

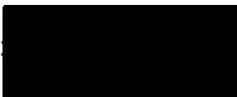


OFFICIAL: COMMERCIAL – SENSITIVE

ORDER

ORDER NO: **SER/ 0662** Date of Order: 7/2/2017

(To be quoted on all correspondence relating to this Order)

<p>FROM (Customer):</p> <p>Water Services Regulation Authority Centre City Tower 7 Hill Street Birmingham B5 4UA</p> <p>Project Manager – Jasminder Oberoi</p> <p>T: 0121 644 7510 E: jasminder.oberoi@ofwat.gsi.gov.uk</p>	<p>TO (Supplier):</p> <p>Avalon Behaviour Ventures Ltd t/a The Behaviouralist 5 Hoxton Square London E9 5RP</p> <p>Supplier's Representative </p> <p></p>
<p>SERVICES TO BE DELIVERED TO:</p> <p>Ofwat, Centre City Tower, 7 Hill Street, Birmingham, B5 4UA; or</p> <p>4th Floor, 21 Bloomsbury Street, London, WC1B 3HF</p> <p>with travel between the two offices as required and agreed with the Ofwat Project Manager.</p>	<p>INVOICE ADDRESS:</p> <p>finance@ofwat.gsi.gov.uk</p> <p>or</p> <p>Finance Team Water Services Regulation Authority Centre City Tower 7 Hill Street Birmingham B4 5UA</p>
<p>Any Agreement arising from this Order shall be governed by the: Invitation to tender for: Assessing Innovation in Customer Engagement for PR19 published on My Tenders on 9 January 2017, the tender Avalon Behaviour Ventures Ltd t/a The Behaviouralist dated 27 January 2017, Terms and Conditions of Contract for Consultancy Services and provisions expressly listed herein.</p>	
<p> </p>	

Description of Services Requirement : PROC.01.0547 – Assessing Innovation in Customer Engagement for PR19

The Commencement Date shall be 9 February 2017.

The Expiry Date is 31 March 2017

The capped price for the project is the price of your bid submission £39,850 ex VAT with the sole exceptions of:

- Disbursement for travel expenses;
- Value Added Tax.

The offer will be the capped price payable by the Customer for the project and will only be exceeded by agreement between the Parties. Such agreement will only be given by the Customer where cost overruns have arisen as a result of the work involved being over and above that reasonably anticipated prior to the Customer's approval to commence work on the project.

The Customer will not pay for:

- Any items which it regards as part of the Supplier's overheads (for example; word-processing, secretarial time, cost of faxes and telephone charges);
- Any expenses not authorized in advance by the Project Manager;
- Travelling time unless in accordance with the rates included in this Order.

Deliverables

Key Deliverables	Date
Interim deliverables	Agreed as per project plan
Draft report/slides (1st draft)	16 March 2017
Final report/slides	30 March 2017

Progress

The Supplier will discuss with the Project Manager any arrangements that define progress made on this project.

Payment profile

Accurate Invoices shall be paid in accordance with Call-Off Terms and Conditions and Invitation to Tender document..

In addition to the Charges above, the Contractor shall be entitled to be reimbursed by the Customer for reasonable travel expenses properly and reasonably incurred in the performance the Services. Any travel and accommodation required in connection with the project will be reimbursed on acceptance of receipts and where appropriate a mileage log. Any Travel and Subsistence must be in accordance with the updated travel and subsistence rates as attached in Appendix A.

Any travel undertaken as a consequence of performance of the contract must utilise the most cost effective means (taking into account the cost of travel, the cost of meals and accommodation and savings in time) for the whole journey.

Invoicing

All invoices shall contain the following information:

- the Order number (as stated above);
- a summary of the Services; and
- the line value; total value excluding Value Added Tax (VAT), the VAT percentage and total value including VAT.
- The Purchase Order number starting with the prefix IPOS.

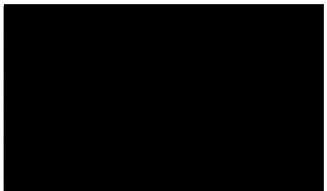
The Customer shall pay the Supplier within thirty (30) calendar days of receipt of a valid invoice, submitted in compliance with this clause.

Invoices must not contain the Supplier's terms and conditions, nor can reference be made to the Supplier's terms and conditions. Invoices with the Supplier's terms and conditions printed on them or referred to therein will not be accepted by the Customer.

Payment will be made electronically via Banks Automated Clearing Services (BACS).

Supplier's Key Team Personnel

The Supplier's Key Team personnel in the performance of the contract are:

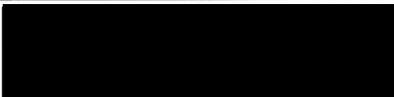
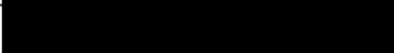
KeyTeam Personnel


Variation to Contract

Any amendments to the Contract must be agreed in writing.

BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES to enter a legally binding contract with the Customer to provide the Services. The Parties hereby acknowledge and agree that the contract includes Invitation to tender for: Assessing Innovation in Customer Engagement for PR19 published on My Tenders on 9 January 2017, the tender Avalon Behaviour Ventures Ltd t/a The Behaviouralist dated 27 January 2017, Terms and Conditions of Contract for Consultancy Services and provisions expressly listed herein.

For and on behalf of the Supplier:

Name	
Position	
Signature	
Date	9th February 2017



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For and on behalf of the Customer:

Name	JASMIN DER OBGROI
Position	PRINCIPAL
Signature	[REDACTED]
Date	9/02/17

Appendix A**Travel & Subsistence Rates**

Receipts must be submitted with all claims and must be in accordance with these rates

Accommodation:

Paid on actual expenditure within the following prescribed ceilings:

London	£165
Elsewhere	£115
Private residence	£25

These rates cover a 24 hour period for accommodation only, inclusive of VAT, receipts must be submitted.

Mileage Rates:

25p per mile

Rail Travel:

The actual cost of public transport (normally rail) may be reimbursed. Economy Class (second class) rail tickets should be purchased