

This supplementary information has been provided following the supplier webinar held on 1 July 2026 in relation to the planned procurement of [RM6397 Clinical and Non-Clinical Temporary and Permanent Staff](#), and it should be reviewed in conjunction with the presentation content. While individual responses cannot be provided for each question at this time, a log of the queries raised during the webinar is included below, categorised by theme along with our commentary where appropriate.

Important information for all suppliers re insurance requirements:

During the webinar, the initial insurance requirements for the upcoming RM6397 framework were stated as follows:

- Employers Liability: £10m
- Public Liability: £10m
- Professional Indemnity: £10m

Following feedback from the market, a decision has been made to reduce the professional indemnity insurance requirement to £5m and this has been reflected in the final slide deck from the presentation. The final insurance specifications for RM6397, which will be explicitly detailed in the bid pack, are outlined below:

Insurance Type	Required Limit
Employers Liability	£10m
Public Liability	£10m
Professional Indemnity	£5m

Important information for all suppliers re GCA E-sourcing tool:

Suppliers are encouraged to initiate tender preparations where possible, as advised during the session. As part of these preparations, prospective suppliers can register for the GCA e-sourcing portal via the following link:

<https://crowncommercialservice.bravosolution.co.uk/web/login.html>

Webinar Questions:

Logistics Questions:

- Will there be a recording I can share with colleagues?
- Hi, will you be able to share the slides after the session?
- Is this session recorded? Will it be shared afterwards?
- Sorry if been asked before will we get a copy of the slides and video?
- Can you share any link for questions as the chats questions are not all answered?

Response:

The slide deck has been emailed to all webinar registrants, along with a link to the recording. Both the slide deck, as well as the webinar recording can be found on the GCA and NHS Workforce Alliance websites, along with this supplementary information document.

Portals & Bidding Questions:

- Where is the lot for admin and clerical please?
- If we bid for more than one lot - is it win or lose to all lots bid or can you end up winning say 3 out of 4 lots bid for?
- How many providers will be appointed per lot?
- Once the tender is released, will there be a timeline for any questions to be answered?
- What is the link for the GCA e-sourcing portal?
- Is the GCA e-sourcing portal the Bravo solutions portal?
- Please confirm if the GCA e-sourcing portal is known by another name?
- Will you not be using the Atamis portal which has been used for previous workforce alliance tenders?
- When will the tender pack be released?
- Can I ask the reason you are running this procurement during the peak of the holiday period?
- Given the release dates being in the summer break for most, will there be method statement questions for lots 1 to 9?
- After the last framework RM6281 and all the issues with it why should we participate in this one?
- Can you confirm about the portal so we can register correctly?

Response:

Available responses to these queries are detailed across this document, the presentation slides, and the webinar recording, or they will be included in the upcoming final bid pack upon its release.

SME & New Business Questions:

- Will suppliers who have only been in existence for about a year have a chance to be successful in this bid?
- How does a SME get to expand into new sectors/lots and be a framework supplier if there is a requirement to have previously supplied in the sector/lot?
- How does a new supplier to the market get experience? Is this only open to existing suppliers?

- Please can the Authority clarify how the framework requirements ensure a fair and equal opportunity for new suppliers that have only been trading for 12 months?
- How do we qualify for the invitation to tender as a new interested supplier?
- I was going to ask the same question - how do we register to be invited as a new interested supplier?
- What will it be for new businesses?

Response:

Available responses to these queries are detailed in the presentation slides and the webinar recording, or they will be included in the upcoming final bid pack upon its release.

Past Performance Questions:

- Does a supplier need to provide evidence of a minimum number of hours of supply previously? And do those hours have to be via an existing framework?
- Is there a format supplied for CPPs?
- In terms of Permanent placements what is the minimum of past performance since we don't provide "hours" when placing Permanent staff?
- Can past performance relate to the Directors/Founders or the whole company?
- As opportunity to supply permanent has been limited within Public Sector for SMEs can evidence of supply of perm workers include Private Sector too?
- Will the hours need to be demonstrated within a maximum of 30 clients as with previous iterations these frameworks?
- Previous supply thresholds: can they be set lower for some of the non-clinical lots?
- Can these hours be across numerous buyers/companies?
- getting CPPs signed by customers could be problematic just because of the nature of client ie MOD - how do we mitigate this
- Can the buyers come from healthcare providers beyond the NHS - independent for profit and not for profit providers for example
- Can evidence of previous experience include both public and private sector clients?
- Can permanent recruitment include past performance on international recruitment?
- For IT does it have to be 60K per year in each of the 3 years period. How will SME compete ?
- How many buyers can be listed as evidence of the hours required - is there a limit?
- How do we evidence the past performance? Will we need to provide a reference from clients?
- When you say a 'single 12 month period' I assume that means a consecutive 12 month period, anytime within the past 3 years?
- Can we use a different 12 month period for each lot if we're bidding for multiple ones?
- clients are not always willing to provide past performance sign offs, but we can evidence supply, will this be good enough
- Re: Cert Past Perf. will the past 3-year period be from the date of tender release or the date of the UK4 Tender Notice being released...
- Can you give us any guidance on whether written method statements might be required, or is it only evidence of past performance?
- is there a past performance template you want us to use? can you share it / direct us to it

- For the Perm Lot, the 5 workers (re previous experience) - can this be combined for both clinical and non clinical?
- Can permanent recruitment be used as evidence for hours or does it need to be temp?
- what is the logic of the hours, may I know why is it so high for IT ?

Response:

Available responses to these queries are detailed in the presentation slides and the webinar recording, or they will be included in the upcoming final bid pack upon its release.

Financial & Insurance Questions:

- Will all bidders need to fill in the FVRA or is there a D&B failure score that bidders need to meet?
- PI at £10m is outside contract norms, please clarify.
- What is the D&B threshold to be?
- What will the minimum D&B score be for lot 2?
- Previously when there has been increases in ENI / NI ... will this new framework have mechanisms to address this?
- Can pricing be a single fixed paye / umbrella rate per band rather than a range...
- Agreed - PI Insurance at £10m is double, or more than double, what we see on other frameworks... why do GCA deem such a high level to be required for this?
- How will prompt payment be managed / assessed for MV/NV as this is a huge issue on the current frameworks.
- In previous iterations of these frameworks the D&B failure score threshold was 40... Please can you provide a guideline...
- will there be a turnover threshold per lot
- Would we need to be VAT registered to supply?
- For bands 2 & 3, the base cost (without agency margin) is pretty much near the cap - are we expected to make a loss?
- I would also like to raise the query on the PI insurance be £10m instead of the usual £5m
- Could we have some clarification around the insurance increase questions that's been asked a few times?
- will the pricing accommodate the price caps without eroding agency margin?

Response:

Available responses to these queries are detailed across this document, the presentation slides, and the webinar recording, or they will be included in the upcoming final bid pack upon its release.

Compliance & Audit Questions:

- Are the training modules different to the current training RM6277/RM6281 training?
- Can the Compliance Manager resit a module if they fail to meet the requirement first time round?
- What does the E-learning evidence exactly, if I am only bidding for perm supply?
- Are suppliers expected to pay annually for this training per year for the framework?
- For the compliance training - will this be the same for providers only bidding for the neutral vend lot?

- Will suppliers need to have profiles completed on CDP?
- We are not CQC registered ... please confirm this will not adversely affect our position to supply.
- Will there be a pre-award compliance audit?
- Surely you should only have to complete the e-learn if you are appointed?
- The annual requirement to complete will that replace the usual audit process ?

Response:

Available responses to these queries are detailed in the presentation slides and the webinar recording, or they will be included in the upcoming final bid pack upon its release.

Carbon Reduction Questions:

- Can the Authority confirm which lots will require bidders to provide a Carbon Reduction Plan as part of the submission?
- if a company is already carbon neutral do they still need to provide a plan to achieve it?
- What will be expected of tenderers for the sub £5m carbon requirements as opposed to the carbon plans for the neutral vendor etc lots?

Response:

Available responses to these queries are detailed in the presentation slides and the webinar recording, or they will be included in the upcoming final bid pack upon its release.

Ways of Working Questions:

- Is any consideration being given to the inclusion of International Recruitment?
- Is there any requirement for SOW within this framework or opportunity to propose this within the Tech Lot?
- Can suppliers providing directly employed clinicians under fixed-term or managed workforce arrangements utilise Lots 1-9...
- If successful will we have to work via whoever wins the Master Vendor lots or can we deal directly with NHS Trusts?
- Would like to know about master and neutral vendor I I understood we could work direct
- May we ask why neutral vendors are now in place for this framework as was billed as direct under workplace alliance?
- after getting on the Framework, do we still have to contact individual NHS trusts for onboarding?

Response:

Available responses to these queries are detailed in the presentation slides and the webinar recording, or they will be included in the upcoming final bid pack upon its release.

Following the release of the tender documentation, interested suppliers will have a designated period to submit clarification questions. The responses to these questions will then be shared with all participating suppliers