

1. FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CALL-OFF TERMS

Part 1: Letter of Appointment

Cabinet Office

Dear Sirs

Letter of Appointment

This letter of Appointment is issued in accordance with the provisions of the Framework Agreement (RM3796) between CCS and the Agency dated 24/12/2020.

Capitalised terms and expressions used in this letter have the same meanings as in the Call-Off Terms unless the context otherwise requires.

Order Number:	To be confirmed on commencement of Contract.
From:	Cabinet Office ("Client")
To:	Redhouse Lane Communications Ltd ("Agent")
Effective Date:	2 nd January 2021
Expiry Date:	End date of Initial Period: 1 st January 2022 End date of Maximum Extension Period: 30 th June 2022 Minimum written notice to Agency in respect of extension: 30 days.
Relevant Lot:	Lot 10 Editorial
Services required:	Set out in Section 2 (Services offered) and refined by: the Client's Brief attached at Annex A and the Agency's Proposal attached at Annex B.
Statement of Work	The Parties may enter into such Statements of Work as are agreed between the Parties under Clause 1.2.
Key Individuals:	REDACTED INFORMATION

Call Off Contract Charges (including any applicable discount(s), but excluding VAT):	£19,912.50 (excluding VAT) including all options to extend.
Liability	Agency Liability: See clause 18.3 of Call Off Contract. Client Liability: See clause 18.5 of Call Off Contract.
Insurance Requirements	As per the Framework Terms and Conditions.
Client billing address for invoicing:	REDACTED INFORMATION Email: REDACTED INFORMATION
GDPR	See Call-Off Schedule 8 (Authorised Processing Template) of the Terms and Conditions.
Alternative and/or additional provisions:	Not Applicable.

FORMATION OF CALL OFF CONTRACT

BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Agency agrees to enter a Call-Off Contract with the Client to provide the Services in accordance with the terms of this letter and the Call-Off Terms.

The Parties hereby acknowledge and agree that they have read this letter and the Call-Off Terms. The Parties hereby acknowledge and agree that this Call-Off Contract shall be formed when the Client acknowledges (which may be done by electronic means) the receipt of the signed copy of this letter from the Agency within two (2) Working Days from such receipt.

For and on behalf of the Agency:

Name and Title: **REDACTED INFORMATION**

Signature: **REDACTED INFORMATION**

Date: 04.01.21

For and on behalf of the Client:

Name and Title: **REDACTED INFORMATION**

Signature: **REDACTED INFORMATION**

Date: 05.01.2021

ANNEX A

Client Brief

1. DEFINITIONS

Expression or Acronym	Definition
ARA	Means; Cabinet Office Annual Report and Account 2020/2021.
FReM	Means; Financial Reporting Manual. It is published annually by HM Treasury and provides a brief on what the ARA must report on.
NAO	Means; National Audit Office (Cabinet Office's external auditors).

2. SCOPE OF REQUIREMENT

2.1 The following is in scope of the Contract:

2.1.1 Mandatory Service: Manage the design, setting and digital production of the Cabinet Office Annual Report and Account;

2.1.2 Mandatory Service: Production of Annual Report and Account in two print sizes standard and 20pt Arial font;

2.1.3 Proof-reading Service.

2.2 The Contract term is from 2nd January 2021 until 1st January 2022 with an option to extend by a further 6 months (until 30th June 2022).

2.2.1 An extension would be used if Cabinet Office chooses to delay laying the 2020/21 Annual Report and Accounts or to produce the 2021/22 Cabinet Office Annual Report and Accounts.

3. THE REQUIREMENT

3.1 The requirement is to provide a print ready digital copy of the Cabinet Office Annual Report and Accounts for the year-end 2020/21 ready for print in June 2021.

3.2 The Cabinet Office Annual Report and Accounts will be laid in the House of Commons as a printed document. It will also be published online on GOV.UK making it available for the public to view.

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Letter of Appointment
Attachment 4

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- 3.3 The Cabinet Office Annual Report and Accounts must meet FReM and NAO Audit requirements. The front and back covers must be cleared by the journal office prior to laying.
- 3.4 The successful supplier will design and format the Annual Report and Accounts for the Cabinet Office for 2020-21 based on text and raw data. The estimated date this will be provided to the supplier is January 2021. Financial data and tables will be available after 31st March 2021.
- 3.4.1 The final report and design for the Annual Report and Accounts layout will be agreed between both parties within one (1) month of Contract Award.
- 3.4.2 The report and design layout will be reviewed by Cabinet Office and subsequently be formally agreed during a contract meeting.
- 3.4.3 The design of the ARA must include the following elements:
- 3.4.3.1 Front cover;
 - 3.4.3.2 Title page that meets laying requirements;
 - 3.4.3.3 Contents page;
 - 3.4.3.4 Directors report;
 - 3.4.3.5 Performance report;
 - 3.4.3.6 Accountability report;
 - 3.4.3.7 Financial statements;
 - 3.4.3.8 Back cover;
 - 3.4.3.9 The format must be clear and easy to read for both the text and the tables;
 - 3.4.3.10 Pictures supplied by the Cabinet Office must be included; and
 - 3.4.3.11 The ARA must be a full-colour document.
- 3.5 The final reports must be supplied in the following PDF formats:
- 3.5.1 The 2020-21 Cabinet Office Annual Report and Accounts: One print ready PDF document to be sent to our contracted printers; and
- 3.5.2 The 2020-21 Cabinet Office Annual Report and Accounts Large Print: One print ready PDF document to be sent to our contracted printers.
- 3.6 The successful supplier must provide print ready documents in both sizes 20pt font and regular sized font for the agreed date. The regular font must be clear and easy to read.
- 3.6.1 If requested, the successful supplier must use the specified font style.
- 3.7 The successful supplier must accommodate for any late changes to the document and be able to offer an overnight turnaround on final changes.

- 3.7.1 The supplier will receive late and final changes as text and raw data. These will be emailed to the supplier.
- 3.8 The successful supplier must provide proofreading and editorial services to ensure that last minute changes are accommodated, ensuring a quality final product.
- 3.9 The successful supplier must deliver the document in agreed milestone stages:
- 3.9.1 The Performance and Governance Reports will be formatted and proof-read (i.e. ready for print and publication) by no later than the 30th April 2021. The Cabinet Office may ask for amendments to these reports up until laying date.
- 3.9.2 The remainder of the Annual Report and Account will be formatted and proof-read (i.e. ready for print and publication) by no later than the 23rd June 2021. The Cabinet Office may ask for amendments to these reports up until laying date.
- 3.9.3 The successful supplier will provide regular updates to the Cabinet Office assessed against deadlines for sections of the report (performance report deadlines for NAO etc).
- 3.9.3.1 These will be provided through Contract meetings and email with the Cabinet Office.

4. KEY MILESTONES AND DELIVERABLES

4.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Initial planning meeting within one week of the contract being awarded. Weekly contract meetings will be held with the Cabinet Office to discuss progress against key deliverables.	Within one (1) week of the Contract Award. Thereafter, weekly until the ARA is laid in Parliament.
2	Agree a format and design for the ARA.	Within one (1) month of Contract Award
3	Final Performance and Governance report submitted to the Authority.	No later than the 30 th April 2021
4	Finished version of the print ready pdfs which have been proof read.	No later than 23/06/2021

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Letter of Appointment
Attachment 4

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5. MANAGEMENT INFORMATION/REPORTING

5.1 Not Applicable.

6. VOLUMES

6.1 See Section 6 – The Requirement.

7. CONTINUOUS IMPROVEMENT

7.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

7.2 The Supplier should present new ways of working to the Authority during monthly Contract review meetings.

7.3 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.

8. SUSTAINABILITY

8.1 Not Applicable.

9. QUALITY

9.1 The successful supplier must provide proofreading and editorial services to ensure that last minute changes are accommodated, ensuring a quality final product.

9.2 The successful supplier must ensure that the product meets laying requirements set out by the NAO and FREM.

9.3 The successful supplier must ensure that the document is clear and easy for the public to read.

10. PRICE

10.1 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

11. STAFF AND CUSTOMER SERVICE

11.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

11.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

11.3 The Supplier 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.

12. SERVICE LEVELS AND PERFORMANCE

12.1 The Authority will measure the quality of the Supplier's delivery by: 12.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Design	Agreed design and format for the ARA to be submitted to the Cabinet Office within one month of the contract award	100%
2	Reporting	Final Performance and Governance report which will have been proof-read submitted to the Authority by 30 th April 2021.	100%
3	Final documents	Finished version of the print ready pdfs which have been formatted and proof-read must be submitted by 23 rd June 2021.	100%
4	Contract Management	Weekly updates must be given to the Contracting Authority during the Contract.	100%

13. SECURITY AND CONFIDENTIALITY REQUIREMENTS

13.1 All information shared with the supplier must be treated in strict confidence and not shared outside of the contracted individuals/ organisation.

13.2 The supplier will be expected to abide by official secrets act.

14. PAYMENT AND INVOICING

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

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

14.3 Invoices should be submitted to:

14.3.1 Email: REDACTED INFORMATION

14.3.2 Post: REDACTED INFORMATION.

14.4 Any supplier invoices received without a valid purchase order number will not be paid and will be sent back

15. CONTRACT MANAGEMENT

15.1 Any review meetings for the Contract will be held virtually due to Covid-19. Supplier will need to be able to use google hangouts, Teams or Zoom platforms for meetings with Cabinet Office.

15.2 Attendance at Contract Review meetings shall be at the Supplier's own expense.

16. LOCATION

16.1 The location of the Services will be carried out at the Supplier's location of business.

ANNEX B

Agency Proposal

REDACTED INFORMATION

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Letter of Appointment
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