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# PURPOSE

## This procurement is seeking to obtain the services of approved freelance providers to deliver the services outlined in Section 5 of this document.

## The contract is for the period starting 1st October 2017 and will end 30th September 2020, with the option to extend for a further 12 months (time only).

## No volume of work is guaranteed and the Authority will not pay any retainer fees for these services.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## Home Office Security, Science and Innovation (HOSSI) (the Authority) works to ensure that Home Office policy and operational delivery are properly supported by effective evidence, analysis, science and technology. HOSSI covers the whole range of social, physical and life sciences, including statistics and economics, in order to inform and improve policy development, implementation and operational effectiveness.

## Home Office Science Information and Publication Team (SIPT) produces a range of documents for publication on the Government Website (GOV.UK). These documents require specialist preparation including editorial/proofreading work.

# Background to requirement/OVERVIEW of requirement

## Home Office Science requires the potential providers to provide editorial and proofreading services for the preparation of government publications on an ad-hoc/as required basis.

## Potential Providers are required to outline their experience in this type of work as part of their bid proposal.

## The procurement exercise will offer contracts to 2 suppliers; these 2 suppliers will work separately of each other and report to the Authority; both suppliers should be able to provide the services set out in the Requirement.

## The work will be allocated as evenly as possible to the 2 suppliers, however, as this is a call off contract, no volume of work is guaranteed. Where a supplier is unable to accept work due to capacity issues, this will then be offered to the other supplier.

# Definitions

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| HOSSI | means Home Office Security, Science and Innovation.  |
| SIPT | means Science Information and Publication Team.  |
| VfM | means Value for Money.  |

# scope of the requirement

## Services required to support this activity are:

### Basic proofreading and copy editing.

### Complex technical editing and template design.

### Writing and project management.

## Documents will be provided to suppliers electronically.

# The requirement

## **Basic proofreading and copy editing:**

### Basic Proofreading – mark queries for typesetters, editors, or authors.

### Basic Copy Editing - a sentence-by-sentence analysis of the text to "clean it up" and make it all work together.

## **Complex technical editing and template design:**

### Complex Technical Editing – reviewing text written on a technical topic, identifying usage errors and ensuring adherence to a style guide. Topics include, but are not limited to: criminology, forensic science, chemistry, scientific research involving animals.

### Template Design – producing templates and documents; formatting charts, tables, etc.

## **Writing and project management:**

### Writing – producing summaries of complex technical reports; producing user-friendly guides for different audiences.

### Project Management – commissioning chapters for an annual report; collating the contributions and pulling together as one document.

## The service is required to be available with a minimum 48 hours’ notice period. A working week is deemed to be Monday to Friday (8am to 6pm).

## Potential Providers are required to provide a dedicated contact email address that is monitored on a regular basis;

## Potential Providers are required to include in their proposals the service delivery timelines that will be delivered as part of the service, to include but not limited to:

### Confirmation of receipt of work request, to include details of owners name and contact details within 24 hours;

### Details of the tasks within the processes required, in order to support understanding and agreement of how the service will be delivered.

# key milestones

## There are no key milestones for this requirement.

# authority’s responsibilities

## The authority will provide the documents in electronic version (usually Microsoft Word, although MS Excel or PDF formats may be used on occasion). The authority will give the supplier as much notice as possible of upcoming work, although some work will be urgent and will require a rapid turnaround.

# reporting

## Suppliers should list, on their monthly invoices, all jobs undertaken, the number of hours work required, and the charge for the job.

# volumes

## Whilst volumes and requirements cannot be guaranteed, historic figures have been provided below as an indicative gauge:

|  |  |
| --- | --- |
| YEAR | HOURS A YEAR |
| 2016 | 320 hours a year |
| 2015 | 295 hours a year |
| 2014 | 163 hours a year |

# continuous improvement

## Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# sustainability

## N/A.

# quality

## The Provider must work in accordance with the relevant Style Guides as specified by the Authority (in particular the Style Guides issued by Home Office Science and the Government Digital Service).

# PRICE

## Prices are to be submitted via the Appendix E excluding VAT.

# STAFF AND CUSTOMER SERVICE

## The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Provision of Proofreading Services for the Home Office in order to consistently deliver a quality service to all Parties.

## Potential Provider’s staff assigned to the Provision of Proofreading Services for the Home Office shall have the relevant qualifications and experience to deliver the Contract.

## The Potential Provider shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# service levels and performance

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Service Delivery | Service is required to be available with a minimum 48 hours’ notice period. A working week is deemed to be Monday to Friday (8am to 6pm). | 100%  |
| 2 | Customer Service | Confirmation of receipt of work request within 24 hours. | 98% |
| 3 | Service Delivery | A completion date for each job will be agreed prior to commencement of the work.Timescales will vary, and the Supplier must be flexible to allow for any urgent demands placed on the Authority. However, as a general guide, a short proofreading job (2,000 words) should be completed in 2 working days; a longer report (25,000 words) should be proofread in 5 working days. | 95% |

## The Authority and Agent will measure the quality of the Provider delivery by assessing their adherence to the specification of services and timelines required.

## The Authority will maintain a record of provider adherence to the agreed performance timelines. Any non-adherence will require a full debrief and explanation and where required improvement plans will be agreed.

## The successful provider(s) will, if necessary, be required to attend ad-hoc contract review meetings, venue and timings of these meetings will be in agreement with all parties concerned.

## The successful providers will be required to provide proof of their eligibility to work in the UK.

## Potential Providers are required to outline how they will mitigate risk in the following scenarios to ensure timely, quality service to the authority:

## Inclement weather circumstances;

## Conflicting priorities;

## Ill health.

# Security requirements

## The successful provider will be required to attain and provide evidence that they hold SC level clearance prior to any work allocations being made. The Authority will provide advice and support on how to apply for SC clearance if required.

# intellectual property rights (ipr) / COPYRIGHT

## All work produced on behalf of the Authority shall be the property of the Authority, and subject to Crown Copyright. This has been added as a Special Term in Appendix C – Terms and Conditions.

# payment

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## For each work request the Authority will provide a purchase order reference number, the Authority operate a no PO no Pay policy, the successful provider therefore MUST reference the applicable purchase order reference on any invoices submitted.

## All invoices will be paid in line with Cabinet Office guidelines, no advance payments will be made and charges should be levied for services delivered only.

## All payments will be made within a minimum 30 day period from date of receipt of a valid invoice.

## Invoices should be sent for payment to:

## Shared Services Connected Limited

## HO Accounts Payable

## PO BOX 5015

## Newport

## NP20 9BB

# additional information

## N/A

# Location

## The location of the majority of the Services will be carried out at the provider’s premises, however, as agreed per request, some of the Services will be carried out at the Authority’s premises.

## Travel and subsistence will be paid for where travel is required in line with Home Office travel and subsistence policy.

## The Authority address for delivery of services against this contract is:

## Home Office,

## 2 Marsham Street

## London

## SW1P 4DF

## Due to relocate to, in October 2017, to:

## Home Office,

## Lunar House

## 40 Wellesley Road

## Croydon

## CR9 2BY