

**ORDER**

ORDER NO: <b>SER/ 0655</b>	Date of Order: <b>18 January 2017</b>
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*(To be quoted on all correspondence relating to this Order)*

<p><b>FROM (Customer):</b></p> <p>Water Services Regulation Authority                  Centre City Tower                  7 Hill Street                  Birmingham                  B5 4UA</p> <p>Customer's Representative: Christine Evans</p> <p>T: 0121 644 7687                  E: Christine.evans@ofwat.gsi.gov.uk</p>	<p><b>TO (Service Provider):</b></p> <p>Certes Computing Ltd                  3 The Courtyard                  Roman Way                  Coleshill                  Birmingham                  B46 1HQ</p> <p>Contractor's Representative: <span style="background-color: black; color: black;">[REDACTED]</span>  <span style="background-color: black; color: black;">[REDACTED]</span></p>
<p><b>SERVICES TO BE DELIVERED TO:</b></p> <p>As above</p>	<p><b>INVOICE ADDRESS:</b></p> <p><a href="mailto:finance@ofwat.gsi.gov.uk">finance@ofwat.gsi.gov.uk</a></p> <p>or</p> <p>Finance Team                  Water Services Regulation Authority                  Centre City Tower                  7 Hill Street                  Birmingham                  B4 5UA</p>

This Order is subject to the Non-Medical, Non-Clinical Temporary and fixed terms staff (RM971) - NHS Conditions of Contracts.

**Framework/ Lot:** Non-Medical, Non-Clinical Temporary and fixed terms staff (RM971) - IT Professionals – Lot 5

- (a) On 9 December 2016 the Customer issued its Temporary Staff Request Form in respect of the provision of the Services;
- (b) The Supplier responded with applicant details dated 12,19 December 2016 and 6 January 2017 submitted in response to the Temporary Staff Request Form;
- (c) On the basis of the Tender, the Customer has selected the Supplier to provide the Services on the terms set out in this Order.

## Security Requirements

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

## Tax Arrangement

The Water Services Regulation Authority may at any time during the term of this Contract request from Certes Computing Ltd to provide information which demonstrates how the Contractor complies with Income Tax (Earnings and Pensions) Act 2003 (ITEA) and Social Security Contributions and Benefits Act 1992 (SSCBA) all other statutes and regulations relating to income tax and National Insurance Contribution (NIC).

## Description of Services Requirement:

Senior Associate, Operations (Interim Sharepoint Administrator & Sharepoint Developer) (**PROC.04.0108**)

Job Purpose and Key Responsibilities of the role:

- In order to support and further develop the use of SharePoint, a SharePoint developer is required to provide skills in the areas of maintenance, support, build and configuration in a 2010 and 2016 environment (which is also compatible with Sharepoint Online, Office 365)
- Through discussions with the people hub and internal communications develop intranet pages to support projects under the Business Transformation Programme including: Health and Wellbeing; Ofwat Learning Framework. Agree these with the People Hub and Corporate Communications team when required.
- Develop and deliver the required system changes and enhancements in line with requirements – ensuring this is in line with in house Sharepoint administrators' design and practice.
- To fully document the implementation and change controls.
- Ensure appropriate quality processes based on best practice.
- To undertake Unit Testing, System Testing and Regression Testing on the implementation, if required, prior to release to the end users.
- To enable the users of the system to undertake UAT.
- To ensure any modifications are version controlled through an appropriate tool and promoted through development, test and live in a controlled manner.
- Develop high level project work plans and report on progress when required.
- To provide recommendations on improvements including upgrades and methods for achieving improvements.
- To assist with training of the end users to use the system fully including, if necessary, the creation of user guides.

	Critical	Desirable
Qualification(s)		MS Sharepoint 2010 or 2016

**OFFICIAL: COMMERCIAL - SENSITIVE**

		Security Cleared
<b>Knowledge</b>	3+ years SharePoint 2010 Server Administration	Has worked with stakeholders in a public policy/regulatory environment
<b>Experience</b>	Experience of administering SharePoint websites, from Web Application to sub-site level.	Knowledge of and used MS SharePoint Online
	Knowledge of SharePoint Central Administration. Including managing search crawls and user profiles including permissions	Experience of & knowledge of Microsoft SharePoint Designer 2010
	Experience in web development technologies. Including HTML, CSS, Javascript, JQuery	Experience using and administering relational databases, namely MS SQL Server
	Follow design guidelines and create dynamic web content to allow end-users to update	Experience with MS SQL Server Integration Services and Web Services
	Experience in Sharepoint Client Side Object Model, REST, SOAP web services	Working directly with designers/stakeholders
	Create dynamic, reusable, low maintenance code with cross-browser compatibility	Ability to think creatively and suggest best practice/alternatives to meet requirements based on expertise/knowledge in web development
	High quality deliverables with thorough unit testing prior to UAT/SIT	
	Good development/programming ethics, code commenting and documentation	
	Knowledge and skills transfer for final deliverable(s)	
	<b>Skills</b>	Ability to communicate issues confidently and clearly - both written and verbally
	Ability to deal with people at all levels	
	Ability to manipulate and analyse information and present key conclusions	
	Ability to work as a part of a team	
	Ability to produce work to a high	



standard whilst working within tight deadlines
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**Term**

Contract Commencement Date: 23 January 2017

Contract Expiry Date: 21 February 2017; or when the Cap price is reached, whichever is the first to occur. Unless extended or terminated in accordance with this Call off Contract.

The Customer will give the Supplier 7 (seven) working days' notice should we wish to conclude the Contract early.

Any extension of Call off Contract will be by mutual agreement.

**Call off Contract Charges**

Customer spend under this Call off Contract is restricted to a maximum **£10,271.14** ("the Capped Call off Contract Charges"), is all inclusive with the exception of travel expenses and VAT.

Breakdown of Charges applicable to the Call off Contract:

Key Personnel	Charges per day (£)*	Maximum no. days **	Total Capped Price ex VAT and travel to Birmingham
			£10,271.14
Total Capped Price including VAT (but not travel expenses)			£12,325.37

Invoicing should be carried out monthly in arrears. Payment will be made within thirty (30) days of receipt by the Customer of a valid invoice from the Service Provider. The Customer shall pay invoice submitted by the Supplier in accordance with Clause 21 of the Call off Terms for the Supply of Non-Medical Non Clinical (NMNC) temporary and fixed terms staff (RM971)

Payment will be made electronically via Banks Automated Clearing Services (BACS).

\* A working day is 7.5 hours excluding lunch break; part days worked shall be charged on a pro-rata basis.

\*\*The Key Personnel will work on average 5 days per week.

Please note: The Customer will not pay extra for commuting to the main place of work. The Key Personnel will need to pay for any related travel and accommodation in connection with travelling to London and then will need to reclaim the expenses via the Service Provider's invoice.

Any travel and accommodation required in connection with the Call off Contract will be reimbursed on acceptance of receipts and where appropriate a mileage log. Any Travel and Subsistence must be in accordance with Ofwat's standard travel and subsistence rates as attached at Appendix A.

## **Share Dealing**

The Service Provider shall use reasonable endeavours to procure that the Key Personnel does not, apply for, purchase or sell or otherwise deal for profit in shares, options or any other securities in any water or sewerage company in England and Wales during the Call off Contract.

## **Review Meetings**

Customer's first point of contact for review meetings is:

Christine Evans – HR Project Manager

Tel: 0121 644 7687 Email: christine.evans@ofwat.gsi.gov.uk

Service Provider's first point of contact for review meetings is:



## **Variations to Contract:**

Any amendments to the Contract must be agreed in writing in accordance with the Clause 12 of the NHS Conditions of Contract.

## **IR35**

It is the responsibility of Certes Computing Ltd to ensure compliance with IR35.

## **Formation of Call Off Contract**

**BY SIGNING AND RETURNING THIS ORDER FORM THE SERVICE PROVIDER AGREES** to enter a legally binding Contract with the Customer to provide to the Customer the Services specified in the Service Order Requirements set out in this Order Form incorporating the rights and obligations in the Call-Off Terms and Conditions set out in the Framework Agreement between the Service Provider and the Minister for the Cabinet Office.

**For and on behalf of the Service Provider**

## Appendix A - Travel and Subsistence rates

Receipts must be submitted with all claims and must be in accordance with these rates

### Meal Allowance:

Paid on actual expenditure within the following prescribed ceilings:

Breakfast	£10
Lunch	£8
Dinner	£25

These amounts cover the cost of purchasing meals and non- alcoholic beverages. Receipts must be submitted.

### 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.

OFFICIAL: COMMERCIAL - SENSITIVE

Name	[REDACTED]
Title	[REDACTED]
Signature	[REDACTED]
Date	19/01/17

For and on behalf of the Customer:

Name	GILLIAN TANFIELD
Title	BTP PROGRAMME DIRECTOR
Signature	[REDACTED]
Date	25/01/2017