

**To: Executive Sub-Committee**

**On: 9 December 2022**

**Report by:  
Chief Executive of Scotland Excel**

**Tender: Social Care Agency Workers Flexible Framework Agreement**

**Schedule: 1721**

**Period: An initial period of two years from the commencement date, with the option to extend by two periods of up to twelve months.**

## **1. Introduction and Background**

The recommendations relative to the above flexible framework were originally approved by the Executive Sub-Committee on 16 September 2022 and re-approved on 21 October 2021. As detailed in this report, prior to Tenderers being notified of any outcome, discrepancies were identified in the information recorded in Appendix 3, and the full array of scores have now been reviewed and verified. Following this verification, some of the scores and relative positions of Tenderers have changed from those presented to the Executive Sub-Committee in the previous Appendix 3. It should be noted that the overall outcome for bidders has not changed. Further information about this is summarised in section 5, below.

Accordingly, the report has been brought back to the Executive Sub-Committee for fresh approval of the validated scores, superseding previous reports.

Subject to this approval, the standstill period will be commenced with the framework intended to commence on or around 16 January 2023.

As previously reported to members Agency workers are individuals who are supplied by a recruitment agency to work for a third party, which in this case, is councils and associate members of Scotland Excel ("purchasers").

There is a need for temporary agency workers to supplement purchasers' workforce at times to cover gaps. The effects of Coronavirus pandemic and recruitment challenges in employment markets have increased the need for temporary workers, thus necessitating the use of social care agency workers to manage this challenging period.

The key objectives of this flexible framework are to:

- Assist purchasers to consolidate and manage expenditure on social care agency workers to ensure best value
- Provide detailed management information (MI) by stipulating reporting requirements in the contract terms
- Increase competition to encourage maximum response from the market and from small and medium sized enterprises (SME's)
- Address supply issues in rural areas of Scotland
- Fix pricing for two years as a minimum, providing purchasers with pricing stability
- Encourage innovative approaches to reduce transaction costs for timesheets, billing, and invoicing
- Deliver a range of community benefits and sustainability objectives.

The flexible framework also provides scope to meet the diverse needs of purchasers by allowing the addition of new suppliers throughout the duration of the agreement. Where required this will support the continued delivery of best value and service coverage across all of Scotland.

## **2. Scope, Participation and Spend**

The procurement strategy was informed by the User Intelligence Group (UIG), which set out the need for sufficient geographical coverage and capacity to be made available. The structure of the flexible framework has been developed from the current model, with minor adaptations in response to purchaser feedback.

The advertised value of the flexible framework is approximately £80 million over the maximum 4-year period. It is anticipated that the flexible framework will be available to purchasers from January 2023, for the advertised period in accordance with its terms and conditions. It should be noted that spend can vary significantly depending on the requirement for agency staff and there is no guaranteed value of spend through the flexible framework.

The flexible framework has retained many elements of the current arrangement with minor amendments to the structure of the lots and the “core roles” listed within each of the three lots, this will simplify purchase order procedures. Each Lot included detailed specifications for the core roles within the lot. The lotting structure is shown in Table 1.

**Table 1: Lotting Structure**

<b>Lot No.</b>	<b>Description</b>	<b>Number of Core Roles</b>	<b>Estimated % Spend through Lot</b>
1	Care Roles	4	85%
2	Professional Roles	6	12%
3	Ancillary Roles	5	3%

Additionally, as detailed in the published tender documents, bidders are recommended for appointment to each Lot of the flexible framework by reference to 17 geographical Regional Sub-lots, with Regional Sub-lot 5 being split into two for mainland and islands as requested by Argyll and Bute Council. The aim of this is to encourage SME participation and also allow Tenderers operating in specific geographical areas to submit competitive bids. The Regional Sub-lots and corresponding councils for each Lot are shown in Table 2.

**Table 2: Regional Sub-lots**

<b>Regional Sub-lot</b>	<b>Purchasers</b>
<b>1 – Highland</b>	The Highland Council
<b>2 – Moray</b>	The Moray Council
<b>3 – The Islands</b>	Orkney Island Council Shetland Island Council
<b>4 – Western Isles</b>	Comhairle nan Eilean Siar
<b>5a – Argyll and Bute (Mainland)</b>	Argyll and Bute Council
<b>5b – Argyll and Bute (Islands)</b>	Argyll and Bute Council
<b>6 – South West</b>	Dumfries and Galloway Council East Ayrshire Council North Ayrshire Council South Ayrshire Council
<b>7 – Glasgow</b>	Glasgow City Council
<b>8 – Lanarkshire</b>	North Lanarkshire Council South Lanarkshire Council
<b>9 – Renfrewshire and Inverclyde</b>	East Renfrewshire Council Inverclyde Council Renfrewshire Council
<b>10 – West Dunbartonshire</b>	West Dunbartonshire Council
<b>11 – Aberdeen City</b>	Aberdeen City Council
<b>12 – Aberdeenshire</b>	Aberdeenshire Council
<b>13 – Tayside</b>	Angus Council Dundee City Council Perth and Kinross Council
<b>14 – Edinburgh</b>	City of Edinburgh Council
<b>15 – Central</b>	Clackmannanshire Council Falkirk Council East Dunbartonshire Council Stirling Council
<b>16 – Lothians and Borders</b>	East Lothian Council Midlothian Council Scottish Borders Council West Lothian Council
<b>17 – Fife</b>	Fife Council

The flexible framework is for use by all 32 Councils and Scotland Excel's Associate Members (including the Scottish Prison Service, the National Health Service and Housing Associations).

The estimated annual spend and Purchaser participation is detailed in Appendix 1 – Participation, Spend and Savings Summary.

Scotland Excel will, throughout the lifetime of the flexible framework, engage with both purchasers and suppliers to ensure the flexible framework continues to meet purchaser's needs.

### **3. Procurement Process**

The procurement strategy was developed through a series of meetings held with both suppliers and purchasers. These meetings were used to inform the final strategy, particularly in developing the flexible approach which was tailored to reflect the requirements of the social care agency recruitment market.

The remit of this procurement falls within the 'Social and Other Specific Services' category as defined in Schedule 3 and is subject to the procurement regimes set out in section 7, both of the Public Contracts (Scotland) Regulations 2015. These regulations contain a more flexible set of rules for the procurement of certain services (including those related to the provision of social care) and this is known as the 'light-touch' regime. The 'light-touch' regime gives broader options for the procurement of care services and therefore this framework has been developed as a flexible framework.

The procurement options applied to this process, enable the flexible framework to be re-opened on a Lot and Regional Sub-lot basis at any time during the flexible framework period, dependent on need and demand. In addition, appointed Tenderers can request to vary their appointment by altering or adding service offerings within Lots and Regional Sub-lots.

Applications for admission from new entrants and service variation requests shall be required to fulfil the selection criteria established for the set-up of the initial arrangement.

This approach offers Scotland Excel the flexibility to select the procurement methodology most suited to the market whilst fundamentally adhering to the principles of best practice procurement such as non-discrimination, equal treatment, transparency and proportionality.

Scotland Excel has adopted a procedure similar to an open tender procedure under the 'light-touch' regime and Tenderers were evaluated against predetermined criteria.

The Invitation to Tender (ITT) was published on 24 May 2022 and closed on 30 June 2022. Offers were evaluated against the following criteria:

- Qualification – pass/fail
- Technical – 70%
- Commercial – 30%.

Qualification was conducted using the Single Procurement Document (SPD). Within the SPD, bidders were required to answer a number of qualification questions along with questions on insurance, financial standing, quality management, health and safety and environmental management.

For the commercial element, the UIG supported the use of the current framework's commercial structure, which allows Tenderers to offer a fair rate of pay to their agency workers without negatively impacting their scoring. Further information on providers commitment to Fair Work First and payment of the Real Living Wage was also gathered and detail on responses is provided later in this report.

In recognition of this, Tenderers were asked to submit a range of hourly rates for each core role to provide flexibility and choice for purchasers depending on their specific requirements. To ensure transparency of costs, the total hourly fee payable for an agency worker is split into the following elements:

- Agency worker's rate per hour – the minimum and maximum hourly rate payable to the agency worker from the supplier including national insurance, employer pension contributions, statutory sick pay, apprenticeship levy, training costs, and any other applicable employer contributions; and
- Supplier's fee – overheads costs including training costs, property costs, supplies and services, management costs and surplus.

A commercial score was awarded on the basis of the elements shown in Table 3.

**Table 3: Commercial elements**

<b>Price Heading</b>	<b>Points Available</b>
Part 1 – Tenderers Fee	20%
Part 2 – Non-Core Roles	4%
Part 3 – Long Term Assignment Discount	6%

Within the technical element, Tenderers were assessed on their approach to offer community benefits and sustainability, and their commitment to delivering fair work practices. Bidders were also required to evidence their knowledge and experience by responding to seven method statements. The maximum available score for each method statement is shown in Table 4.

**Table 4: Technical elements**

<b>Method Statement</b>	<b>Score</b>
1. Recruitment, Training and Skills	18%
2. Service Capabilities	18%
3. Customer Service	9%
4. Complaints and Issues	10%
5. Fair Work First	5%
6. Sustainability	5%
7. Community Benefits	5%

Scotland Excel has taken cognisance of the current situation relative to the Coronavirus pandemic. Balancing this with the need for purchasers to be able to source additional social care workers to assist in the delivery of essential services, Scotland Excel has determined to proceed with the tender exercise to establish this Social Care Agency Workers Flexible Framework Agreement.

#### **4. Report on Offers Received**

Offers were received from 36 Tenderers, across the three Lots. Of that figure, 32 were micro/small-medium sized organisations (89%) and 4 were large organisations (11%).

Two tenders were rejected as non-compliant bids. One Tenderer failed to submit a completed 'Schedule 7 – Financial Information' document and one Tenderer failed at qualification stage. A further bidder was part successful, having been successful in their offer for Lot 1, and non-compliant for their offer for Lot 3. A full breakdown of the SME status of the 34 awarded Tenderers responses is at Appendix 2.

One Tenderer submitted proposals to amend the framework terms and conditions. Given consideration and in the interests of transparency and equal treatment of all tenderers, the amendments requested represented substantial change to the published terms and were not accepted. All tenderers were treated equally and proposals to amend the published flexible framework terms and conditions were not accepted. This Tenderer subsequently accepted the framework terms.

Based on the criteria and scoring methodology set out in the published tender documentation, a full evaluation of the compliant offers received was conducted and subsequently validated before Tenderers were advised of the outcome. Following this, the overall scores achieved by tenderers are shown in the attached Appendix 3 – Scoring and Recommendations (validated).

#### **5. Recommendations**

As noted above, following the validation of the full array of scores, there are no changes to the recommended Tenderers, however some of the overall scores and relative positions of Tenderers have changed from those presented to the Executive Sub-Committee in the previous Appendix 3.

Based on the evaluation and validation exercise undertaken, and in line with the criteria and weightings set out above, it is recommended that 34 Tenderers across the three Lots are awarded to the flexible framework from its commencement, the details of these recommendations are outlined in Appendix 3 - Scoring and Recommendations (validated). This recommendation supercedes and replaces the recommendations previously made to the Executive Sub-Committee.

The recommended Tenderers offer best value and comprise of a mix of small, medium, and large organisations. The recommended Tenderers also represent improved geographical coverage in all Regional Sub-lots, a key objective of the flexible framework renewal.

In addition, it is recommended:

- (a) that authority be delegated to the Chief Executive of Scotland Excel (or Head of Strategic Procurement in the Chief Executive's absence) to approve recommendations following the evaluation of offers received on the periodic re-opening of the flexible framework, or following the consideration of formal requests from existing suppliers for the addition of new services; and
- (b) that the Executive Sub-Committee will be updated on the appointment of any new Tenderers to the flexible framework on an annual basis via incorporation to the Annual Procurement Report.

## **6. Benefits**

### **Savings**

Scotland Excel has conducted a benchmarking exercise against the supplier's fee for all three Lots. Due to past difficulties in recruiting, particularly in rural areas, and changing demand for certain roles, it is difficult to accurately forecast the actual requirements and spend. There is no guarantee to Tenderers of business or continuity of business.

The benchmarking exercise compared the supplier fees on the current framework to the supplier fees offered in the renewal framework. Using the methodology outlined below, this represents an overall increase of 0.5%, or approximately £3,500 per annum.

**Lots 1 and 3** – benchmarked each council and associate member's current spend by comparing the supplier fee for Care Assistants (Lot 1) and Cooks, Domestic Assistants and Kitchen Assistants (Lot 3) on the current framework to the equivalent supplier fee on this renewal flexible framework for the supplier currently being used by the council or associate member.

**Lot 2** – the benchmarked approach adopted for Lot 2 applied an alternative calculation as one high value Tenderer on the current framework did not submit a tender for this renewal flexible framework. Unlike Lots 1 and 3, it is not possible to make a direct

comparison, and therefore the average of supplier fee tendered by the incumbent Tenderers has been applied instead.

The high-level comparison results show that in Lot 1 there is an increase of 6.9%, Lot 2 a saving of 11.8%, and Lot 3 a 20% increase, however there is low spend with minimal impact overall for Lot 3. The Tenderers fee benchmarking is detailed in Appendix 1.

### **Price Stability**

The framework applies fixed pricing until 1 November 2024. Thereafter, all requests for fee reviews will be evaluated annually against prevailing market conditions and in line with the applicable contract conditions. Scotland Excel's indexation tool will be used to assess supplier's annual fee variations requests following the end of the two-year fixed price period. However, during this period, Scotland Excel will reserve the right to review the price rates to take account of any significant policy changes and to market conditions. For example, the Scottish Government, Fair Work Policy for the Adult Social Care Pay Uplift and increases in the Real Living Wage.

### **Sustainable Procurement Benefits**

The community benefits attained will continue to be delivered at a local level for each purchaser and will be aligned to the Scottish Government's National Indicators. Discussions will be managed locally, between the purchaser and supplier, and the type and nature of community benefit to be delivered is aligned to the annual threshold value reached. Innovative community benefits are encouraged and can be discussed and agreed between the purchaser and the supplier.

When purchasers reach annual spend thresholds with a supplier they will accrue "Community Benefit Points". The community benefits lead officer or other designated person will liaise with the supplier to finalise the specific benefits that they are offered under this flexible framework relative to that spend.

In the published tender documents, Tenderers were given a list of indicative community benefits that could be agreed with purchasers. Examples of the indicative benefits which were conveyed to Tenderers were:

- Fundraising event for external charities/initiatives within the purchaser's area
- Work placements to school, college or university students from purchaser's area
- Offer training sessions to wider community within the purchaser's area (non-employees)
- Employability workshop or event in a school, college or group within purchaser's area
- Donation of materials and/or labour to support community projects within the purchaser's area to the value of £250
- Recruit a modern (or other approved) apprentice from within the purchaser's area; or

- Recruit one person from within the purchaser's area.

All Tenderers have confirmed their commitment to Scotland Excel's community benefits approach for this framework. Delivered benefits will be based on the annual spend thresholds on the supplier fees provided for individual purchasers.

## **Fair Work First**

Within the technical section, Tenderers were asked to describe how they would commit to fair work practices for workers, recognising that this is critically dependent on workforces that are well-rewarded, well-motivated, well-led, have access to appropriate opportunities for training and skills development, are diverse and are engaged in decision making.

They were asked to describe how they commit to adopting the seven Fair Work First criteria for workers, listed below:

1. appropriate channels for effective voice, such as trade union recognition
2. investment in workforce development
3. no inappropriate use of zero hours contracts
4. action to tackle the gender pay gap and create a more diverse and inclusive workplace
5. providing fair pay for workers (for example, payment of the Real Living Wage)
6. offer flexible and family friendly working practices for all workers from day one of employment; and,
7. oppose the use of fire and rehire practices.

Scotland Excel will continue to monitor Fair Work Practices, including encouraging further uptake by Tenderers committing to paying staff the Real Living Wage, during the contract and supplier management cycle.

## **Real Living Wage**

The tender stipulated that the range of agency workers rates for each role was required to encompass the Real Living Wage. As a result, all purchasers can assign agency workers in every role at the Real Living Wage pay rate from the Tenderers recommended for award to the framework. The list of recommended Tenderers Real Living Wage status is at Appendix 4.

Of the 34 Tenderers Scotland Excel are recommending for award, all Tenderers confirmed they pay all their staff at or above the Real Living Wage:

- 15 Tenderers are Living Wage accredited
- 16 Tenderers are not accredited but pay the Real Living Wage to all Front-Line Care Staff: and,
- through this exercise, 3 Tenderers pay the Real Living Wage and have committed to achieving accreditation throughout the first two years of the framework.

Scotland Excel will include Real Living Wage accreditation status as part of contract monitoring and will work with Tenderers to encourage them to achieve accreditation.

### **Other Benefits - Increased Coverage**

A key aim of the flexible framework is to increase the geographical coverage for purchasers, and to reduce the reliance on off-framework spend. This provides consistency for purchasers in regard to standard terms and conditions, rates paid, and increased number of Tenderers being recommended for award. It is however broadly accepted by purchasers that staff recruitment and retention issues have been exasperated by the coronavirus pandemic across the whole social care sector, and that supply and coverage on the framework may not always meet demand given there are national recruitment workforce issues.

In particular, rural areas will be monitored closely to ensure purchasers are receiving adequate coverage and are able to make full use of the framework. Scotland Excel will work with the relevant purchasers to increase provision where this is deemed to be required.

As noted in Section 3 of the report, applying the 'light touch' regime applicable to this service and considering the fluctuating needs of purchasers, this framework has been developed to be a flexible framework, permitting new entrants and changes to existing participants during the framework.

## **7. Contract Mobilisation and Management**

As part of the mobilisation process, all Tenderers and purchasers will be encouraged to join a contract mobilisation meeting to outline the operation of the framework, including roles and responsibilities and management information. Participating members will be issued with a purchaser guide containing required details on how to use the framework.

In accordance with Scotland Excel's established contract and supplier management programme, in terms of risk and spend as detailed in Appendix 5, this framework is classified as class C. The segmentation classifications are outlined in Appendix 5 – Contract Management Segmentation Classifications.

It is anticipated that there will be quarterly UIG meeting held with purchasers and 6-monthly meeting with suppliers to ensure the ongoing successful operation of the framework. These meetings will allow for discussions from both parties on any difficulties that may occur in the operation of the framework.

Contract and supplier management will undertake regular examination of participation and supply to ensure purchasers are able to use those suppliers awarded to their region.

Scotland Excel will continue to use the management information submitted by the participating framework suppliers to create quarterly contract management reports. These contract management reports will provide a detailed account of spend and use by supplier and purchaser, as well as relevant trend information.

This information will also be used to monitor rates being charged to purchasers, to ensure rates bid for are those charged, and any suppliers charging above the agreed rates will be challenged.

The quarterly management information and annual reports will continue to be developed by Scotland Excel to improve reporting to purchasers to enable them to understand their placement patterns in relation to the national picture.

Meetings and engagement undertaken will adhere to all applicable health and safety guidelines.

## **8. Summary**

The renewal of the Social Care Agency Workers Flexible Framework will continue to offer suitable source of social care agency workers to meet the diverse needs of purchasers.

As outlined in this report, the flexible framework will support the delivery of purchasers' statutory functions and assist in achieving the key objectives to be met by purchasers.

Throughout the lifetime of the flexible framework, Scotland Excel will work with stakeholders to keep abreast of supply and fee issues, and to support purchasers where possible.

The Executive Sub Committee is requested to approve the recommendation to award this flexible framework agreement as detailed in Appendix 3 – Scoring and Recommendations (validated).

This recommendation supercedes and replaces the recommendations previously made to the Executive Sub-Committee.

## Appendix 1 – Participation, Spend and Savings Summary

Member Name	Participation Date	Estimated Annual Spend (£) (ALL)	Estimated Annual Spend (£) (SUPPLIER FEE)	Source of Spend Data	% Estimated Forecast Savings	Estimated Annual Savings (£) (SUPPLIER FEE)	Basis of Savings Calculation
Aberdeen City Council	01 November 2022	£194,085	£15,867	Contract MI	0.3%	£46	Benchmarked Current Contract
Aberdeenshire Council	01 November 2022	£195,541	£36,491	Contract MI	-0.4%	-£138	Benchmarked Current Contract
Angus Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
Argyll and Bute Council	01 November 2022	£58,637	£4,075	Contract MI	-27.1%	-£1,105	Benchmarked Current Contract
City of Edinburgh Council	01 November 2022	£1,453,484	£106,088	Contract MI	0.5%	£549	Benchmarked Current Contract
Clackmannanshire Council	01 November 2022	£98,388	£9,030	Contract MI	12.4%	£1,116	Benchmarked Current Contract
Comhairle nan Eilean Siar	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
Dumfries and Galloway Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
Dundee City Council	01 November 2022	£161,948	£14,119	Contract MI	8.6%	£1,217	Benchmarked Current Contract
East Ayrshire Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
East Dunbartonshire Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
East Lothian Council	01 November 2022	£13,068	£832	Contract MI	6.6%	£55	Benchmarked Current Contract
East Renfrewshire Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
Falkirk Council	01 November 2022	£320,299	£27,060	Contract MI	-0.4%	-£110	Benchmarked Current Contract
Fife Council	01 November 2022	£727,926	£55,156	Contract MI	0.6%	£308	Benchmarked Current Contract
Glasgow City Council	01 November 2022	£881,443	£75,367	Contract MI	-4.3%	-£3,252	Benchmarked Current Contract
Inverclyde Council	01 November 2022	£135,625	£9,732	Contract MI	-10.2%	-£995	Benchmarked Current Contract
Midlothian Council	01 November 2022	£137,154	£24,054	Contract MI	25.5%	£6,137	Benchmarked Current Contract
North Ayrshire Council	01 November 2022	£26,430	£1,791	Contract MI	-20.2%	-£361	Benchmarked Current Contract
North Lanarkshire Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
Orkney Islands Council	01 November 2022	£108,610	£7,927	Contract MI	0.8%	£64	Benchmarked Current Contract
Perth and Kinross Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
Renfrewshire Council	01 November 2022	£463,939	£60,522	Contract MI	-1.7%	-£1,032	Benchmarked Current Contract
Scottish Borders Council	01 November 2022	£161,030	£18,802	Contract MI	29.7%	£5,576	Benchmarked Current Contract
Shetland Islands Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
South Ayrshire Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
South Lanarkshire Council	01 November 2022	£14,721	£952	Contract MI	-19.1%	-£182	Benchmarked Current Contract
Stirling Council	01 November 2022	£59,875	£8,921	Contract MI	17.4%	£1,554	Benchmarked Current Contract
The Highland Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
The Moray Council	01 November 2022	£0	£0	Contract MI	-	£0	Benchmarked Current Contract
West Dunbartonshire Council	01 November 2022	£437,042	£39,482	Contract MI	-3.2%	-£1,252	Benchmarked Current Contract
West Lothian Council	01 November 2022	£251,650	£34,914	Contract MI	20.1%	£7,009	Benchmarked Current Contract
Associate Members	01 November 2022	£391,130	£69,009	Contract MI	-27.0%	-£18,613	Benchmarked Current Contract
<b>TOTAL</b>		<b>£6,292,026</b>	<b>£620,191</b>	<b>-</b>	<b>-0.5%</b>	<b>-£3,410</b>	<b>-</b>

## Appendix 2 – List of Awarded Tenderers with SME Status

- \* - Recommended for award  
 \*\* - Recommended for part-award

No.	Tenderer's Name	SME Status	Location	Lots/ Regional Sub-lots Tendered	Lots/ Regional Sub-lots Awarded
1	<b>*Aberness Care Limited</b>	Medium	Aberdeen	Lot 1, RSL 11-13	Lot 1, RSL 11-13
2	<b>*Aberness Recruitment Agency Limited</b>	Medium	Inverness	Lot 1, RSL 1-5b	Lot 1, RSL 1-5b
3	<b>*Ailsa Care Services Ltd.</b>	Small	Glasgow,	Lot 1, RSL 7-10, 14-15	Lot 1, RSL 7-10, 14-15
4	<b>*Allied &amp; Clinical Recruitments Limited</b>	Small	Manchester	Lot 1, RSL 1, 5a, 5b, 7-17	Lot 1, RSL 1, 5a, 5b, 7-17
5	<b>*ASA International Limited</b>	Medium	Edinburgh	Lot 1, RSL 6-17 Lot 2, RSL 6-17 Lot 3, RSL 6-17	Lot 1, RSL 6-17 Lot 2, RSL 6-17 Lot 3, RSL 6-17
6	<b>*Caledonia Healthcare Limited</b>	Small	Glasgow	Lot 1, RSL 7-9	Lot 1, RSL 7-9
7	<b>*Care Response 24/7 Ltd</b>	Medium	Glasgow	Lot 1, RSL 7-10	Lot 1, RSL 7-10
8	<b>*Caring Hearts Recruitment Ltd</b>	Small	Paisley	Lot 1, RSL 5a, 6-10, 14	Lot 1, RSL 5a, 6-10, 14
9	<b>*Florence Staffing Ltd</b>	Medium	St Albans,	Lot 1, RSL 1-17 Lot 3, RSL 1-17	Lot 1, RSL 1-17 Lot 3, RSL 1-17
10	<b>*GSR Nursing Ltd</b>	Small	Aberdeen	Lot 1, RSL 6-17 Lot 3, RSL 6-17	Lot 1, RSL 6-17 Lot 3, RSL 6-17
11	<b>*H1 Healthcare Solutions Ltd</b>	Medium	Glasgow	Lot 1, RSL 1-17 Lot 2, RSL 1-17 Lot 3, RSL 1-17	Lot 1, RSL 1-17 Lot 2, RSL 1-17 Lot 3, RSL 1-17
12	<b>*HSC Futures Ltd</b>	Small	Kilmarnock	Lot 1, RSL 6-10, 14-17	Lot 1, RSL 6-10, 14-17
13	<b>*Hunter Gatherer AHP Resourcing Limited</b>	Small	Chipping Campden	Lot 2, RSL 1-17	Lot 2, RSL 1-17
14	<b>*Independent Clinical Services Limited</b>	Large	Broxbourne	Lot 1, RSL 1-17	Lot 1, RSL 1-17
15	<b>*Jobs and Co. Ltd.</b>	Medium	Glasgow	Lot 1, RSL 7, 9, 10, 15 Lot 3, RSL 7, 9, 10, 15	Lot 1, RSL 7, 9, 10, 15 Lot 3, RSL 7, 9, 10, 15
16	<b>*Kenylink Services Limited</b>	Micro	Coventry	Lot 1, RSL 13-17 Lot 2, RSL 13-17 Lot 3, RSL 13-17	Lot 1, RSL 13-17 Lot 2, RSL 13-17 Lot 3, RSL 13-17
17	<b>*Liquid Personnel Limited</b>	Medium	Turnford	Lot 2, RSL 1-17	Lot 2, RSL 1-17
18	<b>*Mitchell &amp; Murdoch Care Ltd</b>	Medium	Perth	Lot 1, RSL 7-9, 11-14, 17 Lot 3, RSL 7-9, 11-14, 17	Lot 1, RSL 7-9, 11-14, 17 Lot 3, RSL 7-9, 11-14, 17
19	<b>*MVN Associates Limited</b>	Small	Glasgow	Lot 1, RSL 5a, 6-10	Lot 1, RSL 5a, 6-10

No.	Tenderer's Name	SME Status	Location	Lots/ Regional Sub-lots Tendered	Lots/ Regional Sub-lots Awarded
				Lot 3, RSL 5a, 6-10	Lot 3, RSL 5a, 6-10
20	<b>*Newcross Healthcare Solutions Limited</b>	Large	Totnes	Lot 1, RSL 1-17 Lot 3, RSL 1-17	Lot 1, RSL 1-17 Lot 3, RSL 1-17
21	<b>*Oncall Care Service Ltd</b>	Medium	Glasgow	Lot 1, RSL 7-10, 15	Lot 1, RSL 7-10, 15
22	<b>*Pegasus Healthcare Solutions Limited</b>	Small	Glasgow	Lot 1, RSL 7-10	Lot 1, RSL 7-10
23	<b>*Red Sector Recruitment Ltd</b>	Small	Witney	Lot 1, RSL 1-17 Lot 2, RSL 1-17	Lot 1, RSL 1-17 Lot 2, RSL 1-17
24	<b>*Reed Specialist Recruitment Limited</b>	Large	London	Lot 1, RSL 1-17	Lot 1, RSL 1-17
25	<b>*Sanctuary Personnel Limited</b>	Medium	Ipswich	Lot 2, RSL 1-17	Lot 2, RSL 1-17
26	<b>*Search Consultancy Limited</b>	Large	Glasgow	Lot 1, RSL 1, 2, 5a-17	Lot 1, RSL 1, 2, 5a-17
27	<b>*Service Care Solutions Ltd</b>	Medium	Preston	Lot 1, RSL 1-17 Lot 2, RSL 1-17 Lot 3, RSL 1-17	Lot 1, RSL 1-17 Lot 2, RSL 1-17 Lot 3, RSL 1-17
28	<b>*Seven Resourcing Limited</b>	Medium	Ipswich	Lot 1, RSL 1, 2, 4-17 Lot 2, RSL 1, 2, 4-17	Lot 1, RSL 1, 2, 4-17 Lot 2, RSL 1, 2, 4-17
29	<b>**SRS Partnership Limited</b>	Small	Paisley	Lot 1, RSL 6-10, 14-17 Lot 3, RSL 6-10, 14-17	Lot 1, RSL 6-10, 14-17
30	<b>*Staffscanner Ltd</b>	Medium	Glasgow	Lot 1, RSL 1, 2, 5a, 6-17	Lot 1, RSL 1, 2, 5a, 6-17
31	<b>*Taylor Davenport Resourcing Ltd</b>	Small	East Kilbride	Lot 2, RSL 1-17	Lot 2, RSL 1-17
32	<b>*The Social Care Community Partnership Limited</b>	Small	Glasgow	Lot 1, RSL 1, 6-17 Lot 2, RSL 1-17	Lot 1, RSL 1, 6-17 Lot 2, RSL 1-17
33	<b>*Tripod Partners Limited</b>	Medium	London	Lot 1, RSL 1-17 Lot 2, RSL 1-17	Lot 1, RSL 1-17 Lot 2, RSL 1-17
34	<b>*UK Private Healthcare Limited</b>	Small	Aberdeen	Lot 1, RSL 11, 12	Lot 1, RSL 11, 12

### Appendix 3 – Scoring and Recommendations (validated)

**KEY:**

- \* - Recommended for award
- \*\* - Recommended for part-award
- N/C - Non-compliant

Tenderer	Total
<b>Lot 1 - Care Roles</b>	
<b>Lot 1 - Regional Sub-lot 1 - Highland</b>	
*Tripod Partners Limited	72.65
*Service Care Solutions Ltd	72.51
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	66.90
*Search Consultancy Limited	66.65
*The Social Care Community Partnership Limited	64.82
*Florence Staffing Ltd	62.37
*Newcross Healthcare Solutions Limited	62.19
*Allied & Clinical Recruitments Limited	59.99

*Staffscanner Ltd	58.31
*Reed Specialist Recruitment Limited	57.61
*H1 Healthcare Solutions Ltd	56.20
*Aberness Recruitment Agency Limited	54.68
*Independent Clinical Services Limited	53.09
<b>Lot 1 - Regional Sub-lot 2 - Moray</b>	
*Tripod Partners Limited	72.84
*Service Care Solutions Ltd	72.55
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	67.09
*Search Consultancy Limited	66.74
*Florence Staffing Ltd	63.33
*Newcross Healthcare Solutions Limited	62.21
*Staffscanner Ltd	58.47
*Reed Specialist Recruitment Limited	57.61
*H1 Healthcare Solutions Ltd	56.39
*Aberness Recruitment Agency Limited	54.72
*Independent Clinical Services Limited	53.09
<b>Lot 1 - Regional Sub-lot 3 - The Islands</b>	
*Tripod Partners Limited	74.76
*Service Care Solutions Ltd	74.51
*Red Sector Recruitment Ltd	69.01
*Florence Staffing Ltd	64.61
*Newcross Healthcare Solutions Limited	62.21
*Reed Specialist Recruitment Limited	58.39
*H1 Healthcare Solutions Ltd	57.16
*Aberness Recruitment Agency Limited	54.72
*Independent Clinical Services Limited	53.09
<b>Lot 1 - Regional Sub-lot 4 - Western Isles</b>	
*Tripod Partners Limited	72.84
*Service Care Solutions Ltd	72.55
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	67.09
*Florence Staffing Ltd	63.33
*Newcross Healthcare Solutions Limited	62.21
*Reed Specialist Recruitment Limited	57.61
*H1 Healthcare Solutions Ltd	56.39
*Aberness Recruitment Agency Limited	54.72
*Independent Clinical Services Limited	53.09

<b>Lot 1 - Regional Sub-lot 5a - Argyll &amp; Bute Mainland</b>	
*Tripod Partners Limited	72.84
*Service Care Solutions Ltd	72.55
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	67.09
*Search Consultancy Limited	66.74
*Florence Staffing Ltd	63.33
*Newcross Healthcare Solutions Limited	62.21
*Reed Specialist Recruitment Limited	61.56
*Allied & Clinical Recruitments Limited	60.20
*Staffscanner Ltd	58.47
*Caring Hearts Recruitment Ltd	57.30
*H1 Healthcare Solutions Ltd	56.39
*MVN Associates Limited	56.25
*Aberness Recruitment Agency Limited	54.72
*Independent Clinical Services Limited	53.09
<b>Lot 1 - Regional Sub-lot 5b - Argyll &amp; Bute Islands</b>	
*Tripod Partners Limited	72.84
*Service Care Solutions Ltd	72.55
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	67.09
*Search Consultancy Limited	66.74
*Florence Staffing Ltd	63.33
*Newcross Healthcare Solutions Limited	62.21
*Reed Specialist Recruitment Limited	61.56
*Allied & Clinical Recruitments Limited	60.09
*H1 Healthcare Solutions Ltd	56.39
*Aberness Recruitment Agency Limited	54.72
*Independent Clinical Services Limited	53.09
<b>Lot 1 - Regional Sub-lot 6 - South West</b>	
*ASA International Limited	72.91
*Tripod Partners Limited	72.65
*Service Care Solutions Ltd	72.51
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	66.90
*Search Consultancy Limited	66.65
*The Social Care Community Partnership Limited	64.82
*Florence Staffing Ltd	62.37
*Newcross Healthcare Solutions Limited	62.19
*Reed Specialist Recruitment Limited	61.56

*Staffscanner Ltd	58.39
*Caring Hearts Recruitment Ltd	58.11
*GSR Nursing Ltd	57.40
*MVN Associates Limited	56.20
*H1 Healthcare Solutions Ltd	56.20
**SRS Partnership Limited	54.82
*Independent Clinical Services Limited	53.09
*HSC Futures Ltd	51.68
<b>Lot 1 - Regional Sub-lot 7 - Glasgow</b>	
*Pegasus Healthcare Solutions Limited	76.72
*Caledonia Healthcare Limited	71.40
*ASA International Limited	71.31
*Tripod Partners Limited	71.05
*Service Care Solutions Ltd	70.88
*Ailsa Care Services Ltd.	66.58
*Seven Resourcing Limited	66.27
*Search Consultancy Limited	65.59
*Red Sector Recruitment Ltd	65.30
*The Social Care Community Partnership Limited	63.22
*Newcross Healthcare Solutions Limited	62.76
*Jobs and Co. Ltd.	61.92
*Florence Staffing Ltd	61.31
*Reed Specialist Recruitment Limited	60.54
*Allied & Clinical Recruitments Limited	59.76
*Caring Hearts Recruitment Ltd	58.11
*GSR Nursing Ltd	56.07
*MVN Associates Limited	55.56
*H1 Healthcare Solutions Ltd	55.56
*Staffscanner Ltd	55.54
**SRS Partnership Limited	54.82
*Independent Clinical Services Limited	53.09
*HSC Futures Ltd	50.79
*Care Response 24/7 Ltd	49.90
*Mitchell & Murdoch Care Ltd	47.25
*Oncall Care Service Ltd	36.84
<b>Lot 1 - Regional Sub-lot 8 - Lanarkshire</b>	
*Pegasus Healthcare Solutions Limited	76.72
*Caledonia Healthcare Limited	71.40
*ASA International Limited	71.31
*Tripod Partners Limited	71.05

*Service Care Solutions Ltd	70.88
*Ailsa Care Services Ltd.	66.58
*Seven Resourcing Limited	66.27
*Search Consultancy Limited	65.59
*Red Sector Recruitment Ltd	65.30
*The Social Care Community Partnership Limited	63.22
*Newcross Healthcare Solutions Limited	62.19
*Florence Staffing Ltd	61.31
*Reed Specialist Recruitment Limited	60.54
*Allied & Clinical Recruitments Limited	59.76
*Caring Hearts Recruitment Ltd	58.11
*GSR Nursing Ltd	56.06
*MVN Associates Limited	55.56
*H1 Healthcare Solutions Ltd	55.56
*Staffscanner Ltd	55.54
**SRS Partnership Limited	54.82
*Independent Clinical Services Limited	53.09
*HSC Futures Ltd	50.79
*Care Response 24/7 Ltd	49.90
*Mitchell & Murdoch Care Ltd	47.25
*Oncall Care Service Ltd	36.84
<b>Lot 1 - Regional Sub-lot 9 - Renfrewshire &amp; Inverclyde</b>	
*Pegasus Healthcare Solutions Limited	76.72
*Caledonia Healthcare Limited	71.40
*ASA International Limited	71.31
*Tripod Partners Limited	71.05
*Service Care Solutions Ltd	70.88
*Ailsa Care Services Ltd.	66.58
*Seven Resourcing Limited	66.27
*Search Consultancy Limited	65.59
*Red Sector Recruitment Ltd	65.30
*The Social Care Community Partnership Limited	63.22
*Newcross Healthcare Solutions Limited	62.19
*Jobs and Co. Ltd.	61.92
*Florence Staffing Ltd	61.31
*Reed Specialist Recruitment Limited	60.54
*Allied & Clinical Recruitments Limited	59.76
*Caring Hearts Recruitment Ltd	58.11
*GSR Nursing Ltd	56.06
*MVN Associates Limited	55.56
*H1 Healthcare Solutions Ltd	55.56
*Staffscanner Ltd	55.54

**SRS Partnership Limited	54.82
*Independent Clinical Services Limited	53.09
*HSC Futures Ltd	50.79
*Care Response 24/7 Ltd	49.90
*Mitchell & Murdoch Care Ltd	47.18
*Oncall Care Service Ltd	36.84
<b>Lot 1 - Regional Sub-lot 10 - West Dunbartonshire</b>	
*Pegasus Healthcare Solutions Limited	76.72
*ASA International Limited	71.31
*Tripod Partners Limited	71.05
*Service Care Solutions Ltd	70.88
*Ailsa Care Services Ltd.	66.58
*Seven Resourcing Limited	66.27
*Search Consultancy Limited	65.59
*Red Sector Recruitment Ltd	65.30
*The Social Care Community Partnership Limited	63.22
*Newcross Healthcare Solutions Limited	62.19
*Jobs and Co. Ltd.	61.92
*Florence Staffing Ltd	61.31
*Reed Specialist Recruitment Limited	60.54
*Allied & Clinical Recruitments Limited	59.76
*Caring Hearts Recruitment Ltd	58.11
*GSR Nursing Ltd	56.06
*MVN Associates Limited	55.56
*H1 Healthcare Solutions Ltd	55.56
*Staffscanner Ltd	55.54
**SRS Partnership Limited	54.82
*Independent Clinical Services Limited	53.09
*HSC Futures Ltd	50.79
*Care Response 24/7 Ltd	49.90
*Oncall Care Service Ltd	36.84
<b>Lot 1 - Regional Sub-lot 11 - Aberdeen City</b>	
*ASA International Limited	72.91
*Tripod Partners Limited	72.65
*Service Care Solutions Ltd	72.51
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	66.90
*Search Consultancy Limited	66.65
*The Social Care Community Partnership Limited	64.82
*Florence Staffing Ltd	62.37
*Newcross Healthcare Solutions Limited	62.19

*Allied & Clinical Recruitments Limited	60.01
*Staffscanner Ltd	58.39
*Reed Specialist Recruitment Limited	57.61
*GSR Nursing Ltd	57.40
*H1 Healthcare Solutions Ltd	56.20
*Aberness Care Limited	54.68
*Independent Clinical Services Limited	53.09
*UK Private Healthcare Limited	50.14
*Mitchell & Murdoch Care Ltd	47.36
<b>Lot 1 - Regional Sub-lot 12 - Aberdeenshire</b>	
*ASA International Limited	72.91
*Tripod Partners Limited	72.65
*Service Care Solutions Ltd	72.51
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	66.90
*Search Consultancy Limited	66.65
*The Social Care Community Partnership Limited	64.82
*Florence Staffing Ltd	62.37
*Newcross Healthcare Solutions Limited	62.19
*Allied & Clinical Recruitments Limited	59.97
*Staffscanner Ltd	58.39
*Reed Specialist Recruitment Limited	57.61
*GSR Nursing Ltd	57.40
*H1 Healthcare Solutions Ltd	56.20
*Aberness Care Limited	54.68
*Independent Clinical Services Limited	53.09
*UK Private Healthcare Limited	50.14
*Mitchell & Murdoch Care Ltd	47.32
<b>Lot 1 - Regional Sub-lot 13 - Tayside</b>	
*ASA International Limited	72.91
*Tripod Partners Limited	72.65
*Service Care Solutions Ltd	72.51
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	66.90
*Search Consultancy Limited	66.65
*The Social Care Community Partnership Limited	64.82
*Florence Staffing Ltd	62.37
*Newcross Healthcare Solutions Limited	62.19
*Reed Specialist Recruitment Limited	61.56
*Allied & Clinical Recruitments Limited	60.01
*Staffscanner Ltd	58.39

*GSR Nursing Ltd	57.40
*H1 Healthcare Solutions Ltd	56.20
*Aberness Care Limited	54.68
*Independent Clinical Services Limited	53.09
*Mitchell & Murdoch Care Ltd	47.36
*Kenylink Services Limited	44.88
<b>Lot 1 - Regional Sub-lot 14 - Edinburgh</b>	
*ASA International Limited	72.91
*Tripod Partners Limited	72.65
*Service Care Solutions Ltd	72.51
*Seven Resourcing Limited	69.47
*Ailsa Care Services Ltd.	67.38
*Red Sector Recruitment Ltd	66.90
*Search Consultancy Limited	66.65
*The Social Care Community Partnership Limited	64.82
*Newcross Healthcare Solutions Limited	62.76
*Florence Staffing Ltd	62.37
*Reed Specialist Recruitment Limited	61.56
*Allied & Clinical Recruitments Limited	60.01
*Staffscanner Ltd	58.47
*Caring Hearts Recruitment Ltd	58.11
*GSR Nursing Ltd	57.40
*H1 Healthcare Solutions Ltd	56.20
**SRS Partnership Limited	54.82
*Independent Clinical Services Limited	53.09
*HSC Futures Ltd	51.68
*Mitchell & Murdoch Care Ltd	47.16
*Kenylink Services Limited	44.88
<b>Lot 1 - Regional Sub-lot 15 - Central</b>	
*ASA International Limited	72.91
*Tripod Partners Limited	72.65
*Service Care Solutions Ltd	70.67
*Seven Resourcing Limited	69.47
*Ailsa Care Services Ltd.	67.38
*Red Sector Recruitment Ltd	66.90
*Search Consultancy Limited	66.65
*The Social Care Community Partnership Limited	64.82
*Jobs and Co. Ltd.	62.72
*Florence Staffing Ltd	62.37
*Newcross Healthcare Solutions Limited	62.19
*Reed Specialist Recruitment Limited	61.56

*Allied & Clinical Recruitments Limited	60.01
*Staffscanner Ltd	58.39
*GSR Nursing Ltd	57.40
*H1 Healthcare Solutions Ltd	56.20
**SRS Partnership Limited	54.82
*Independent Clinical Services Limited	53.09
*HSC Futures Ltd	51.68
*Kenylink Services Limited	44.88
*Oncall Care Service Ltd	37.44
<b>Lot 1 - Regional Sub-lot 16 - Lothian &amp; Borders</b>	
*ASA International Limited	72.91
*Tripod Partners Limited	72.65
*Service Care Solutions Ltd	70.67
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	66.90
*Search Consultancy Limited	66.65
*The Social Care Community Partnership Limited	64.82
*Florence Staffing Ltd	62.37
*Newcross Healthcare Solutions Limited	62.19
*Allied & Clinical Recruitments Limited	60.01
*Staffscanner Ltd	58.39
*Reed Specialist Recruitment Limited	57.61
*GSR Nursing Ltd	57.40
*H1 Healthcare Solutions Ltd	56.20
**SRS Partnership Limited	54.82
*Independent Clinical Services Limited	53.09
*HSC Futures Ltd	51.68
*Kenylink Services Limited	44.73
<b>Lot 1 - Regional Sub-lot 17 - Fife</b>	
*ASA International Limited	72.91
*Tripod Partners Limited	72.65
*Service Care Solutions Ltd	70.67
*Seven Resourcing Limited	69.47
*Red Sector Recruitment Ltd	66.90
*Search Consultancy Limited	66.65
*The Social Care Community Partnership Limited	64.82
*Florence Staffing Ltd	62.37
*Newcross Healthcare Solutions Limited	62.19
*Reed Specialist Recruitment Limited	61.56
*Allied & Clinical Recruitments Limited	60.00
*Staffscanner Ltd	58.39

*GSR Nursing Ltd	57.40
*H1 Healthcare Solutions Ltd	56.20
**SRS Partnership Limited	54.82
*Independent Clinical Services Limited	53.09
*HSC Futures Ltd	51.68
*Mitchell & Murdoch Care Ltd	45.64
*Kenylink Services Limited	44.88

<b>Tenderer</b>	<b>Total</b>
<b>Lot 2 - Professional Roles</b>	
<b>Lot 2 - Regional Sub-lot 1 - Highland</b>	
*Service Care Solutions Ltd	74.87
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.48
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	43.45
<b>Lot 2 - Regional Sub-lot 2 - Moray</b>	
*Service Care Solutions Ltd	74.87
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.48
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	45.33
<b>Lot 2 - Regional Sub-lot 3 - The Islands</b>	
*Service Care Solutions Ltd	76.83
*Sanctuary Personnel Limited	73.18
*Tripod Partners Limited	72.38
*The Social Care Community Partnership Limited	69.55
*Red Sector Recruitment Ltd	66.63
*H1 Healthcare Solutions Ltd	62.35

*Hunter Gatherer AHP Resourcing Limited	54.83
*Liquid Personnel Limited	53.84
*Taylor Davenport Resourcing Ltd	44.95
<b>Lot 2 - Regional Sub-lot 4 - Western Isles</b>	
*Service Care Solutions Ltd	74.87
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	71.24
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	43.97
<b>Lot 2 - Regional Sub-lot 5a - Argyll &amp; Bute Mainland</b>	
*Service Care Solutions Ltd	74.87
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.59
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	44.80
<b>Lot 2 - Regional Sub-lot 5b - Argyll &amp; Bute Islands</b>	
*Service Care Solutions Ltd	74.87
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.42
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	45.13
<b>Lot 2 - Regional Sub-lot 6 - South West</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67

*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.27
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	47.66
<b>Lot 2 - Regional Sub-lot 7 - Glasgow</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.17
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.70
*Taylor Davenport Resourcing Ltd	46.00
<b>Lot 2 - Regional Sub-lot 8 - Lanarkshire</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.27
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	46.00
<b>Lot 2 - Regional Sub-lot 9 - Renfrewshire &amp; Inverclyde</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.27
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63

*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	45.33
<b>Lot 2 - Regional Sub-lot 10 - West Dunbartonshire</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67
*Sanctuary Personnel Limited	73.21
*Seven Resourcing Limited	73.06
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	45.33

<b>Lot 2 - Regional Sub-lot 11 - Aberdeen City</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.29
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	45.33
<b>Lot 2 - Regional Sub-lot 12 - Aberdeenshire</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.10
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Taylor Davenport Resourcing Ltd	45.58
<b>Lot 2 - Regional Sub-lot 13 - Tayside</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.29
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Kenylink Services Limited	50.65
*Taylor Davenport Resourcing Ltd	45.58
<b>Lot 2 - Regional Sub-lot 14 - Edinburgh</b>	
*Service Care Solutions Ltd	74.87

*ASA International Limited	74.67
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.17
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.70
*Kenylink Services Limited	50.65
*Taylor Davenport Resourcing Ltd	45.58
<b>Lot 2 - Regional Sub-lot 15 - Central</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.27
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.70
*Kenylink Services Limited	48.69
*Taylor Davenport Resourcing Ltd	45.58
<b>Lot 2 - Regional Sub-lot 16 - Lothian &amp; Borders</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67
*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.84
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Kenylink Services Limited	48.69
*Taylor Davenport Resourcing Ltd	45.58
<b>Lot 2 - Regional Sub-lot 17 - Fife</b>	
*Service Care Solutions Ltd	74.87
*ASA International Limited	74.67

*Seven Resourcing Limited	73.06
*Sanctuary Personnel Limited	72.29
*Tripod Partners Limited	70.46
*The Social Care Community Partnership Limited	67.63
*Red Sector Recruitment Ltd	64.71
*H1 Healthcare Solutions Ltd	61.37
*Hunter Gatherer AHP Resourcing Limited	52.91
*Liquid Personnel Limited	52.47
*Kenylink Services Limited	48.69
*Taylor Davenport Resourcing Ltd	45.58

<b>Tenderer</b>	<b>Total</b>
<b>Lot 3 - Ancillary Roles</b>	
<b>Lot 3 - Regional Sub-lot 1 - Highland</b>	
*Service Care Solutions Ltd	76.00
*Florence Staffing Ltd	66.27
*Newcross Healthcare Solutions Limited	65.21
*H1 Healthcare Solutions Ltd	58.12
<b>Lot 3 - Regional Sub-lot 2 - Moray</b>	
*Service Care Solutions Ltd	76.00
*Florence Staffing Ltd	66.27
*Newcross Healthcare Solutions Limited	65.21
*H1 Healthcare Solutions Ltd	58.12
<b>Lot 3 - Regional Sub-lot 3 - The Islands</b>	
*Service Care Solutions Ltd	76.00
*Florence Staffing Ltd	66.27
*Newcross Healthcare Solutions Limited	65.21
*H1 Healthcare Solutions Ltd	58.12
<b>Lot 3 - Regional Sub-lot 4 - Western Isles</b>	
*Service Care Solutions Ltd	76.00
*Florence Staffing Ltd	65.61
*Newcross Healthcare Solutions Limited	65.21
*H1 Healthcare Solutions Ltd	58.12
<b>Lot 3 - Regional Sub-lot 5a - Argyll &amp; Bute Mainland</b>	
*Service Care Solutions Ltd	76.00
*Florence Staffing Ltd	65.61
*Newcross Healthcare Solutions Limited	65.21

*H1 Healthcare Solutions Ltd	58.12
*MVN Associates Limited	57.79
<b>Lot 3 - Regional Sub-lot 5b - Argyll &amp; Bute Islands</b>	
*Service Care Solutions Ltd	76.00
*Florence Staffing Ltd	66.27
*Newcross Healthcare Solutions Limited	65.21
*H1 Healthcare Solutions Ltd	58.12
<b>Lot 3 - Regional Sub-lot 6 - South West</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	63.16
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*MVN Associates Limited	55.39
<b>Lot 3 - Regional Sub-lot 7 - Glasgow</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	62.50
*Jobs and Co. Ltd.	62.38
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*MVN Associates Limited	55.39
*Mitchell & Murdoch Care Ltd	46.96
<b>Lot 3 - Regional Sub-lot 8 - Lanarkshire</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	62.50
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*MVN Associates Limited	55.39
*Mitchell & Murdoch Care Ltd	46.96
<b>Lot 3 - Regional Sub-lot 9 - Renfrewshire &amp; Inverclyde</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08

*Florence Staffing Ltd	62.50
*Jobs and Co. Ltd.	62.38
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*MVN Associates Limited	55.52
*Mitchell & Murdoch Care Ltd	46.96
<b>Lot 3 - Regional Sub-lot 10 - West Dunbartonshire</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	62.50
*Jobs and Co. Ltd.	62.38
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*MVN Associates Limited	55.39
<b>Lot 3 - Regional Sub-lot 11 - Aberdeen City</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	62.50
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*Mitchell & Murdoch Care Ltd	46.96
<b>Lot 3 - Regional Sub-lot 12 - Aberdeenshire</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	62.50
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*Mitchell & Murdoch Care Ltd	46.96
<b>Lot 3 - Regional Sub-lot 13 - Tayside</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	62.50
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*Mitchell & Murdoch Care Ltd	46.96

*Kenylink Services Limited	44.68
<b>Lot 3 - Regional Sub-lot 14 - Edinburgh</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	62.50
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*Mitchell & Murdoch Care Ltd	46.96
*Kenylink Services Limited	44.19
<b>Lot 3 - Regional Sub-lot 15 - Central</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	63.16
*Jobs and Co. Ltd.	62.38
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*Kenylink Services Limited	44.19
<b>Lot 3 - Regional Sub-lot 16 - Lothian &amp; Borders</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	62.50
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*Kenylink Services Limited	44.19
<b>Lot 3 - Regional Sub-lot 17 - Fife</b>	
*ASA International Limited	75.78
*Service Care Solutions Ltd	70.82
*Newcross Healthcare Solutions Limited	64.08
*Florence Staffing Ltd	62.50
*GSR Nursing Ltd	57.81
*H1 Healthcare Solutions Ltd	56.37
*Mitchell & Murdoch Care Ltd	46.96
*Kenylink Services Limited	44.19

Lot 1: Non-Compliant Tenderer	
Sunray Care Ltd	N/C

Lot 3: Non-Compliant Tenderer	
GGIF Care Limited	N/C
**SRS Partnership Limited	N/C

## Appendix 4 – List of Recommended Tenderers with Living Wage Status

\*Recommended for award

\*\*Recommended for part-award

No	Tenderer	Accredited	Progress towards accreditation	Not Accredited but pay the real Living Wage (all Front-Line Care Staff)	Pay real Living Wage and Committed to gaining accreditation over the first 2 years of the Framework	Not paying real Living Wage but committed to doing so within 2 years	Neither accredited nor paying the real Living Wage
1	*Aberness Care Limited	Yes					
2	*Aberness Recruitment Agency Limited	Yes					
3	*Ailsa Care Services Ltd.	Yes					
4	*Allied & Clinical Recruitments Limited			Yes			
5	*ASA International Limited	Yes					
6	*Caledonia Healthcare Limited	Yes					
7	*Care Response 24/7 Ltd	Yes					
8	*Caring Hearts Recruitment Ltd			Yes			
9	*Florence Staffing Ltd	Yes					
10	*GSR Nursing Ltd			Yes			
11	*H1 Healthcare Solutions Ltd	Yes					
12	*HSC Futures Ltd	Yes					

No	Tenderer	Accredited	Progress towards accreditation	Not Accredited but pay the real Living Wage (all Front-Line Care Staff)	Pay real Living Wage and Committed to gaining accreditation over the first 2 years of the Framework	Not paying real Living Wage but committed to doing so within 2 years	Neither accredited nor paying the real Living Wage
13	*Hunter Gatherer AHP Resourcing Limited			Yes			
14	*Independent Clinical Services Limited			Yes			
15	*Jobs and Co. Ltd.			Yes			
16	*Kenylink Services Limited			Yes			
17	*Liquid Personnel Limited	Yes					
18	*Mitchell & Murdoch Care Ltd	Yes					
19	*MVN Associates Limited				Yes		
20	*Newcross Healthcare Solutions Limited	Yes					
21	*Oncall Care Service Ltd			Yes			
22	*Pegasus Healthcare Solutions Limited	Yes					
23	*Red Sector Recruitment Ltd			Yes			
24	*Reed Specialist Recruitment Limited			Yes			
25	*Sanctuary Personnel Limited			Yes			
26	*Search Consultancy Limited			Yes			
27	*Service Care Solutions Ltd	Yes					
28	*Seven Resourcing Limited			Yes			

No	Tenderer	Accredited	Progress towards accreditation	Not Accredited but pay the real Living Wage (all Front-Line Care Staff)	Pay real Living Wage and Committed to gaining accreditation over the first 2 years of the Framework	Not paying real Living Wage but committed to doing so within 2 years	Neither accredited nor paying the real Living Wage
29	<b>**SRS Partnership Limited</b>	Yes					
30	<b>*Staffscanner Ltd</b>				Yes		
31	<b>*Taylor Davenport Resourcing Ltd</b>				Yes		
32	<b>*The Social Care Community Partnership Limited</b>			Yes			
33	<b>*Tripod Partners Limited</b>			Yes			
34	<b>*UK Private Healthcare Limited</b>			Yes			

## **Appendix 5 – Contract Management Segmentation Classifications**

Social Care Agency Workers Flexible Framework Agreement (1721) is classified as Class C.

There are five segmentation classifications that are rated from Class A to Class E. Each classification has contract and supplier management activities associated with it based on pre-determined weighted criteria.

### **Class A**

Due to the unique and bespoke nature of the frameworks that fall within this class, a contract management plan to be developed and agreed with CSG.

### **Class B**

Quarterly supplier contact, six monthly surveys, annual UIG, frequent support to councils, suppliers and external stakeholders requiring high level of procurement expertise, extensive contract monitoring.

### **Class C**

Six monthly supplier contact, six monthly to annual surveys, annual UIG, regular support to councils, suppliers and external stakeholders requiring procurement expertise, high contract monitoring.

### **Class D**

Annual supplier contact, annual surveys, optional annual UIG, ad-hoc support to councils, suppliers and external stakeholders potentially requiring procurement expertise, regular contract monitoring.

### **Class E**

Annual supplier contact (if required), optional annual surveys, no requirement for annual UIG, straightforward ad-hoc support to councils, suppliers and potentially requiring procurement assistance, basic contract monitoring.