
G-Cloud Service Description

iNGAGE - G-Cloud Service Description

Summary

iNGAGE is a suite of cloud and physical based services, supported by a number of systems that allow Buyers to Directly Engage their temporary Workforces. The service provides the Buyer with greater transparency and control over their Flexible workforce and allows them to deliver considerable savings and rate reductions.

About Us

Independent Clinical Services is a leading provider of health, life sciences and social care staffing and services to the health sector.

Our services operate in three market segments: specialist professional staffing; managed service solutions; and care and nursing support to people with complex conditions.

We have built our reputation on providing excellent staff to provide temporary cover to the health sector. While this is still a key part of our business, we have continued to expand and diversify into new services and now provide a wide spectrum of solutions to various client organisations.

Today, ICS leads the UK healthcare staffing and services market, with a workforce of over 1,600 people in 38 locations across the country.

iNGAGE

iNGAGE provides both physical and cloud based services to facilitate direct engagement of locum workforces. These services are bespoke to each Buyer's requirements and are designed to:

- **Streamline processes to deliver increased efficiencies and reduced administration**
- **Deliver increased controls and transparency resulting in reduced cost and risk**
- **Deliver insightful management information and reports to allow more effective workforce planning**
- **Provide a central system and advanced tools (e.g. via a web based portal, mobile app) that seamlessly integrates with local systems and processes**
- **Automate back office and financial processes, reducing payment times and increasing accuracy and tracking**

The services are split into two categories, core and elective services. Core services are modules designed to facilitate direct engagement and deliver the benefits listed above. Elective services allow clients to extend those benefits to their non directly-engaged workforce and beyond.

Core Services

- **Recruitment & Booking Management**
- **On-boarding**
- **Worker Time & Expense Management**
- **Invoicing**
- **Payment Support for Directly Engaged Workers**
- **Reporting & Management Information**
- **Process & Implementation Support**

Elective Services

- **Managed Service Staff Bank Provision**
- **Payment of Suppliers for the services of Non-directly Engaged Workers**
- **Consultancy & Advisory Services**

Core Services

Recruitment & Booking Management

- **Provision of an account management/ coordination team to oversee end to end recruitment processes and supplier management**
 - Management of the end to end process from requisition, through CV submission, hiring and on-boarding
 - Short listing suitable candidates in line with pre agreed criteria on behalf of the Buyer
 - Monitoring CV submission rates and supplier performance
 - Collation and validation of agreed compliance, pre-employment checks and information for the Buyer
 - Validation of the workers ability to be directly engaged by the Buyer
 - Ongoing supplier management to ensure prompt and timely response to requests
 - Rate Management Programme
 - Rate Reductions / Negotiations
 - Escalation management
 - Administration & oversight of budgetary approval process
- **Provision of cloud based technology to aid the trust with the recruitment, hiring and on boarding processes.**
 - A Central System covering all staff groups accessed via a web a based portal, and supported by tools such as mobile apps.
 - Vacancy management modules to manage:

<ul style="list-style-type: none"> • Requisitions • Budgetary approval • Internal sourcing • Rates • Supplier cascade • Suppliers 	<ul style="list-style-type: none"> • CV Submissions • Referencing & compliance • Short listing & screening • Pre-approval processes • Selection & hiring
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 - Specialist out of Hours module
 - Electronic booking module to manage
 - The confirmation process including fully auditable records of:
 - Approval chains
 - Budgetary approval
 - Workforce management & justification information
 - Electronic approval processes (e.g. via web based portal, mobile app, automated mail system etc.)
 - Remote monitoring and management of the request throughout the recruitment process
 - Electronic staff record and audit tool for, compliance, pre-employment screening and secure storage of relevant information and documentation
 - Configuration capability to allow the trust to:
 - Streamline the related processes
 - Gain greater budgetary controls
 - Increase automation throughout hiring process
 - Transparency throughout the recruitment life cycle
 - Reduced administration
 - Configuration of thresholds and relevant, checks, controls and balances relating to:
 - Budgets
 - Working hours
 - Mandating agreed rates
 - Supplier performance

On-Boarding

- **Specialist trained coordinators to deal with the administration of Buyer local on-boarding including but not limited to:**
 - Issuing:
 - Contracts
 - New starter packs or handbooks
 - Arrival instructions
 - Training requirements
 - Validation that all required information is held and all documents and contracts are signed in advance of an assignment commencing
 - Ongoing compliance monitoring
- **Our cloud based on boarding module will:**
 - Issues contracts, handbooks, site maps and arrival instructions
 - Facilitate the encrypted collection and storage of relevant, personal, compliance, and payment information
 - Assess the workers understanding of local procedures and policies (through bespoke e-questionnaires)

Time & Expense Management

- **The account team are specialised in streamlining administration of the directly-engaged workforce and the associated time and expenses management and will:**
 - Administer the time and expense submission and approval process, whilst acting as the main point of contact for queries to ensure timely submission and approval.
 - Maintain an accurate record of authorised personnel relating to the approval process
 - Configure the technology in line with the Buyers' pre-agreed approval processes
- **Our system has an advanced e-time sheeting module facilitating:**
 - Pre-population of timesheets (system automated)
 - Confirmation & editing of hours prior to submission
 - Manual & automatic submission
 - Break deductions & enforcement of local working time policies
 - Configurable approval thresholds with approval options
 - Threshold alerts & warning
 - Full budgetary controls and oversight
 - Hours and expense management

Invoicing

- **Our team will configure the system to facilitate operation of self billing agreements and can:**
 - Collate relevant payment information
 - Manage payment terms
 - Carry out related administration
- **Our self billing module creates and distributes the relevant remittance and invoice documents to allow the Buyer automate self billing agreements with its suppliers and workers**

Payment Support for Directly Engaged Workers

- **Our system facilitates:**
 - Creation of weekly payment files in line with Buyers' accounts payable system requirements, for the Buyer to process
 - The creation and distribution of relevant remittance information

Reporting & Management Information

- **The system provides:**
 - Analytical tools to aid in workforce management and planning
 - Integrated reporting throughout the process allowing budgetary and spend controls and oversight
 - Supplier management with dedicated supplier dashboards
- **Supported by a suite of management information including but not limited to:**
 - Fill rate reports
 - Accrual reporting
 - Direct engagement uptake reports
 - Commission reports
 - Payment files including breakdowns of VAT payable
 - Savings reports
 - Tenure Reporting
 - Exception reporting
 - A range of other bespoke reports
- **The tool facilitates the tracking and reporting of:**
 - Vacancy Rates
 - Time to Hire
 - On-boarding
 - Cancellations
 - Gaps
 - Approval chains
- **Reportable by:**
 - Grade
 - Specialism
 - Cost centre
 - GL Code
 - Supplier
 - Site
 - Department
 - Reason codes

Process & Implementation Support

- **Implementation of a direct engagement and vendor management service designed to aid the Buyer in engaging its locum workforce and streamlining the recruitment process**
- **Our team will oversee the implementation of a bespoke cloud based solution and the design and delivery of supporting processes and business rules to support the service**
- **Our implementation specialists facilitate:**
 - Project management
 - Scoping & discovery phases
 - Process review and design
 - System configuration
 - Training
 - Deployment
 - Ongoing change management
- **This will include:**
 - Provision of project managers, systems specialists & industry experts as required
 - Design, configuration and implementation of bespoke technology modules
 - Analytical review of the Buyers' current business processes and the provision and design of future state processes
 - Change management, planning & support throughout the programme
 - Delivery of training and creation of supporting training materials
 - Review of the supply chain
 - Stakeholder engagement and briefings for:
 - Suppliers
 - Workforce
 - Trust staff
 - Appointment of a dedicated account management team to oversee the service

Elective Services

Managed Service Staff Bank Provision

- **Systems and services can be configured and utilised to facilitate provision of an end-to-end managed service staff bank service on behalf of the Buyer consisting of (scope agreed during service implementation);**
 - Strategic advice including;
 - Workforce analysis and advice including;
 - Substantive and flexible worker utilisation review
 - End to End Workforce Management Process Mapping
 - Workforce optimisation options appraisal
 - Service improvement
 - Benchmarking
 - Achievement of Buyer and regulatory body objectives (e.g. NHSI)
 - **Management and administration of the bank workforce including;**
 - Recruitment management
 - Booking management
 - Timesheet management
 - Workforce management (e.g. HR, Administration of joiners/leavers etc.)
 - Management of supply chain
 - Ability to transfer incumbent workforce management (Staff bank) services
 - Suite of management information reporting
 - Ability to facilitate reporting to regulatory bodies (e.g. NHSI etc.)
- **Service can also be implemented using Buyer-specific systems and processes**

Payment of Suppliers for the services of Non-directly Engaged Workers

- **The systems and services can also be used and configured to also allow the Buyer to gain the same benefits when working with employments businesses**
 - The system will facilitate the:
 - Hiring
 - Time-sheeting
 - & Self bill invoicing between the trust and employment business

Consultancy & Advisory Services

In addition we provide a range of consultancy services both pre and post implementation including but not limited to:

- Appraisal and analysis of:
 - Business processes
 - Systems
 - Departmental structures
 - Staff
 - Suppliers
 - Contacts
- Compliance & contractual audits of the supply chain
- Project management
- Outsourcing of additional administrative, HR and recruitment programmes



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