**Order Schedule 20 (Brief)**

This Schedule sets out the characteristics of the Goods or Services that the Agency will be required to make available to the Client under this Order Contract

**Statement of Requirements**

Contract Reference: CCCS23A10 – The Provision of Press Office Services

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# Purpose

## REDACTED TEXT under FOIA Section 43 Commercial Interests.

# Background To The Buyer

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# Background To Requirement/Overview Of Requirement

* 1. REDACTED TEXT under FOIA Section 43 Commercial Interests.

# Definitions

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| HOLAC | House of Lords Appointments Commission |

# Scope of Requirement

## Please provide a detailed outline of the requirement stating what is in and out of scope:

### Provide general advice to the Chairman and the Commission.

### Deal with media enquiries relating to the work undertaken by the Commission.

### Drafting and issuing statements out of hours.

### Provide advice on letters sent from the Chairman on behalf of the Commission.

### Offer advice on the content of the website.

### Additional responsibilities not covered here may be required depending on the requirements of the Commission.

### This role does not cover responding to queries raised by the general public, though input on such responses may be requested.

# The Requirement

## The successful Supplier will deal with media enquiries relating to the work undertaken by the Commission in a timely manner (as agreed during the onboarding process). Likely to require significant out-of-business-hours engagement with journalists and the Commission in the evenings and weekends.

## To be aware of emerging news stories that involve the Commission to ensure the chair and members are sufficiently informed in a timely way.

## Provide advice on letters, public communications, parliamentary engagement and other correspondence sent from the Chairman on behalf of the Commission, to factor in public perception and how details will be perceived by the media.

## Offer advice on the content of the website.

## Offer advice on outreach and engagement to broaden the range of applicants to the crossbenches.

# Key Milestones and Deliverables

## The below deliverables are not necessarily an exhaustive list, and further requirements may be required subject to agreement between both parties.

## The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| Milestone/Deliverable | Description | Timeframe or Delivery Date |
| 1 | Familiarised themselves with the main workstreams carried out by the Commission. | Within week 4 of Contract Award |
| 2 | Completed an induction outlining what is expected, as well as meeting key stakeholders and the Secretariat. | Within week 4 of Contract Award |
| 3 | Have the process of obtaining Security Clearance and pass to 1 Horse Guards Road. | Within week 4 of Contract Award |

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# Management Information/Reporting

## The role is contracted by the Secretariat to the Commission, with the Supplier reporting to the Secretary to the Commission. The Supplier will be expected to provide monthly reports and invoices outlining the work they have delivered

# Continuous Improvement

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

## The Supplier should present new ways of working to the Authority during quarterly Contract review meetings, with provisional meetings to be set upon commencement of employment.

## 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 / Social Value

## Procurement Policy Note (PPN) 6/20 – Taking Account of Social Value in the Award of Central Government Contracts. ‘Social value should be explicitly evaluated in all central government procurement, where the requirements are related and proportionate to the subject-matter of the contract, rather than just ‘considered’.

## PPN 06/20 guidance documents can be found at: <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts> .

## [‘Social Value for Commercial Success’](https://www.govcommercialcollege.co.uk/) - an e-learning course accessed through the Government Commercial College that can be found via the ‘Social Value Mandatory eLearning’ link. It takes less than one hour to complete and will help you to better understand what social value is, why it is important and how to implement it.

# Quality

## The supplier is expected to uphold the standards for ethical journalism as outlined in the National Union of Journalists code of conduct. They should consider themselves to be a representative of the Commission when speaking on its behalf, and act accordingly.

# Price

## 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.

# Staff And Customer Service

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

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

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

# Service Levels And Performance

## The Buyer will agree Service Levels and Performance measurements with the Supplier prior to commencement of the contract.

# Security And Confidentiality Requirements

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# Payment And Invoicing

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# Contract Management

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# Location

## The location of the Services will be carried out primarily at the discretion of the Supplier.

## The Supplier will occasionally have to attend Commission meetings or other meetings with the Secretariat. These will typically, but not exclusively, be held at:

### 1 Horse Guards Road, London, SW1A 2HQ