



Order

ORDER NO: **SER/0682**

DATE OF ORDER: **31 May 2017**

(to be quoted on all invoices and correspondence relating to this Order)

FROM: (name and address of Customer)

Angela Maher
Water Services Regulation Authority (Ofwat)
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

angela.maher@ofwat.gsi.gov.uk
Tel: +44 (0)121 644 7790
www.ofwat.gsi.gov.uk

TO: (name and address of Supplier)


Redhouse Lane Communications Ltd
1 Sans Walk
London
EC1R 0LT


www.redhouselane.com

DELIVERY ADDRESS

Services rendered at Bloomsbury House, 21
Bloomsbury Street, London WC1B 3HF

and, when required

Centre City Tower, 7 Hill Street, Birmingham B5
4UA

INVOICE ADDRESS

finance@ofwat.gsi.gov.uk

or

Finance Team
Water Services Regulation Authority (Ofwat)
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Any Agreement arising from this Order shall be governed by the Terms and Conditions of Contract for Consultancy Services as set out in Appendix A; the Customer's revised Invitation to Tender dated 19 May 2017 and clarification paper (attached at Appendix B); the Supplier's quotation dated 30 May 2017 and Information Security Plan clarification email dated 31 May 2017; and any enhancements thereto and provisions expressly listed herein.

Project: Call Off Proofreading and Editing Services (PROC.01.0565)

Initial planned work

We intend to commission key Water 2020 documents for proofreading or editing or combined proofreading and editing Services. The Supplier will need to carry out its work to accommodate the publication deadlines as set out below.

Key Documents	Publication Date
Water 2020 Draft methodology consultation document	11 July 2017
Water 2020 Final methodology consultation document	December 2017

Call Off commencement date and Expiry Date: Agreement commencement date will be 2 June 2017; and the Agreement shall expire on 31 March 2018; unless extended or terminated earlier pursuant to this Contract.

Security Requirements

This Agreement is subject to the satisfactory completion of Baseline Personnel Security Standard (BPSS) verification checks; any checks not completed satisfactorily may result in the termination of the Agreement.

Call Off of Agreement Services: Services hereunder may be engaged by the Project Manager or another Ofwat representative by contacting the Supplier and quoting the order number (SER/0682).

Instructions may be given by letter, by email or by telephone. On receipt of an instruction from the Customer the Supplier will complete a "Confirmation of Instructions" and will forward this to the Customer.

Due to the ad-hoc nature of the Services to be performed hereunder, it is not possible to specify the Services in this Order. Services shall be as specified in the relevant Confirmation of Instructions.

The Supplier shall include in the Confirmation of Instructions at least the following information:

- Scope and Contract Services;
- Timetable;
- Delivery team; and
- Capped price.

The Confirmation of Instructions and this Order, together with the Terms and Conditions of Contract for Consultancy Services will form the contractual basis on which the contracted Services will be

provided in relation to each instruction.

Agreement Charges per hour:

The table below provides the Charges per hour for the Supplier's Key Personnel involved in the performance of the Services:

Role	Hourly Rate (£)
Senior Editor	
Project Manager	
Account Director	

The Supplier's Charges for the performance of the Call Off Services to the Customer shall be as calculated in accordance with the charging rates as specified in the Order.

The hourly rates are excluding lunch breaks and are exclusive of travel and accommodation outside of Central London.

Hourly rates will be all inclusive with the sole exceptions of:

- Disbursement for travel and accommodation expenses; and
- Value Added Tax.

Progress

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

Invoice procedure and payment profile

Invoices for payment will be due upon acceptance by the Customer of completion of the commissioned project with the following Payment Profile. Where the Customer raises points on project completion submitted for acceptance, the Supplier will address these points before resubmitting the invoice for acceptance.

The payment profile for the project shall be as follows:

Key Deliverables	Percentage Payment
Project Completion	100% of cost of achieving project completion for each key Deliverable

Invoicing and payment terms will be in accordance with the Terms and Conditions of Contract attached as Appendix A. Payment will be made electronically via Banks Automated Clearing Services (BACS).

Any travel and accommodation expenses require prior approval of the Customer and if approved will be reimbursed on acceptance of receipts and where appropriate a mileage log. Any travel and accommodation expenses must be in accordance with the travel and accommodation rates as attached at Appendix C. Any travel undertaken as a consequence of performance of this Agreement must utilise the most cost effective means (taking into account the cost of travel, the cost of accommodation and savings in time) for the whole journey.

Contract Management

The Customer's Project Manager will be:

Angela Maher – Head of Strategic Communications, Corporate Communications

Telephone no: +44 (0)121 644 7790

Email address: angela.maher@ofwat.gsi.gov.uk

The Supplier's Contract Manager shall be:



The Key Personnel for the provision of the Services hereunder shall be:



Variations

Any variations to the Order must be agreed in writing in accordance with Clause 25.3 of the Terms and Conditions of Contract for Consultancy Services.

Signed for and on behalf of CUSTOMER

Name: Angela Maher

Title: Head of Strategic Communications, Corporate Communications

Signature:



Date: 2 JUNE 2017

Signed for and on behalf of SUPPLIER

Name:

Title:

Signature:

Date: 7 June 2017

Appendix A

Terms and Conditions of Contract for Consultancy Services

Attached as a separate document.

Appendix B

Clarification Paper – Written Questions and Answers to the ITT Document

No.	Submitted	Question	Answer	Answered
1	16/05/2017 16:29	Could you let me know if Ofwat anticipates this work to be carried out within its offices in Birmingham and London, or whether it could predominantly be carried out elsewhere, with occasional meetings in your premises? (Raised under additional information section)	Ofwat prefers to have the work carried out at our offices, either in Birmingham and London, but may consider offsite, for the initial piece of work.	18/05/2017 10:11
2	18/05/2017 10:16	With regards to privacy (Appendix E Annex C), what personal data are suppliers likely to need to process on behalf of Ofwat?	There is no requirement for the Supplier/Key Personnel to handle personal data as part of the project.	22/05/2017 14:00
3	18/05/2017 15:22	Good afternoon, Ref: The supplier will be required to work at our premises in London or Birmingham or offsite as requested by the project manager. In your tender spec - is the requirement for the successful bidder to work full time from your office, or is there potential for the supplier to work from their own offices (attending meetings as required). Thank you in [REDACTED]	We would prefer the Supplier to be based on site while carrying out editing tasks. If that is not practicable, then we will consider other arrangements.	22/05/2017 14:00
4	22/05/2017 22:03	Good evening, Re: the information security plan. The questionnaire says this: "As the information security assessment level is high or very high then Suppliers are required to complete and return a draft security plan, using the self-assessment set out in Annex C of Appendix E." Does this mean that the answers to the self-assessment serve as the security plan, or is a separate document required? [REDACTED]	The security plan contains guidance and then the list of questions for completion forms the part of the plan. This will be assessed in relation to the Supplier holding our information.	23/05/2017 11:07

OFFICIAL: COMMERCIAL - SENSITIVE

No.	Submitted	Question	Answer	Answered
5	22/05/2017 17:23	Is there a recommended provider to use when applying for a Baseline Personnel Security Standard (BPSS) certificate? I can see various third-party providers offering the service, which I assumed would have been run by central government.	There is no recommended supplier for BPSS checks. You can check with the UK National Security Vetting (UKSV) to see if it can be done online direct, but the new portal may not be up and running. In which case you will have to use a 3rd party. As we do ours ourselves there is no recommended 3rd party. Google could be resorted to, to see if there's any reviews of good or bad experiences.	23/05/2017 12:17
6	24/05/2017 11:35	Could you confirm when we will know if we are required for presentation on 31 May and whether that date is at all flexible. Many thanks.	On reflection, and due to the very tight timescale for starting work, we will not be requiring presentations.	25/05/2017 09:39
7	24/05/2017 11:37	In the Supplier questionnaire, section 3.1 b) Other... can we include more central government / civil service contracts in this section or are you looking for private sector experience here?	Please include any experience you feel is relevant.	25/05/2017 09:40
8	24/05/2017 11:39	Should our response be returned within the Supplier questionnaire template or are we allowed to submit a separate document using our own template and incorporating graphics?	It would be helpful to submit your response using Appendix C - Supplier Questionnaire as it will make evaluation easier for the Ofwat team. Although if your separate document covered all aspects of the Supplier Questionnaire, then that should be fine.	25/05/2017 09:41
9	24/05/2017 11:44	Finance - do you have an estimated budget for the annual spend including ad-hoc projects that you can share with us? 8.1 When you ask for a capped price for the project, we assume we should just quote for the Water 2020 draft document and the Water 2020 final document one submission for each (ie no amends). For the purposes of 8.1 c), should we assume meetings could be in either Birmingham or London?	We expect potential Suppliers to price appropriately for the work required. An initial budget estimate was provided between £10,000 - £20,000 (excl VAT) but as this is a call off contract, it is difficult to quantify. 8.1 Please note that the ITT and Appendix C - Supplier Questionnaire documents were revised and reissued on 19 May 2017. Please ensure that you have read these revised documents. The changes made are highlighted in yellow for ease. Consequently, the pricing section has now changed. A capped price is no longer required as it is difficult to quantify for ad hoc and Water 2020 documents. Instead an hourly rate (£) and rate (£) per 1,000 words are required for the key Services which are proofreading / copy editing / combined proofreading and copy editing. 8.1c It is correct to assume meetings could either be at our Birmingham or London offices.	25/05/2017 09:43
10	24/05/2017 11:46	Can we assume the Information Security Assessment will be filled in by the appointed contractor only and we don't need to return it at this point in time?	As part of the procurement process, the Information Security Assessment is required at this stage as it will be assessed on a pass/fail basis. It will be too late to complete after contract award.	25/05/2017 09:44

Appendix C

Travel and Accommodation 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.