369 483	Generalist Perm & Temp
	Prestige Staffing Personnel	84 639 913 044	Generalist Perm & Temp
	GBS Recruitment	21 158 627 420	Generalist
	Allegra Consulting Group	20 602 550 318	Change Management & Transformation
Hoban	Jigsaw Search (VIC) Ltd	90 135 816 536	Procurement & Supply Chain
	Jigsaw Interim Management Pty Ltd	75 130 241 584	Procurement & Supply Chain
	Skillinvest Ltd	18 092 943 318	Regional generalist
	Kinetic Recruitment	55 096 816 974	Records Management
	Arnold Group Australia	67 007 041 358	Compliance/Risk Specialist
	Kingfisher Recruitment	51 113 433 177	Property & Facilities
	Armstrong Personnel	84 738 118 081	Engineering and Technical
Hudson	Slade Group Pty Ltd	15 052 168 892	Admin Category (except ASS-13, ASS-19) and all Specialised Categories;
	Skillinvest Ltd	18 092 943 318	Regional generalist
	IPA Personnel Pty Limited	69 060 472 666	Temporary and Permanent Administration
	Employment Services Group	33 060 733 708	Temporary and Permanent

Master Vendor	Tier Two Supplier	ACN / ABN	Specialisation
			Administration - Diversity focus
Randstad	Simpson Personnel	64 155 889 288	Regional Administration and some specialist
	Skillinvest Ltd	18 092 943 318	Regional generalist
	Legal People	18 007 067 085	Legal Recruitment
	Taplow Australia	73 166 119 375	Executive Search
	GBS Recruitment	21 158 627 420	Generalist
	Dakin Mayers & Associates	57 065 968 943	Executive Search and Recruitment
	WISE Employment	68 093 718 766	<ul style="list-style-type: none"> <li>• Disability Employment Services</li> <li>• Jobactive</li> <li>• DES</li> </ul>



## 4.4 Listing of all Staffing Services Purchasers

### Mandated departments and agencies

- Department of Education and Training
- Department of Health and Human Services
  - Commission for Children and Young People
- Department of Economic Development, Jobs, Transport and Resources
  - Game Management Authority
  - Taxi Services Commission
  - Road Safety Camera Commissioner
  - VicRoads
  - Transport Safety Victoria
  - Office of the Small Business Commissioner
  - Chief Investigator Transport Safety
  - Regional Development Victoria
  - Regional Rail Link Authority
  - Major Projects Victoria
  - Melbourne Metro Rail Authority
  - Level Crossing Removal Authority
- Department of Justice and Regulation
  - Independent Broad-Based Anti-Corruption Commission
  - Office of the Chief Commissioner of Police (Victorian Police)
  - Office of the Legal Services Commissioner
  - Victorian Commission for Gambling and Liquor Regulation
  - Victorian Equal Opportunity and Human Rights Commission
  - Victorian Responsible Gambling Foundation
  - Office of Public Prosecutions
- Department of Environment, Land, Water and Planning
  - Office of the Commissioner for Environmental Sustainability
- Department of Premier and Cabinet
  - Office of the Ombudsman
  - Office of the Victorian Inspectorate
  - Victorian Electoral Commission
  - Office of the Commissioner for Privacy and Data Protection
  - Victorian Public Sector Commission
- Department of Treasury and Finance
  - Essential Services Commission
  - State Revenue Office
  - CenITex
- The Victorian Auditor-General's Office
- Infrastructure Victoria

### Non mandated agencies who have opted into the SPC

- Public Transport Victoria
- Court Services Victoria
  - Supreme Court of Victoria
  - County Court of Victoria
  - Magistrates' Court of Victoria
  - Children's Court of Victoria
  - Coroners Court of Victoria
  - Victorian Civil and Administrative Tribunal (VCAT)
  - Victims of Crime Assistance Tribunal (VOCAT)
  - Judicial College of Victoria
- Victorian Health Promotion Foundation (VicHealth)

- Victorian Building Authority (VBA)
- Greyhound Racing Victoria (GRV)
- Health Purchasing Victoria (HPV)
- Disability Services Commissioner
- Emergency Services Telecommunications Authority (ESTA)
- V/Line
- Box Hill Institute Group
- Victorian Managed Insurance Authority (VMIA)
- VicForests
- Parks Victoria
- Environment Protection Authority Victoria (EPA)
- Museum Victoria
- Metropolitan Fire and Emergency Services Board (MFB)



**VICTORIA**  
State  
Government

Treasury  
and Finance