

ORDER

ORDER NO: SER/ 0747	Date of Order: 22 February 2018
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(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>Customer's representative: Helen Cox</p> <p>E: helen.cox@ofwat.gsi.gov.uk Tel: 0121 644 7565</p>	<p>TO (Contractor):</p> <p>The Knowledge Academy Reflex, Cain Road, Bracknell, Berkshire, RG12 1HL</p> <p>Contractor's Representative: [REDACTED]</p> <p>[REDACTED]</p>
<p>SERVICES TO BE DELIVERED TO:</p> <p>Helen Cox Centre City Tower 7 Hill Street Birmingham B5 4UA</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>

Any Contract arising from this Order shall be governed by: the contents of this Order, the Customer's Invitation to Tender (ITT) for Centre of Excellence (COE) – project management training package (ref: PROC.03.0137), (including terms and conditions) issued on the mytenders website on 18 January 2018 and your bid for the work dated 24 January 2018.

Title of Services Requirement:

Centre of Excellence (COE) – project management training package (ref: PROC.03.0137),

Contract Period

The Commencement Date shall be 26 February 2018

The expiry date is 29 March 2018 unless extended or terminated earlier in accordance with the Contract.

Charges

The Capped Price for the project, is £36,000, being the maximum amount payable to the Contractor for completion of the project, the Capped Price will only be exceeded by agreement between the Customer and the Contractor. Such agreement will only be given by the Customer, where initiated by the Contractor, 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 scope of services is as described in the Invitation to Tender Document and the Tender submission by the Contractor dated 24 January 2018.

Where the resource costs incurred by the Contractor in performing the Services falls below the Capped Price, the Contractor shall invoice the Customer for the actual value of the Services provided according to the charge rates described in the Order Form.

The Services/deliverables which satisfactorily address any points raised by the Customer and their acceptance by the Customer will signify successful completion of this element of project.

The charge rates are all inclusive with the sole exceptions of:

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

Travel Rates shall be paid with the agreement of the Customer's Representative and in accordance with Appendix A.

Charge Rates

Personnel	Day Rate	Estimated Time Input
[REDACTED]		

The work will be carried out in the period 26 February 2018 -29 March 2018.

The Customer will not pay for:

1. Any items which it regards as part of the Contractor's overheads (for example; word-processing, secretarial time, cost of faxes and telephone charges);

2. Any expenses not authorised in advance by the Customer's representative;
3. Travelling time unless the Customer's representative has authorised in advance the payment of travelling time.

Deliverables Timetable

Courseware	Consultation	1st draft storyboarding /CRP	2nd draft storyboarding /CRP	Alpha testing	Beta testing	Delivery
Face-to-face courseware and guide for trainers	19-23 February	26 Feb-2 March	5-9 March	19-23 March	26-29 March	29 March
eLearning	N/A	5-9 March	12-16 March	N/A	N/A	N/A

Invoicing and Payment

Payment will be due, and paid within 30 days of completion of the testing phase and date of delivery unless agreed otherwise between the parties.

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 Customer shall pay the Contractor within thirty (30) calendar days of receipt of a valid invoice, submitted in accordance with the payment profile set out above and the provisions of this Contract.

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

Contractor's Key Personnel

Simon Blizzard
 Sangeetha Menon

Key Clarifications

Appendix B contains those key questions and answers pertinent to this contract.

Variation to Contract

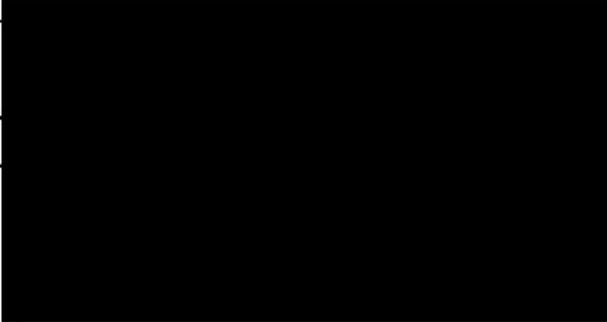
Any amendments to the Contract must be agreed by both parties and be in writing.

Formation of Contract

BY SIGNING AND RETURNING THIS ORDER FORM THE CONTRACTOR AGREES to enter into a legally binding contract with the Customer to provide to the Customer the Services specified and referred to in the contents of this Order, the Customer's Invitation to Tender (ITT) for Centre of Excellence (COE) – project management training package (ref: PROC.03.0137), (including terms and conditions) issued on the mytenders website on 18 January 2018 and your bid for the work dated 24 January 2018.

The Parties hereby acknowledge and agree that they have read the Order Form and by signing below agree to be bound by this Contract.

For and on behalf of the Contractor:

Name	
Position	
Signature	
Date	22/02/18

For and on behalf of the Customer:

Name	IAN BANNON
Position	PRINCIPAL PMO
Signature	
Date	26/02/18

Appendix A - Travel 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

A mileage log must be submitted (to/from, mileage/date, to see/purpose)

Rail Travel

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

Appendix B - Relevant Question and Answers from the Tender period

Question

To plan/map modules, can we get some information regarding project managers competency level's (e.g. intermediate, professional,expert) and range of experience?

Answer

This level of detail would be discussed with the successful supplier.

Question

The background states that 'project level delivery' across the company lacks consistency. What were the measures for this? Was performance measured on project outcomes or consistency of process/methodology usage (or some other measure)?

Answer

There were a number of measures used, which we will be happy to discuss with the supplier who is successful through this tendering process.