



Contract Number: CUA HRS2015

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Human Resource and Investigation Services

1 January 2016 to 31 December 2019

(Plus one (1) 12 month extension option)

- [About the contract](#)
- [How do I use this contract?](#)
- [What's on offer?](#)
- [Who are the Contractors?](#)
- [Buying Rules](#)
- [Need more information?](#)

A photograph of a hand holding a document titled 'APPLICATION FOR EMPLOYMENT'. The document is partially visible, showing sections for 'PERSONAL INFORMATION' and 'PRE-EMPLOYMENT QUESTIONNAIRE'. The 'PERSONAL INFORMATION' section includes fields for 'LAST NAME FIRST', 'APT. NO.', and 'CITY'. The 'PRE-EMPLOYMENT QUESTIONNAIRE' section includes a field for 'OPP...'.

APPLICATION FOR EMPLOYMENT

PERSONAL INFORMATION

LAST NAME FIRST

APT. NO. CITY

APT. NO. CITY

PRE-EMPLOYMENT QUESTIONNAIRE

OPP...

ABOUT THE CONTRACT

Contract Number	CUA HRS2015
Contract Term	1 January 2016 to 31 December 2019 with one (1) X 12 month extension option.
Status	Mandatory in the Perth Region.
Categories	<ul style="list-style-type: none">• Category 1 - Job Design and Classification• Category 2 – Recruitment Management• Category 3 – HR Investigations
Key Features and Benefits	<p>Purchase direct from HRS2015 Contractors for all work assignments valued up to \$50,000 (inc GST).</p> <p>Obtain between 2-5 quotes for work valued from \$50,001.</p> <p>Contractors have quoted maximum hourly rates, which can be reduced upon negotiation.</p> <p>Consider negotiating a fixed rate on projects where appropriate. This may be a more cost effective approach for your requirement.</p>

PLEASE NOTE:

This CUA covers Recruitment Management Services but is **NOT** for sourcing/engaging Senior Executive Services positions or temporary personnel.

Refer to [CUA TPS2014 when sourcing/engaging temporary personnel.](#)

Contract Manager

A dedicated contract manager is available to help you to understand and get the most out of this contract. If you have any queries about this contract or this publication, please contact:

Meg Herbert

Contract Manager

Phone: (08) 6551 1349

Email: meg.herbert@finance.wa.gov.au

Street Address:

Government Procurement
Department of Finance
Optima Centre
16 Parkland Road
OSBORNE PARK WA 6017

Postal Address:

Government Procurement
Department of Finance
Locked Bag 11, Cloisters Square
PERTH WA 6850

Supporting Documents

The following contract documents and other relevant information can be sourced from Contracts WA

- Category 1 – Job Design and Classification – Contractor Profiles
- Category 2 – Recruitment Management – Contractor Profiles
- Category 3 – HR Investigations – Contractor Profiles
- Price Schedule
- Purchase Request – Order Form

HOW DO I USE THIS CONTRACT?

Step 1

What's on offer?

Choose the services that best meet your needs.

Step 2

Who are the Contractors?

Click [here](#) for a list of the HRS2015 Contractors.

Due to the large number of contractors for this CUA the Contractors' details are listed by category in each of the Contractor Profile documents.

Step 3

How much will it cost?

Refer to the [Price Schedule](#) to compare prices before deciding which Contractor to engage.

Please note the Price Schedule contains more than one active worksheet with pricing information (e.g. Additional Pricing for CUA Contractors).

Step 4

Buy it!

Click [here](#) to complete the Purchase Request – Order Form.

WHAT'S ON OFFER?



[Click here for Category 1 Contractor Profiles](#)

[Click here for the Price Schedule](#)

More information is available from:
[Classification & remuneration | Public Sector Commission](#)



[Click here for Category 2 Contractor Profiles](#)

[Click here for the Price Schedule](#)

See also the [Public Sector Commission HR Standards \(HR Standards\)](#) which apply to public sector recruitment.

Agencies can obtain further advice and information about the HR Standards from the Public Sector Commission Assist Line (08) 6552 8888 or www.publicsector.wa.gov.au

Category 1 – Job Design and Classification

Contractors can:

- Draft & amend job descriptions.
- Undertake & draft classification determination.
- Draft & finalise criteria progression report with recommendations.
- Manage job-matching supported wage assessments & assessments procedures for people with disabilities initiatives.
- Conduct work assessment & classification supporting specialist Indigenous positions.

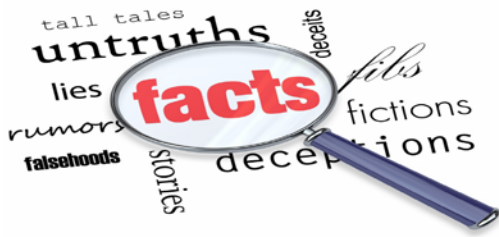
Category 2 – Recruitment Management*

Contractors can:

- Give recruitment & selection guidance &/or advice.
- Prepare recruitment advertising.**
- Short-list applicants & prepare for interviews.
- Be selection panellists.
- Draft selection reports.
- Receive applications & distribute information packages in relation to the recruitment process both during & following.
- Conduct reference checks.
- Undertake alternative assessment methods, where required.

* *The recruitment of Senior Executive Services (positions above Level 1- 8 or equivalent) are outside of the scope of this CUA.*

** *Contractors can prepare advertisements but agencies must lodge advertisements with the Government's current non campaign advertising contractor [Adcorp Australia Limited](#) (refer to CUA MMS2013 Master Media Services).*



[Click here for Category 3 Contractor Profiles](#)

[Click here for the Price Schedule](#)

Category 3 – HR Investigations

This arrangement is to meet the needs of agencies seeking HR Investigation Services in relation to a range of issues including:

- allegations of misconduct
- bullying and employee grievances and
- can provide advice to a public authority on investigation frameworks, processes and techniques.

The arrangement is designed to meet investigation requirements at the higher end of the spectrum of allegations and is not intended to be used for matters which require informal interviews, analysis and recommendations.

WHO ARE THE CONTRACTORS?

The matrix below lists all Contractors on the CUA and the goods/services they have been contracted to provide. Please refer to the previous section "[What's on Offer?](#)" for categories.

Business Name	Legal Entity Name	Category 1	Category 2	Category 3
Acumen Alliance	P.R KENT	✓	✓	
AMA Recruit	A.M.A. Services (W.A.) Pty Ltd		✓	
Applied Innovation Centre	Applied Innovation Centre Pty Ltd			✓
Applied Integrity Solutions	Sherman, Shayne Dale			✓
Austral Human Resources	Austral Training & Human Resources Pty Ltd		✓	
Australia Wide Investigations Pty Ltd	Australia Wide Investigations Pty Ltd			✓
Behaviour Matters	Abbott, Barbara			✓
Beilby Consulting	Beilby Corporation Pty Ltd	✓	✓	✓
Brennan & Associates	Brennan & Associates Workplace Investigations Services Pty Ltd			✓
Burgess and Sons Consulting	H.C Burgess & P Burgess			✓
Chandler Macleod	Chandler Macleod Group Ltd		✓	
ChoiceOne Total Recruitment	ChoiceOne Pty Ltd	✓	✓	
CJMConsulting	CJ Murphy Pty Ltd	✓		
CXC Corporate Services Pty Ltd	CXC Corporate Services Pty Ltd			✓
DFP Recruitment	DFP Recruitment Services Pty Ltd		✓	
Dillinger Group Development Pty Ltd	Dillinger Group Development Pty Ltd	✓	✓	
Emergency Support Network	Emergency Support Network Pty Ltd			✓
Equal Consulting	Equal Group Pty Ltd		✓	
GJT Consulting	Gary J & Louisa Turkich	✓	✓	
Gold Security Group (International) Pty Ltd	Gold Security Group (International) Pty Ltd			✓
Harrier Human Capital Pty Ltd	Harrier Human Capital Pty Ltd		✓	

Business Name	Legal Entity Name	Category 1	Category 2	Category 3
Hays Specialist Recruitment (Australia) ***	Hays Specialist Recruitment (Australia) Pty Ltd		✓	
Heelan & Co Industrial Relations and Management	Heelan Holdings Pty Ltd			✓
Humanconnection	SCW Nominees Pty Ltd		✓	
Hunter Executive Search Consultants Pty Ltd	Hunter Executive Search Consultants Pty Ltd		✓	
Ian Flack Consultancy	Flack, Ian Stuart			✓
Industrial Relations and Advocacy Services	Traimax Pty Ltd			✓
Integrity Staffing	Agility Staffing Pty Ltd		✓	
INVision Investigations & Consulting	BWL Pty Ltd			✓
IPA Personnel	IPA Personnel Services Pty Ltd		✓	
IPAR Rehabilitation Pty Ltd	IPAR Rehabilitation Pty Ltd		✓	
John McKenna & Associates	Cooya Pty Ltd			✓
Maitland Consulting Group Pty Ltd	Maitland Consulting Group Pty Ltd	✓		
Management Projects	Hewitt, Erica Susan		✓	
McLeod McDonald & Associates	Lynne McLeod & Louella McDonald		✓	
Meridian Services	National Investigation Services of Australia Pty Ltd			✓
Monark Business Consultants Pty Ltd	Monark Business Consultants Pty Ltd	✓	✓	✓
Nella Global Solutions	Nella Global Solutions Pty Ltd			✓
Nyaania Consulting	Nyaania Pty Ltd		✓	✓
PDT Consultancy	Sampson Enterprises Pty Ltd	✓	✓	
Price Consulting Group Pty Ltd	Price Consulting Group Pty Ltd	✓	✓	
QL Management Consultants	Grech-Nossiter Pty Ltd		✓	
RMK Consulting Group Pty Ltd	RMK Consulting Group Pty Ltd	✓	✓	

Business Name	Legal Entity Name	Category 1	Category 2	Category 3
Sharn Tutt Consulting	Sharn Tutt Consulting Pty Ltd		✓	
Shelby Consulting Pty Ltd	Shelby Consulting Pty Ltd	✓	✓	
SWY Consulting	Young, Stephen Walter	✓		✓
The Futures Group	The Futures Group Pty Ltd	✓	✓	✓
The Nexus Network	The Nexus Network Pty Ltd	✓	✓	
Verifact Pty Ltd	Verifact Pty Ltd			✓
WISE Workplace	Workplace Investigation Services Pty Ltd			✓
Workplace Management Network	Workplace Management Network Pty Ltd			✓
Zambotti Consulting	Railco Pty Ltd	✓	✓	✓

***** PLEASE NOTE: Hays Specialist Recruitment (Australia) has departures from the Customer Contract for this CUA. For further information please contact the Contract Manager.**

BUYING RULES

Buying Direct

Work valued up to \$50,000 (inc GST)	<p>VERBAL QUOTES REQUIRED</p> <p>Buyers to refer to listed hourly rates and approach a Contractor for a verbal quote. Buyers should then directly engage the preferred Contractor by confirming the work assignment via email.</p>
Work valued from \$50,001 (inc GST)	<p>QUOTES REQUIRED</p> <p>If it can be foreseen that the cost of an engagement will exceed \$50,000, then buyers must obtain 2-5 written quotes from selected Contractors by communicating requirements using the Purchase Request – Order Form. A decision can then be made on which Contractor represents a Value for Money outcome.</p>

The rates quoted by Contractors are maximum rates and lower rates can be negotiated. It is therefore recommended that agencies request a project cost prior to engaging of a Contractor to ensure value for money.

Buyers should consider negotiating a fixed rate on projects where appropriate. This may be a more cost effective approach.

Buyers should view the [Price Schedule](#) to obtain prices for the items they require. Buyers can evaluate which Contractor represents best value for money for their needs by referring to the information in the Price Schedule and the applicable Contractor Profile document, then contact the preferred Contractor to make their purchase.

Orders should be placed directly with Contractors.

Buyers should **check each individual Contractor's details** as to which communication method is preferred for placing orders.

If you are using a Contractor for the first time, you will probably need to establish a new account.

Policy requirements

Buyers should be aware of the following requirements under relevant State Supply Commission Policies and Treasurer's Instruction 820 as they apply to this CUA:

Policy Requirement	Applicable to purchases under this CUA?
<i>Buyers must publish details of their purchase, or any variation to any purchase, under this CUA on TendersWA.¹</i>	Yes, for all purchases (and variations) of \$50,000 and above.

¹ *Open and Effective Competition Policy*, State Supply Commission.

Policy Requirement	Applicable to purchases under this CUA?
<i>Buyers must record the purchase on the agency's contract register, as instructed within the buying agency's financial management manual.²</i>	Yes, for all purchase above \$50,000.
<i>Buyers must submit a procurement plan, evaluation report and contract management plan to the State Tender Review Committee (STRC).³</i>	Yes, for all purchases of \$5 million and above. Note: Submission of: <ul style="list-style-type: none"> • a <i>procurement plan</i> is not required where the Accountable Authority decides that the plan would be of no benefit due to the nature of that procurement; • a <i>contract management plan</i> is not required where the Accountable Authority decides the purchase is a one-off that is not the subject of a period contract arrangement, or that the plan would be of no benefit due to the nature that procurement; and • any of these documents is not required if, in exceptional circumstances, the Executive Director of Government Procurement approves an exemption from the requirement.
<i>Buyers must submit a contract variation memo to STRC.⁴</i>	Yes, for all variations of \$5 million and above. Note: Submission of a contract variation memo is not required if, in exceptional circumstances, the Executive Director of Government Procurement approves an exemption from the requirement.
<i>Buyers must involve the Department of Finance in the procurement.⁵</i>	Yes, where the total estimated value of the proposed procurement or variation is \$250,000 ⁶ or above, in accordance with the terms and conditions of the relevant agency's partial exemption.
<i>Buyers must obtain approval from an authorised officer of the Department of Finance to purchase through an alternative arrangement to this CUA.</i>	Yes, at all values, if the Buyer is a Public Authority and the delivery location is in the Perth metropolitan area. Note: Public authorities are not required to obtain the approval of or advice from the Department of Finance when procuring from Australian Disability Enterprises or registered Aboriginal businesses, regardless of value.

² Treasurer's Instruction 820 – Register of Contracts.

³ Procurement Planning, Evaluation Reports and Contract Management Policy, State Supply Commission.

⁴ See footnote 3 above.

⁵ Open and Effective Competition Policy, State Supply Commission.

⁶ Or such higher value if the State Supply Commission has issued the agency with an exemption at a higher value (see the Open and Effective Competition Policy).

Pricing

Contractors have quoted *maximum hourly rates* (which may be reduced upon negotiation) for each consultant across two levels of experience. These two levels are listed below:

Level 1	Consultant with 10 years or more experience.
Level 2	Consultant with up to 10 years experience.

Refer to individual Contractor profiles in the Contractor Profile documents and cross reference the consultants experience level with the hourly rate in the Price Schedule.

Additional Charges

Some Contractors charge additional fees above their hourly rate (eg. for photocopying, travel etc). These charges are outlined in the Price Schedule (available through the 'additional pricing' tabs at the base of the Price Schedule).

Any additional charges must be itemised separately in the both the [Purchase Request – Order Form](#) and on the Contractor's invoice. **NO** other charges can be applied other than those listed in the Price Schedule.

Payment by Purchasing Card

The Government Purchasing Card (**P-Card**) offers a quick and convenient method of payment allowing many goods and services to be efficiently purchased.

Always remember to inform the Contractor that you wish to pay by P-Card, at the time of ordering the product or service, and ensure they clearly understand that they must send the tax invoice directly to you, the cardholder. The Contractor Profile documents list those Contractors who accept payment by P-Card.

Insurances

HRS2015 Contractors are required to maintain the following insurances:

	Category 1 – Job Design & Classification	Category 2 – Recruitment Management	Category 3 – HR Investigations
Public & Products Liability	\$10 million	\$10 million	\$10 million
Professional Indemnity	\$2 million	\$2 million	\$5 million
Workers Compensation*	\$50 million	\$50 million	\$50 million

* Contractors who are sole traders are not required to maintain workers' compensation insurance.

Exemption from using this CUA

Individual Exemptions

Government Procurement is responsible for processing and approving all requests from public authorities seeking exemptions from using a mandatory CUA. Requests for an exemption are considered on a case-by-case basis, and a requesting agency must be able to demonstrate that a business need cannot be adequately met by the relevant CUA.

Exemption requests should be directed to the Director, Common Use Arrangements. Requests for exemptions may be received by posted letter or email, but must be in writing and must provide sufficient explanation and background to enable the request to be considered. The requesting officer should be the Accountable Authority or delegate of the agency.

For guidelines on what to include in an exemption request, please refer to the [Procurement Practice Guide appendix on Exemptions](#).

Purchasing from registered Aboriginal businesses or Australian Disability Enterprises

Did you know that Public Authorities can now buy directly from a registered [Aboriginal business](#) or [Australian Disability Enterprise \(ADE\)](#), without undertaking a competitive process, even where a mandatory Common Use Arrangement exists?

For more information please contact spi@finance.wa.gov.au or visit the [Social Procurement Initiative webpage](#).

Complimentary Feedback and Complaints Resolution

Government Procurement aims to continuously improve the services it provides to customers and welcomes feedback on the level of satisfaction experienced under this contract or with a Contractor's performance. If you are dissatisfied with the service provided by a Contractor or have any specific concerns, these should be discussed in the first instance directly with the Contractor.

If the problem or issue is not resolved to your satisfaction, please log your complaints via Finance's [Online Feedback Management System](#).

The online system provides for both complimentary feedback and complaint resolution considerations.

NEED MORE INFORMATION?

Appendices

- ⇒ [Appendix 1: Frequently Asked Questions](#)
- ⇒ [Appendix 2: Accessing CUA Information online](#)
- ⇒ [Appendix 3: Tips for managing quality and costs](#)

Forms and Tools

- ⇒ [Who are the Contractors?](#)
- ⇒ [Price Schedule](#)

Links to CUA information

- ⇒ [Government Contracts Directory](#)

Still need more information?

- ⇒ [Contact the Contract Manager](#)

APPENDIX 1: FREQUENTLY ASKED QUESTIONS

Where can I get further advice from within the public sector about the services offered?

There are a range of agencies within the public sector that can provide advice on services and issues covered by this contract.

Click on the name of each agency to access their website.

Agency	Advice concerning
<u>Public Sector Commission</u>	Recruitment & Selection; Job Classification; Industrial / Employee Relations; Investigations.
<u>WA Industrial Relations Commission</u>	Industrial / Employee Relations; Investigations.
<u>Department of Commerce – Labour Relations</u>	Industrial / Employee Relations.
<u>Department of Commerce - WorkSafe</u>	Occupational Safety and Health.
<u>Corruption and Crime Commission</u>	Misconduct; Investigations.

Do I have to buy from this contract if I am purchasing from a regional location?

No. This CUA is only mandatory for public authorities in the Perth region. If you are outside this region, you can apply regional purchasing discretion in accordance with the Government's Buy Local Policy. Details of this policy can be found on the [State Supply Commission 'Other Government Policies' webpage](#).

What happens if I need to purchase HR services that are not available under this CUA?

If an HR service is not available under this CUA then buyers must purchase in accordance with relevant State Supply Commission Policy. Details of these policies can be found on the [State Supply Commission Procurement Policies webpage](#).

Are HR consulting services covered under this CUA?

No. HR consulting services are out of scope of HRS2015. Public authorities are able to purchase the following services from the open market including:

- policy & project development & implementation
- HR strategy development & evaluation
- workforce planning support
- productivity measurement
- consultative services for the development of new organisational structures
- change management services
- workload assessment
- employee performance management strategies / plans / methods
- compliance risk assessment relating to Public Sector Standards in HR Management.

Purchases must be in accordance with applicable State Supply Commission policies.

In addition, the following services are also not covered by HRS2015:

- executive search
- diversity management planning
- occupational safety and health
- employee assistance programs
- wellness programs
- outplacement services.

Can I receive updates about this contract, including any price changes?

Yes, submit your contact details using the [GP Subscriptions Form](#) to receive updates.

When should I request police or other security checks?

When engaging a Contractor to carry out HR or investigation services the consultant(s) carrying out the engagement will be responsible for the privacy and integrity of sensitive personal information. Therefore buyers may require consultants to undergo police clearance and/or other security checks as appropriate.

The costs of all such police or security checks are to be covered by the Contractor and for this reason buyers should discuss their requirements with the Contractor before entering into an engagement. Buyers should also specify their requirements in the [Purchase Request – Order Form](#).

When should I use a licensed investigator or a non-licensed investigator?

Buyers can use a licensed investigator for complex investigations where having an investigator license would be advantageous. Non-licensed Contractors are prequalified for the CUA based on their government experience with HR investigations and knowledge of the *Public Sector Management Act 1994*.

Licensed investigators have completed Certificate III in Investigative Services, identity and character checks and police clearances. Please note that where an investigation relates to “conduct” and is not exempt under the *Security and Related Activities (Control) Regulations 1997 (CI 13A)* a relevant investigators license(s) may be required. Appropriate licenses may be required where, for example an investigation relates to a grievance concerning the conduct of an employee.

All CUA Contractors are required to be aware of circumstances when relevant licenses are required to undertake an investigation. Where a licence is required and a Contractor does not have a relevant licence to undertake an investigation they must:

- inform the customer they are unable to undertake the investigation; or
- if it comes to light during the course of an investigation, the Contractor must cease the investigation and inform the customer at the earliest opportunity.

The Category 3 Contractor Profile document lists which Contractors are able to provide licensed consultants.

Are there any departures from the Request Conditions and General Conditions of Contract (2012)?

Hays Specialist Recruitment (Australia) has negotiated departures from the Request Conditions and General Conditions of Contract (2012) for this CUA. For further information please contact the Contract Manager.

APPENDIX 2:

ACCESSING CUA INFORMATION ONLINE

The options available to you to access CUA information including contracted prices, contractor details and order forms will depend on the procurement system used in your agency.

If you experience any difficulties locating CUA information, please call the Service Centre on 6551 2020.

Public Authorities with No Dedicated Procurement System

If your agency has no dedicated online procurement system, access the CUA information via [Contracts WA](#).

APPENDIX 3:

TIPS FOR MANAGING QUALITY AND COSTS

Agency:

- Draft a brief engagement plan that could be rolled out for all Contractors (this may incorporate a number of the elements below).
- Use the Purchase Request – Order Form.
- Identify objectives, roles, responsibilities, escalation processes and contacts. Scope your agency's requirements in detail.
- Discuss and obtain a shared understanding of the scope of the engagement and seek advice on the circumstances that may lead to a variation.
- Negotiate rates as the CUA rates are maximum hourly rates.
- Request an estimate of hours, additional costs and timeframes or where this is not feasible negotiate a strategy to monitor costs such as progress meetings to discuss hours worked and number of hours required to complete the investigation.
- For investigations consider what identity, criminal records or other security checks you require from the investigator and determine whether a licensed investigator is required.
- Request the name of the consultant(s) assigned to the work and specify where you require a specific consultant or a licensed investigator.
- For medium to longer term engagements, consider putting in place progress meetings with the Contractor to review the costs, progress and scope of the engagement.
- Investigate different strategies to reduce both hourly and additional costs.

Contractor:

- Draft a brief methodology and commencement plan (1 pager), looking at what works well with other clients and rolling it out to all clients to provide a consistent approach.
- Provide an estimate of hours, outline additional costs and timeframes that may be incurred or where this is not feasible negotiate a suitable strategy to report and discuss the costs and hours worked and required to complete the investigation.
- Provide options, where possible, to minimise costs.
- Outline the proposed methodology for conducting a project, i.e. for an investigation specify when you will engage a third party such as a transcription service as part of your normal investigation.
- Nominate the primary consultant in the initial phone call and confirm via email or in writing.
- Identify objectives, roles, responsibilities, escalation processes and contacts, progress reporting.
- For investigations identify if a licensed investigator is required and provide confirmation of required identity/criminal records/security checks for nominated consultant(s).
- Discuss and obtain a shared understanding of the scope of the engagement and provide advice on the circumstances that may lead to a variation.
- Offer to meet the client during the course of the engagement to review the costs, progress and scope of the engagement.