

Guidance and FAQ's

RE Implementation of new IT temporary agency worker contract

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1. Why is the contract changing?

The previous ICT contract at Warwickshire County Council ended as of 31/06/2016. A new contract framework has been created.

We have recently been through a procurement exercise and the contract has now been awarded to Pertemps and some of the existing suppliers.

2. When is the new contract starting?

Monday 4 July 2016.

3. What will happen to existing agency workers?

All current temporary workers including specialist contractors, which fall under this contract, will remain with their existing suppliers until termination of their contract.

4. Who are Pertemps and are they a reputable company?

Yes. Pertemps are rated in the top 10 companies within its industry and is one of the largest independent recruitment solutions providers in the UK. Their approach is to develop true partnerships with clients, local workforces and communities to the benefit of all through addressing skills, training and recruitment issues.

Established in 1961, the award winning company has built a reputation for delivering exceptional levels of service to clients and candidates, and operates to the highest standards in all aspects of service.

This focus has seen Pertemps grow into a £380 million turnover business employing over 550 people, and boasting an extensive branch network with over 100 offices from Scotland to the Isle of Wight. The business has c20,000 contingent workers being placed in work each week.

Pertemps combines people, management, technology and processes to deliver effective contingent and permanent recruitment and resourcing solutions. The company has high levels of experience implementing and delivering contracts across both the public and private sector, from SMEs to large blue chip corporations. .

For the last 7 years Pertemps has been listed in The Sunday Times Top 100 Companies to Work For.

5. Will the transfer impact on our current temporary workers assignment?

The transfer to Pertemps will not affect the temporary workers current assignment in any way. The continuance of their assignment will be reviewed in exactly the same way as it would have been if Pertemps had not been involved.

6. When will our temporary workers be informed of what is going on?

It is expected that WCC managers and the existing suppliers will communicate the changes and new process to all current temporary workers.

7. Will the temporary workers need to go through a registration process?

No. Temporary workers will remain with their existing suppliers.

8. What changes will the temporary workers see?

The temporary workers will be required to enter their timesheets through the Pertemps PAWS system.

Pertemps will become the managing agent for Warwickshire CC and will assume responsibility for the following:

- Maintaining absence and holiday records
- Payrolling all contingent workers and managing invoices from our specialist contractors
- Handling any queries you may have regarding the above

9. Will the temporary workers pay remain the same?

Yes it will be exactly the same.

10. How will Pertemps know how much to pay the worker?

The existing suppliers who resourced the temporary workers will provide Pertemps with all the necessary data.

11. How will temporary workers be paid?

They will be paid directly into their bank account.

12. When will this change become effective?

The change will be effective from 4/7/2016.

13. Will Pertemps be seeking references again?

No.

14. What will happen to a temporary workers accrued holiday?

N/A as temporary workers are not entitled to holiday pay under the IT contract framework.

15. Do I need to raise new Agresso orders for my existing temporary workers and for future temporary workers?

No. You do not need a purchase order to request a temporary worker via Pertemps. Pertemps will have your cost centre information loaded on their online system. All invoices are sent directly to Exchequer Services who will load the information to Agresso. Cost Centre Managers will then receive notification to approve the invoices.

16. What should I do with existing Agresso orders for existing suppliers for temporary workers that have transferred to Pertemps?

Once you have paid the final invoices for existing suppliers please close any open orders. You don't need to create new orders for Pertemps. This will mean there will be no commitment in your budget so you should manually forecast expenditure for agency staff.

17. What are the contact details for the Pertemps Account Team?

Lisa Duncan Sian Holt
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18. What are the contact details for the responsible officers within Warwickshire CC who are managing this contract?

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19. When will further information be issued in relation to how to request new temporary workers via the new contract starting in July 2016?

Further guidance will be available on the intranet over the coming weeks. Notification of this will be issued via the intranet and core brief.