

**Bid Pack**

**Attachment 3 – Statement of Requirements**

Contract Reference: CCBC20A01 Provision of Press Office Services

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# PURPOSE

## 1.1 The Civil Service Commission require a Supplier to provide press office support and advice on a 24/7 basis to the Civil Service Commission, Office of the Commissioner for Public Appointments and Advisory Committee on Business Appointments.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## The Civil Service Commission (CSC) is and Independent Executive NDPB and supports two other bodies: Office of the Commissioner for Public Appointments (OCPA); and, Advisory Committee on Business Appointments (ACOBA).

# Background to requirement/OVERVIEW of requirement

## It is necessary to retain press support that is independent of government and our sponsoring department (Cabinet Office) as the three bodies supported either regulate or interpret government policy. At times it is necessary to publicly voice concerns about those policies or disagree with the government and/or civil service.

## There is an on-going need for press office support to either one or more of the bodies, however time demand varies week to week including out of hours cover. Specialist media handling skills are crucial and this service has historically been provided under contract. It is not feasible to employ a senior part-time press officer on the basis of 24/7 cover where hours worked in any period are not regular or consistent. Similarly the provision of holiday/absence cover would require a second suitably qualified member of staff, which would be unaffordable.

## The inability to respond effectively to media requests or emerging stories would risk damage to the reputation of the relevant body and leave the government open to criticism on some key proprietary and standards safeguards.

# definitions

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| ALB | means Arms Length Body |
| NDPB | means Non-departmental Public Body |
| CSC | means Civil Service Commission |
| ACOBA | means Advisory Committee on Business Appointments |
| OCPA | means Office of the Commissioner for Public Appointments |

# scope of requirement

## Specialist media handling skills are crucial including the ability to respond with authority, usually under time pressure, to emerging stories related to the work of the three (3) ALBs.

# The requirement

## The Authority are seeking to source a Supplier to provide specialist media handling skills on the basis of 24/7 cover where the hours worked in any period are not regular or consistent. If the assigned press officer is unable to provide cover themselves the contracted organisation will be responsible for providing suitable cover.

## The Supplier will need a deep and detailed understanding of the history, purpose, role and media related risks of each of the three ALBs to be serviced and supported under this agreement.

## An understanding of the broader landscape of ALBs with similar or related issues would be advantageous.

## An understanding of, and experience of supporting principals working with, Parliamentary committees would be advantageous.

## Strong professional relationships with key media organisations related to the work of the three ALBs is essential.

# key milestones and Deliverables

## The appointed provider will need to be able to provide authoritative advice and support to the principals and the executive team from the outset of the contract. It will be crucial that press briefing is clear accurate and takes account of historic issues in these areas.

## The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | Respond to media requests ensuring factual accuracy of articles\stories | Within timescales relevant to each individual matter (as agreed with the Authority) |
| 2 | Support the strategic intent of each body through effective use of media both reactively and pro-actively | Within timescales relevant to each individual matter as agreed with the Authority) |
| 3 | Alert relevant principals and executive to emerging issues | Immediately and always within 3 hours of issue emerging |
| 4 | Effective and timely management and use of social media channels | As appropriate and within timescales relevant to each individual matter as agreed with the Authority) |

#

# MANAGEMENT INFORMATION/reporting

## The appointed press officer will be required to report to:

### each meeting of the Civil Service Commission Board the details of all press activity since the previous report to the Board;

### the Chief Executive and/or First Civil Service Commissioner any press or media related enquiries that are outside of agreed limits;

### the Chief Executive and/or First Civil Service Commissioner any press or media related enquiries that are novel or contentious;

### the Chief Executive and/or Commissioner for Public Appointments any press or media related enquiries that are outside of agreed limits;

### the Chief Executive and/or Commissioner for Public Appointments any press or media related enquiries that are novel or contentious;

### each meeting of the Advisory Committee on Business Appointments the details of all press activity since the previous report to the Board;

### the Chief Executive and/or Chair of the Advisory Committee on Business Appointments any press or media related enquiries that are outside of agreed limits;

### the Chief Executive and/or Chair of the Advisory Committee on Business Appointments any press or media related enquiries that are novel or contentious.

# volumes

## Based on previous years we expect the time commitment to be 22 hours per month on average and 30 hours (out of hours) per annum.

# 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.

## 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

## N\A

# quality

## All communications work to be produced by agreed deadlines and approved by Chief Executive or delegated staff.

## **13. PRICE**

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

# STAFF AND CUSTOMER SERVICE

## The Authority requires the Supplier to provide a sufficient level of resource throughout the duration of the Press Office Services Contract in order to consistently deliver a quality service to all Parties.

## 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 Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

### The degree to which articles and media coverage present an accurate representation of the matter being covered.

### The degree to which reactive communications are handled in a timely manner to avoid damage to the reputations of the individual bodies being supported.

### The degree to which pro-active information giving coverage is secured in relevant media

# Security and CONFIDENTIALITY requirements

## The Supplier must supply the nominated press officer, and any temporary agreed replacement, with current and valid security clearance level of at least CTC. If the required level of clearance is not currently held, it must be in place prior to contract commencement.

# payment AND INVOICING

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

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

## Invoices should be submitted via email to: Nicola.Carpenter@csc.gov.uk

## Costs should be invoiced monthly in arrears.

# CONTRACT MANAGEMENT

## Attendance at Contract Review meetings shall be at the Supplier’s own expense.

# Location

## The location of the Services will be carried out at the most appropriate location for the timely delivery of the services including, but not limited to:

### The offices of each of the three ALBs (currently 1 Horse Guards Road, London);

### The base location will be 1 Horse Guards Road, London.

### The offices of the appointed Supplier;

### Venues agreed for the interviewing of any principal from the three ALBs.