



Framework: Client Support Framework
Supplier: Capita Black & Veatch
Company Number: 03163649 / 02018542

Geographical Area:
Project Name: Future Funding Wave 3 MID PM3
Project Number: ENV0002881C

Contract Type: Professional Service Contract
Option: Option E

Contract Number: ecm_58501

Revision	Status	Originator	Reviewer	Date

**PROFESSIONAL SERVICE CONTRACT - Under the Client Support Framework
CONTRACT DATA**

Project Name Future Funding Wave 3 MID PM3

Project Number ENV0002881C

This contract is made on between the *Client* and the *Consultant*

- This contract is made pursuant to the Framework Agreement (the "Agreement") dated 02nd day of July 2019 between the *Client* and the *Consultant* in relation to the Client Support Framework. The entire Agreement and the following schedules are incorporated into this contract by reference
- Schedules 1 through to 14 inclusive of the Framework schedules are relied upon within this contract.
- The following documents are incorporated into this contract by reference
MID Scope CBV Dated 21st July 2020

Part One - Data provided by the Client

Statements given in all Contracts

1 General

The *conditions of contract* are the core clauses and the clauses for the following main Option, the Option for resolving and avoiding disputes and secondary Options of the NEC4 Professional Service Contract June 2017.

Main Option	Option E	Option for resolving and avoiding disputes	W2
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Secondary Options

- X2: Changes in the law
- X9: Transfer of rights
- X11: Termination by the *Client*
- X18: Limitation of liability
- Y(UK)2: The Housing Grants, Construction and Regeneration Act 1996
- Y(UK)3: The Contracts (Rights of Third Parties) Act 1999
- Z: *Additional conditions of contract*

The *service is* Supply of two PM3 of Bought in Service (post ref MID-PM3-02 & MID-PM3-023) resource to support the EA's capital programme for 2020/21.

The *Client is* Environment Agency

Address for communications
Horizon House
Deanery Road
Bristol
BS1 5AH

Address for electronic communications enquiries@environment-agency.gov.uk

The *Service Manager is* [REDACTED]

Address for communications
Environment Agency

Horizon House
Deanery Road
Bristol
BS1 5AH

Address for electronic communications [REDACTED]

The *Scope is in*
MID Scope CBV Dated 21st July 2020

The *language of the contract* is English

The *law of the contract is*
the law of England and Wales, subject to the jurisdiction of the courts of England and Wales

The *period for reply is* 2 weeks

The *period for retention is* 6 years following Completion or earlier termination

The following matters will be included in the Early Warning Register
none

Early warning meetings are to be held at intervals no longer than 12 weeks

2 The Consultant's main responsibilities

The *key dates and conditions* to be met are
condition to be met
 'none set' 'none set' 'none set' *key date*
 'none set' 'none set' 'none set'
 'none set' 'none set' 'none set'

The *Consultant* prepares forecasts of the total Defined Cost plus Fee and *expenses* at intervals no longer than 4 weeks

3 Time

The *starting date* is 13 July 2020

The *Client* provides access to the following persons, places and things
 access *access date*
 EA offices to be advised
 EA systems 13 July 2020

The *Consultant* submits revised programmes at intervals no longer than 4 weeks

The *completion date* for the whole of the *service* is 31 March 2021

The period after the Contract Date within which the *Consultant* is to submit a first programme for acceptance is 4 weeks

4 Quality management

The period after the Contract Date within which the *Consultant* is to submit a quality policy statement and quality plan is

The period between Completion of the whole of the *service* and the *defects date* is 26 weeks

5 Payment

The *currency of the contract* is the £ sterling

The *assessment interval* is Monthly

The *expenses* stated by the *Client* are as stated in Schedule 6.

The *interest rate* is 2.00% per annum (not less than 2) above the
 Base rate of the Bank of England

The locations for which the *Consultant* provides a charge for the cost of support people and office overhead are [REDACTED]

The *exchange rates* are those published in on

6 Compensation events

These are additional compensation events

1. Managing and mitigating the impact of Covid 19 and working in accord;
2. 'not used'
3. 'not used'
4. 'not used'
5. 'not used'

8 Liabilities and insurance

These are additional *Client's* liabilities

1. 'not used'
2. 'not used'
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The minimum amount of cover and the periods for which the *Consultant* maintains insurance are

EVENT	MINIMUM AMOUNT OF	PERIOD FOLLOWING COMPLETION OF THE WHOLE OF THE <i>SERVICE</i> OR TERMINATION
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<p>The <i>Consultant's</i> failure to use the skill and care normally used by professionals providing services similar to the <i>service</i></p>	<p>£5 million in respect of each claim, without limit to the number of claims</p>	<p>6 years</p>
<p>Loss of or damage to property and liability for bodily injury to or death of a person (not an employee of the <i>Consultant</i>) arising from or in connection with the <i>Consultant</i> Providing the <i>Service</i></p>	<p>Which ever is the greater of £1m or the amount required by law in respect of each claim, without limit to the number of claims</p>	<p>12 months</p>
<p>Death of or bodily injury to employees of the <i>Consultant</i> arising out of and in the course of their employment in connection with the contract</p>	<p>Which ever is the greater of £5m or the amount required by law in respect of each claim, without limit to the number of claims</p>	<p>For the period required by law</p>
<p>The <i>Consultant's</i> total liability to the <i>Client</i> for all matters arising under or in connection with the contract, other than the excluded matters is limited to</p>	<p>£1 million</p>	

Resolving and avoiding disputes

<p>The <i>tribunal</i> is</p>	<p>litigation in the courts</p>
<p>The <i>Adjudicator</i> is</p>	<p>'to be confirmed'</p>
<p>Address for communications</p>	<p>'to be confirmed'</p>
<p>Address for electronic communications</p>	<p>'to be confirmed'</p>
<p>The <i>Adjudicator nominating body</i> is</p>	<p>The Institution of Civil Engineers</p>

Z Clauses

Z1 Disputes

Delete existing clause W2.1

Z2 Prevention

The text of clause 18 Prevention is deleted.

Delete the text of clause 60.1(12) and replace with:

The *service* is affected by any of the following events

- War, civil war, rebellion, revolution, insurrection, military or usurped power;
- Strikes, riots and civil commotion not confined to the employees of the *Consultant* and sub consultants,
- Ionising radiation or radioactive contamination from nuclear fuel or nuclear waste resulting from the combustion of nuclear fuel,
- Radioactive, toxic, explosive or other hazardous properties of an explosive nuclear device,
- Natural disaster,
- Fire and explosion,
- Impact by aircraft or other aerial device or thing dropped from them.

Z3 Disallowed Costs

In second bullet of 11 2 (18) add:

(including compensation events with the Subcontractor, i.e. payment for work that should not have been undertaken).

Add the following additional bullets after 'and the cost of ' :

- Mistakes or delays caused by the *Consultant's* failure to follow standards in Scopes/quality plans.
- Reorganisation of the *Consultant's* project team.
- Additional costs or delays incurred due to *Consultant's* failure to comply with published and known guidance or document formats.
- Exceeding the Scope without prior instruction that leads to abortive cost
- Re-working of documents due to inadequate QA prior to submission, i.e. grammatical, factual arithmetical or design errors.
- Production or preparation of self-promotional material.
- Excessive charges for project management time on a commission for secondments or full time appointments (greater than 5% of commission value)
- Any hours exceeding 8 per day unless with prior written agreement of the *Service Manager*
- Any hours for travel beyond the location of the nearest consultant office to the project unless previously agreed with the *Service Manager*
- Attendance of additional individuals to meetings/ workshops etc who have not been previously invited by the *Service Manager*
- Costs associated with the attendance at additional meetings after programmed Completion, if delay is due to *Consultant* performance.
- Costs associated with rectifications that are due to *Consultant* error or omission.
- Costs associated with the identification of opportunities to improve our processes and procedures for project delivery through the *Consultant's* involvement
- Was incurred due to a breach of safety requirements, or due additional work to comply with safety requirements
- Was incurred as a result of the *Client* issuing a Yellow or Red Card to prepare a Performance Improvement Plan
- Was incurred as a resulting of rectifying a non-compliance with the Framework Agreement and/or any call off contracts following an audit

Z5 Secondments

When appointing *Consultants* on a secondment basis only:

Add clause 19

19.1 The *Client* will from starting date to Completion Date indemnify the *Consultant* against any and all liabilities, proceedings, costs, losses, claims and demands whatsoever arising directly or indirectly out of the activities of the *Consultant* in providing the services save where such claims, in the reasonable opinion of the *Client*, arise from or are contributed to by:

19.1.1 Misrepresentation or negligence by or on behalf of the *Consultant* ;

or

19.1 2 The *Consultant* has acted contrary to the *Service Manager's* reasonable instructions or wholly outside the scope of the *Consultant's* duties as defined by the *Service Manager* .

Z6 The Schedule of Cost Components

The Schedule of Cost Components are as detailed in the Framework Schedule 6.

Z7 Linked contracts

Issues requiring redesign or rework on this contract due to a fault or error of the *Consultant* under this contract or a previous contract will neither be an allowable cost under this contract or any subsequent contract, nor will it be a Compensation event under this contract or any subsequent contract under this project or programme.

Z8 Requirement for Invoice

Insert the following sentence at the end of clause 51.1:

The Party to which payment is due submits an invoice to the other Party for the amount to be paid within one week of the *Service Manager's* certificate.

Delete existing clause 51.2 and insert the following:

51.2 Each certified payment is made by the later of

- one week after the paying Party receives an invoice from the other Party and
- three weeks after the assessment date, or, if a different period is stated in the Contract Data, within the period stated.

If a certified payment is late, or if a payment is late because the *Service Manager* has not issued a certificate which should be issued, interest is paid on the late payment. Interest is assessed from the date by which the late payment should have been made until the date when the late payment is made, and is included in the first assessment after the late payment is made

Z9 Conflict of Interest

The *Consultant* immediately notifies the *Client* of any circumstances giving rise to or potentially giving rise to conflicts of interest relating to the *Consultant* (including without limitation its reputation and standing) and/or the *Client* of which it is aware or which it anticipates may justify the *Client* taking action to protect its interests. Should the Parties be unable to remove the conflict of interest to the satisfaction of the *Client*, the *Client*, in its sole discretion, may terminate this Contract.

Z10 Change in Control

The *Consultant* shall notify the *Client* as soon as reasonably practicable, in writing, of any agreement, proposal or negotiations which will or may result in a *Consultant* Change in Control and shall give further notice to the *Client* when any Change in Control has occurred. The *Client* may terminate this contract with immediate effect by notice in writing and without compensation to the *Consultant* within six (6) months of being notified that a Change of Control has occurred, or, where no notification has been made, the date that the *Client* becomes aware of the Change of Control, but shall not be permitted to terminate where the *Client's* prior written acceptance was granted prior to the Change in Control. A Change of Control is defined as per the Deed of Agreement, Z14.4.

Z11 Rate Increase Provision

Contracts with a duration of less than two years, which are extended over this duration by the *Service Manager* due to *Client* Scope increases, may apply a rate review as follows. The *Consultant* will charge the *Client* the contract staff rates for a minimum of two full years, and at the next annual rate review where a new staff rate list is accepted (as stated in Schedule 6), the new staff rate will apply to the contract as per Schedule 6. No Compensation Event is permitted for this different contract staff rate.

Z12 Waiver

No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party by the *Service Manager* in writing in accordance with the Contract, and with express reference to Clause Z12. The failure of either party to insist upon strict performance of the Contract, or any failure or delay in exercising any right or remedy shall not constitute a waiver or diminution of the obligations established by the Contract.

Secondary Options

OPTION X2: Changes in the law

The *law of the project* is the law of England and Wales, subject to the jurisdiction of the courts of England and Wales

OPTION X18: Limitation of liability

The *Consultant's* liability to the *Client* for indirect or consequential loss is limited to

£1,000,000.00

The *Consultant's* liability to the *Client* for Defects that are not found until after the *defects date* is limited to

£1,000,000.00

The *end of liability date* is 6 Years after the
Completion of the whole of the *service*

Y(UK2): The Housing Grants, Construction and Regeneration Act 1996

The period for payment is 14 Days after the date on which payment becomes due

Y(UK3): The Contracts (Rights of Third Parties Act) 1999

term *beneficiary*

Part Two - Data provided by the Consultant

Completion of the data in full, according to the Options chosen, is essential to create a complete contract.

1 General

The Consultant is

Name and company number

Capita Black & Veatch

Address for communications



Address for electronic communications

The *fee percentage* is



The *key persons* are

Name (1)	
Job	PM3
Responsibilities	MID-PM3-02
Qualifications	See CV
Experience	See CV

The *key persons* are

Name (2)	
Job	PM3
Responsibilities	MID-PM3-03
Qualifications	See CV
Experience	See CV

The *key persons* are

Name (3)	
Job	
Responsibilities	
Qualifications	
Experience	

The *key persons* are

Name (4)	
Job	
Responsibilities	
Qualifications	
Experience	

The *key persons* are

Name (5)	
Job	
Responsibilities	
Qualifications	
Experience	

The *key persons* are

Name (6)	
Job	
Responsibilities	
Qualifications	
Experience	

The *key persons* are

Name (7)	
Job	
Responsibilities	
Qualifications	

Experience

The following matters will be included in the Early Warning Register

Travel expenses are not included due to the current Covid 19 arrangements

3 Time

The programme identified in the Contract Data is

Not applicable

Resolving and avoiding disputes

The *Senior Representatives* of the *Consultant* are

Name (1)

Address for communications

Address for electronic communications

Name (2)

Address for communications

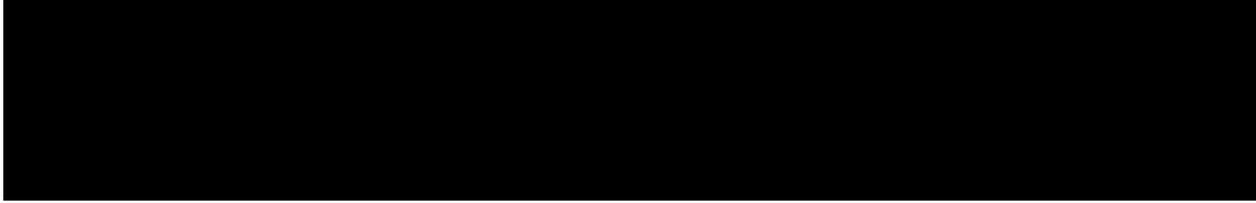
Address for electronic communications

Contract Execution

Client execution

Signed under hand by

for and on behalf of the Environment Agency



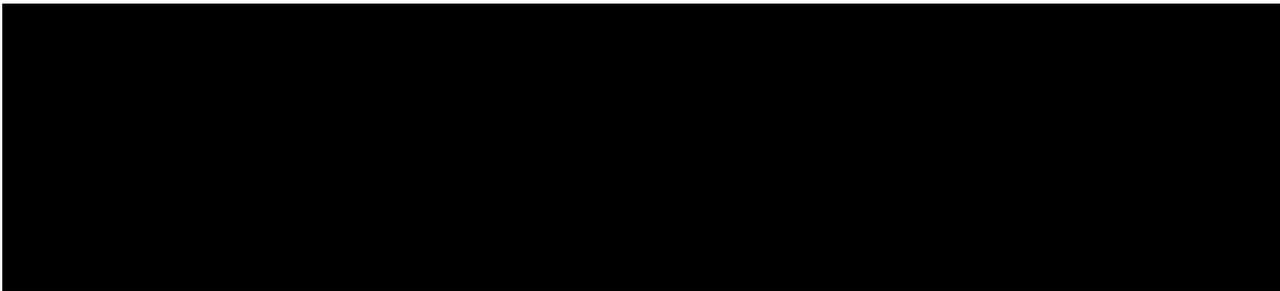
Consultant execution

Consultant execution

Signed under hand by

for and on behalf of

Capita Black & Veatch



Environment Agency NEC4 professional services contract (PSC) Scope

Project / contract Information

Project name	Future Funding Wave 3 MID PM3
Project SOP reference	ENV0002881C
Contract reference (Bravo)	Ecm_58501
Date	21 st July 2020
Version number	V1.0
Author	[REDACTED]

Revision history

Revision date	Summary of changes	Version number
01/06/2020	First Draft	0.1
21/07/2020	MID specific details	1.0

customer service line
03708 506 506

www.environment-agency.gov.uk

incident hotline
0800 80 70 60

floodline
0845 988 1188

Details of the services

Details of the *services* are:

1. Description of the work:

Objective

Provision of two PM3 Project Managers to work as part of the *Client's* Project Management teams

Outcome Specification

2. General Outline:

- a) The secondment of the PM3 roles outlined in the table below ("*Consultant*") to act in accordance with Role Profile Reference PM3 attached to this scope and within the constraints of an agreed budget, programme, and quality criteria, working as a team in compliance with clause 20.2.

Role Reference	Role Title	Role Profile Reference Number
MID-PM3-02	Project Manager	PM3
MID-PM3-03	Project Manager	PM3

- b) Subject to agreement between the *Client* and the *Consultant*, secondees may be based in a number of offices as appropriate, to include (but not limited to) EA offices in [REDACTED]. However in order to develop good relationships with other team members and to support co-location there will be a requirement to travel to various EA offices or site offices across Midlands area (according to the projects the *Consultant* is assigned to); The Environment Agency supports flexible working to support reduced carbon impact and work-life balance so once the secondees have established themselves within the EA teams and are competent in EA activities, working from home or other EA offices may be supported. Initially at least, secondees will need to use their existing IT equipment such as laptops and mobile phones.
- c) The secondees will be expected to perform the role duties and responsibilities outlined in the attached Role Profiles Reference PM3

3. The services specifically excludes the following:

- a) Project Executive accountability.
- b) Internal *Client* financial approvals.

4. Site Information already available:

- a) The *Consultant* will be allocated projects according to need from the IDT service plan and any additions to it. These projects may either be stand alone or be part of a package/sub-programme of projects being delivered together.

5. Specifications of standards to be used

- a) Role Profile Reference PM3

6. Constraints on how the *Consultant* provides the *services*

- a) Secondees are to be based [REDACTED] unless otherwise stated in the table below, in the named *Client* offices. Secondees will also be expected to attend sites or suppliers offices across the Midlands Area as required.

Role Reference	Role Title	
MID-PM3-02	Project Manager	
MID-PM3-03	Project Manager	

- b) Under current COVID-19 restrictions, the *Client's* offices are currently closed. Therefore, the *Consultant* will be expected to initially work remotely. It is the *Consultant's* responsibility to ensure that suitable DSE assessments, internet connections and safety precautions are provided.
- c) All required travel arrangements are to be made in accordance with the latest Public Health England COVID-19 guidance.
- d) Secondees shall not work more than the weekly hours stated at 6 a) above without prior approval from the *Service Manager*.
- e) Any time deemed necessary by the *Consultant* for secondee activities unrelated to the *Client*, including training and development, would be by agreement and be non-chargeable. Travel costs to and from the *Client's* base office stated at 6 a) above will be chargeable as per Schedule 6, Section 12 of the Framework Schedules if it is in addition to normally incurred travelling to the permanent place of work.
- f) Any time deemed necessary for the *Consultant* to line manage secondees or undertake any other tasks in relation to secondees, would be by agreement with the *Client* and be non-chargeable.
- g) Secondees will be entitled to take annual leave, based on the *secondees'* terms of employment *with the Consultant*, and statutory holiday entitlement. These costs will be non-chargeable.
- h) Secondees shall provide the services in compliance with the *Client's* 'Environment Agency Operational Instructions' and policies subject to clause 20.2.

7. Requirements of the programme

- a) Secondments will be from 3rd August to 31st March 2021.
 - b) The *Consultant* will inform the *Client* prior to allocating secondees on other projects / utilisation post 31st March 2021, to the extent that this is reasonable and practical.
8. Services and other things provided by the *Client*
- a) Office space (not including car parking space) and office equipment and services necessary to undertake the role when attending Environment Agency offices.
 - b) Day-to-day line management. The posts will report to [REDACTED]
 - c) Systems access to include: [REDACTED]
 - d) Reasonable information and feedback to the *Consultant* so as to enable the *Consultant* to conduct reviews or appraisals of each secondee's performance.

Secondees

9. Secondees shall remain employees of their respective Employers at all times and shall not be deemed to be employees of the *Client* by virtue of the secondments.
 10. The *Client* acknowledges that secondees owe certain duties to their Employer under and by virtue of their employment contracts, including a duty of fidelity, and that the secondees as employees have certain employment rights both under and by virtue of the terms of their employment contracts and under statute and the *Client* agrees that it will not hinder or interfere with the lawful exercise of such rights by the secondees or their respective Employers.
- The direction, control and supervision of secondees shall be the responsibility of the Client.
- 11.

Role Profile

Assistant Project Manager - PCM EA Grade PM3

Role description

The role of Assistant Project Manager will be expected to undertake the following:

- Manage and support the delivery of multi-disciplinary projects within the constraints of an agreed budget, programme, and quality criteria, to achieve successful outcomes.
- Contribute to the development and delivery of the departmental business plan, providing professional / technical expertise to support operational priorities in line with legislation, Environment Agency policy and required environmental outcomes.
- Guide, advise and support team members to resolve local issues and incidents, so that decisions are made on sound technical grounds and in line with best practice and timeframes.
- Monitor progress of work, identify gaps in the delivery of priorities and take remedial action to enhance the service; for the appropriate reallocation of time and effort.
- Identify and produce required documentation and reports to agreed quality standards to support operational work, management decisions, public enquiries, court appeals etc, so that information, evidence and Environment Agency interests are accurately and effectively presented.
- Contribute to the successful implementation of emergency plans, including acting as 'site controller' during incidents to deliver effective, timely and safe response to emergency incidents.
- Participate in or lead local projects and working groups to achieve well planned and managed integrated solutions that progress effective change and improvement in the organisation and support the best environmental outcomes.
- Seek to influence customers and build strong partnerships internally and externally to maintain a positive reputation, response and effective resolution of issues.
- Encourage and develop a safety conscious culture within the team to deliver work programmes without risk to the health & safety of the team or any other individual

Education, Professional Qualifications Requirements

The individuals proposed for the role of Project Manager 3 shall demonstrate:

- A minimum of one year of project management experience
- Working towards a project management qualification such as PRINCE2 or APM
- A relevant degree such as in civil engineering, environmental science or geography
- History in both contract (NEC) and project management.
- Working towards a related professional body, preferably chartered
- A record of delivering/supporting projects successfully including working on civil engineering projects.
- The ability to bring big-picture thinking that improves the methods, behaviours and processes.
- A full driving licence, as some travel is involved.

Expectations for this role

- Manages health, safety & wellbeing matters by actively promoting awareness and good practice and ensuring the provision of safe working practices in line with Environment Agency guidance. Roles at this level in this job family may be responsible for safety in a regulatory capacity.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Required to understand, influence and negotiate with internal and external stakeholders. Needs to understand the audience and communicate at the right level.
- Ensures work is consistently delivered to required standards and service levels while reflecting best practice ways of working.
- Understands, interprets and communicates the work and structure of the Environment Agency within the wider context based on knowledge and experience



Framework: Client Support Framework
Supplier: Capita Black & Veatch
Company Number: 03163649 / 02018542

Geographical Area:
Project Name: Future Funding Wave 3 NAT PM1
Project Number: ENVFCPAM00194B00C

Contract Type: Professional Service Contract
Option: Option E

Contract Number: ecm_58502

Revision	Status	Originator	Reviewer	Date

**PROFESSIONAL SERVICE CONTRACT - Under the Client Support Framework
CONTRACT DATA**

Project Name Future Funding Wave 3 NAT PM1

Project Number ENVFCPAM00194B00C

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The *Client* is Environment Agency

Address for communications
Horizon House
Deanery Road
Bristol
BS1 5AH

Address for electronic communications enquiries@environment-agency.gov.uk

The *Service Manager* is [REDACTED]

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Horizon House
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Bristol
BS1 5AH

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EVENT	MINIMUM AMOUNT OF	PERIOD FOLLOWING COMPLETION OF THE WHOLE OF THE <i>SERVICE</i> OR TERMINATION
The <i>Consultant's</i> failure to use the skill and care normally used by professionals providing services similar to the <i>service</i>	£5 million in respect of each claim, without limit to the number of claims	6 years

<p>Loss of or damage to property and liability for bodily injury to or death of a person (not an employee of the <i>Consultant</i>) arising from or in connection with the <i>Consultant</i> Providing the Service</p>	<p>Which ever is the greater of £5m or the amount required by law in respect of each claim, without limit to the number of claims</p>	<p>12 months</p>
<p>Death of or bodily injury to employees of the <i>Consultant</i> arising out of and in the course of their employment in connection with the contract</p>	<p>Which ever is the greater of £5m or the amount required by law in respect of each claim, without limit to the number of claims</p>	<p>For the period required by law</p>
<p>The <i>Consultant's</i> total liability to the <i>Client</i> for all matters arising under or in connection with the contract, other than the excluded matters is limited to</p>	<p>£1 million</p>	

Resolving and avoiding disputes

<p>The <i>tribunal</i> is</p>	<p>litigation in the courts</p>
<p>The <i>Adjudicator</i> is</p>	<p>'to be confirmed'</p>
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Z Clauses

Z1 Disputes

Delete existing clause W2.1

Z2 Prevention

The text of clause 18 Prevention is deleted.

Delete the text of clause 60.1(12) and replace with:

The *service* is affected by any of the following events

- War, civil war, rebellion, revolution, insurrection, military or usurped power;
- Strikes, riots and civil commotion not confined to the employees of the *Consultant* and sub consultants,
- Ionising radiation or radioactive contamination from nuclear fuel or nuclear waste resulting from the combustion of nuclear fuel,
- Radioactive, toxic, explosive or other hazardous properties of an explosive nuclear device,
- Natural disaster,
- Fire and explosion,
- Impact by aircraft or other aerial device or thing dropped from them.

Z3 Disallowed Costs

In second bullet of 11.2 (18) add:

(including compensation events with the Subcontractor, i.e. payment for work that should not have been undertaken).

Add the following additional bullets after 'and the cost of ' :

- Mistakes or delays caused by the *Consultant's* failure to follow standards in Scopes/quality plans.
- Reorganisation of the *Consultant's* project team.
- Additional costs or delays incurred due to *Consultant's* failure to comply with published and known guidance or document formats.
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- Production or preparation of self-promotional material.
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- Any hours exceeding 8 per day unless with prior written agreement of the *Service Manager*
- Any hours for travel beyond the location of the nearest consultant office to the project unless previously agreed with the *Service Manager*
- Attendance of additional individuals to meetings/ workshops etc who have not been previously invited by the *Service Manager*
- Costs associated with the attendance at additional meetings after programmed Completion, if delay is due to *Consultant* performance.
- Costs associated with rectifications that are due to *Consultant* error or omission.
- Costs associated with the identification of opportunities to improve our processes and procedures for project delivery through the *Consultant's* involvement
- Was incurred due to a breach of safety requirements, or due additional work to comply with safety requirements
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- Was incurred as a result of rectifying a non-compliance with the Framework Agreement and/or any call off contracts following an audit

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When appointing *Consultants* on a secondment basis only:

Add clause 19

19.1 The *Client* will from starting date to Completion Date indemnify the *Consultant* against any and all liabilities, proceedings, costs, losses, claims and demands whatsoever arising directly or indirectly out of the activities of the *Consultant* in providing the services save where such claims, in the reasonable opinion of the *Client*, arise from or are contributed to by:

19.1.1 Misrepresentation or negligence by or on behalf of the *Consultant* ;

or

19.1.2 The *Consultant* has acted contrary to the *Service Manager's* reasonable instructions or wholly outside the scope of the *Consultant's* duties as defined by the *Service Manager* .

Z6 The Schedule of Cost Components

The Schedule of Cost Components are as detailed in the Framework Schedule 6.

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Issues requiring redesign or rework on this contract due to a fault or error of the *Consultant* under this contract or a previous contract will neither be an allowable cost under this contract or any subsequent contract, nor will it be a Compensation event under this contract or any subsequent contract under this project or programme.

Z8 Requirement for Invoice

Insert the following sentence at the end of clause 51.1:

The Party to which payment is due submits an invoice to the other Party for the amount to be paid within one week of the *Service Manager's* certificate.

Delete existing clause 51.2 and insert the following:

51.2 Each certified payment is made by the later of

- one week after the paying Party receives an invoice from the other Party and
- three weeks after the assessment date, or, if a different period is stated in the Contract Data, within the period stated.

If a certified payment is late, or if a payment is late because the *Service Manager* has not issued a certificate which should be issued, interest is paid on the late payment. Interest is assessed from the date by which the late payment should have been made until the date when the late payment is made, and is included in the first assessment after the late payment is made

Z9 Conflict of Interest

The *Consultant* immediately notifies the *Client* of any circumstances giving rise to or potentially giving rise to conflicts of interest relating to the *Consultant* (including without limitation its reputation and standing) and/or the *Client* of which it is aware or which it anticipates may justify the *Client* taking action to protect its interests. Should the Parties be unable to remove the conflict of interest to the satisfaction of the *Client*, the *Client*, in its sole discretion, may terminate this Contract.

Z10 Change in Control

The *Consultant* shall notify the *Client* as soon as reasonably practicable, in writing, of any agreement, proposal or negotiations which will or may result in a *Consultant* Change in Control and shall give further notice to the *Client* when any Change in Control has occurred. The *Client* may terminate this contract with immediate effect by notice in writing and without compensation to the *Consultant* within six (6) months of being notified that a Change of Control has occurred, or, where no notification has been made, the date that the *Client* becomes aware of the Change of Control, but shall not be permitted to terminate where the *Client's* prior written acceptance was granted prior to the Change in Control. A Change of Control is defined as per the Deed of Agreement, Z14.4.

Z11 Rate Increase Provision

Contracts with a duration of less than two years, which are extended over this duration by the *Service Manager* due to *Client* Scope increases, may apply a rate review as follows. The *Consultant* will charge the *Client* the contract staff rates for a minimum of two full years, and at the next annual rate review where a new staff rate list is accepted (as stated in Schedule 6), the new staff rate will apply to the contract as per Schedule 6. No Compensation Event is permitted for this different contract staff rate.

Z12 Waiver

No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party by the *Service Manager* in writing in accordance with the Contract, and with express reference to Clause Z12. The failure of either party to insist upon strict performance of the Contract, or any failure or delay in exercising any right or remedy shall not constitute a waiver or diminution of the obligations established by the Contract.

Secondary Options

OPTION X2: Changes in the law

The *law of the project* is the law of England and Wales, subject to the jurisdiction of the courts of England and Wales

OPTION X18: Limitation of liability

The *Consultant's* liability to the *Client* for indirect or consequential loss is limited to

£1,000,000.00

The *Consultant's* liability to the *Client* for Defects that are not found until after the *defects date* is limited to

£1,000,000.00

The *end of liability date* is 6 Years after the Completion of the whole of the *service*

Y(UK2): The Housing Grants, Construction and Regeneration Act 1996

The period for payment is 14 Days after the date on which payment becomes due

Y(UK3): The Contracts (Rights of Third Parties Act) 1999

term *beneficiary*

Part Two - Data provided by the *Consultant*

Completion of the data in full, according to the Options chosen, is essential to create a complete contract.

1 General

The *Consultant* is

Name and company number

Capita Property and Infrastructure Limited (Company No. 02018542) and Black & Veatch Limited (Company No. 03163649) acting together as an unincorporated joint venture known as "Capita Black & Veatch"

Address for communications

[REDACTED]

Address for electronic communications

[REDACTED]

The *fee percentage* is

[REDACTED]

The *key persons* are

Name (1)	[REDACTED]
Job	(PM1)Cost Carbon Tool PCM Project Manager
Responsibilities	Refer to NAT Scope CBV (dated 21.07.20)
Qualifications	See CV
Experience	See CV

The following matters will be included in the Early Warning Register

Travel expenses are not included due to the current Covid 19 arrangements. When travel is required expenses claimable (See CSF Deed of Agreement Schedule 6 section 12) will be added by CE. Estimated at [REDACTED]

3 Time

The programme identified in the Contract Data is

Not applicable

Resolving and avoiding disputes

The *Senior Representatives* of the *Consultant* are

Name (1) [REDACTED]
Address for communications

[REDACTED]
[REDACTED]
[REDACTED]

Address for electronic communications

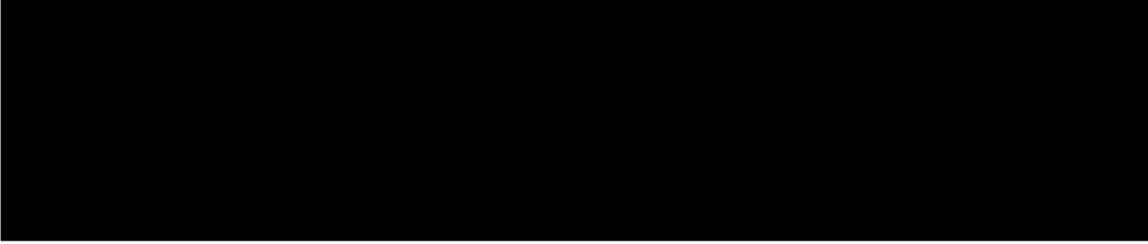
[REDACTED]

Contract Execution

Client execution

Signed under hand by

for and on behalf of the Environment Agency



Consultant execution

Consultant execution

Signed under hand by

for and on behalf of

**Capita Property & Infrastructure
Limited**



Consultant execution

Signed under hand by

for and on behalf of

**Capita Property & Infrastructure
Limited**

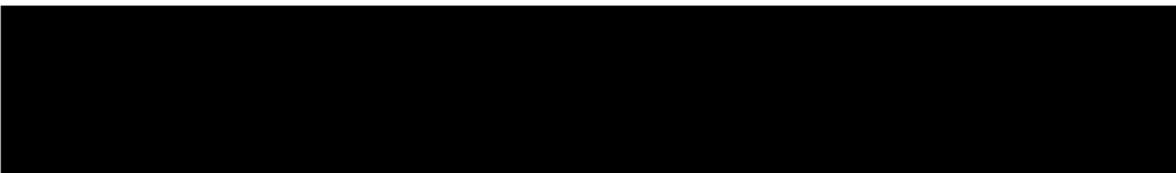


Consultant execution

Signed under hand by

for and on behalf of

Black & Veatch Limited



Environment Agency NEC4 professional services contract (PSC) Scope

Project / contract Information

Project name	Future Funding Wave 3 NAT PM1
Project SOP reference	ENVFCPAM00194B00C
Contract reference (Bravo)	Ecm_58502
Date	21 st July 2020
Version number	V1.0
Author	[REDACTED]

Revision history

Revision date	Summary of changes	Version number
01/06/2020	First Draft	0.1
21/07/2020	NAT PM1 specific details	1.0

customer service line
03708 506 506

www.environment-agency.gov.uk

incident hotline
0800 80 70 60

floodline
0845 988 1188

Details of the services

Details of the *services* are:

1. Description of the work:

Objective

Provision of a Cost Carbon Tool PCM Project Manager to work as part of the *Client's* Project Management team

Outcome Specification

2. General Outline:
 - a) The secondment of the PM1 role outlined in the table below ("*Consultant*") to act in accordance with Role Profile Reference PM1 attached to this scope and within the constraints of an agreed budget, programme, and quality criteria, working as a team in compliance with clause 20.2.

Role Reference	Role Title	Role Profile Reference Number	
NAT-PM1-01	Senior Project Manager (Cost Carbon Tool PM1)	PM1	

- b) Subject to agreement between the *Client* and the *Consultant*, secondees may be based in a number of offices as appropriate, to include (but not limited to) EA offices in [REDACTED]. However in order to develop good relationships with other team members and to support co-location there will be a requirement to travel to various EA offices or site offices (according to the projects the *Consultant* is assigned to); The Environment Agency supports flexible working to support reduced carbon impact and work-life balance so once the secondees have established themselves within the EA teams and are competent in EA activities, working from home or other EA offices may be supported. Initially at least, secondees will need to use their existing IT equipment such as laptops and mobile phones.
 - c) The secondees will be expected to perform the role duties and responsibilities outlined in the attached Role Profiles Reference PM1
3. The services specifically excludes the following:
 - a) Project Executive accountability.
 - b) Internal *Client* financial approvals.
 4. Site Information already available:

- a) The *Consultant* will be allocated projects according to need from the IDT service plan and any additions to it. These projects may either be stand alone or be part of a package/sub-programme of projects being delivered together.

5. Specifications of standards to be used

- a) Role Profile Reference PM1

6. Constraints on how the *Consultant* provides the *services*

- a) Secondees are to be based ([REDACTED]), unless otherwise stated in the table below, in the named *Client* offices. Secondees will also be expected to attend sites or suppliers offices across the Midlands Area as required.

Role Reference	Role Title	[REDACTED]
NAT-PM1-01	Senior Project Manager (Cost Carbon Tool PM1	[REDACTED]

- b) Under current COVID-19 restrictions, the *Client's* offices are currently closed. Therefore, the *Consultant* will be expected to initially work remotely. It is the *Consultant's* responsibility to ensure that suitable DSE assessments, internet connections and safety precautions are provided.
- c) All required travel arrangements are to be made in accordance with the latest Public Health England COVID-19 guidance.
- d) Secondees shall not work more than the weekly hours stated at 6 a) above without prior approval from the *Service Manager*.
- e) Any time deemed necessary by the *Consultant* for secondee activities unrelated to the *Client*, including training and development, would be by agreement and be non-chargeable. Travel costs to and from the *Client's* base office stated at 6 a) above will be chargeable as per Schedule 6, Section 12 of the Framework Schedules if it is in addition to normally incurred travelling to the permanent place of work.
- f) Any time deemed necessary for the *Consultant* to line manage secondees or undertake any other tasks in relation to secondees, would be by agreement with the *Client* and be non-chargeable.
- g) Secondees will be entitled to take annual leave, based on the *secondees'* terms of employment *with the Consultant*, and statutory holiday entitlement. These costs will be non-chargeable.
- h) Secondees shall provide the services in compliance with the *Client's* 'Environment Agency Operational Instructions' and policies subject to clause 20.2.

7. Requirements of the programme

- a) Secondments will be from 27th July 2020 to 31st March 2022.

- b) The *Consultant* will inform the *Client* prior to allocating secondees on other projects / utilisation post 31st March 2022, to the extent that this is reasonable and practical.
8. Services and other things provided by the *Client*
- a) Office space (not including car parking space) and office equipment and services necessary to undertake the role when attending Environment Agency offices.
- b) Day-to-day line management. The posts will report to [REDACTED]
- c) Systems access to include: [REDACTED]
- d) Reasonable information and feedback to the *Consultant* so as to enable the *Consultant* to conduct reviews or appraisals of each secondee's performance.

Secondees

9. Secondees shall remain employees of their respective Employers at all times and shall not be deemed to be employees of the *Client* by virtue of the secondments.
10. The *Client* acknowledges that secondees owe certain duties to their Employer under and by virtue of their employment contracts, including a duty of fidelity, and that the secondees as employees have certain employment rights both under and by virtue of the terms of their employment contracts and under statute and the *Client* agrees that it will not hinder or interfere with the lawful exercise of such rights by the secondees or their respective Employers.
- The direction, control and supervision of secondees shall be the responsibility of the *Client*.
- 11.

Role Profile

Senior Project Manager - PCM EA Grade 6 (PM1)

Job Purpose

The Project Manager 1 role provides senior project management services within our Operational Teams on major projects and strategies, together with the Project Executive services to our programme of projects. This role also provides mentoring and support to junior project managers, where required.

Role description

The role of Senior Project Manager will be expected to undertake the following:

- Manage the delivery of medium to high risk multi-disciplinary projects within the constraints of an agreed budget, programme, and quality criteria, to achieve successful outcomes.
- Contribute to the development and delivery of the departmental business plan, providing professional / technical expertise to support operational priorities in line with legislation, Environment Agency policy and required environmental outcomes.
- Guide, advise and support team members to resolve local issues and incidents, so that decisions are made on sound technical grounds and in line with best practice and timeframes.
- Monitor progress of work, identify gaps in the delivery of priorities and take remedial action to enhance the service; for the appropriate reallocation of time and effort.
- Identify and produce required documentation and reports to agreed quality standards to support operational work, management decisions, public enquiries, court appeals etc, so that information, evidence and Environment Agency interests are accurately and effectively presented.
- Contribute to the successful implementation of emergency plans, including acting as 'site controller' during incidents to deliver effective, timely and safe response to emergency incidents.
- Participate in or lead local projects and working groups to achieve well planned and managed integrated solutions that progress effective change and improvement in the organisation and support the best environmental outcomes.
- Seek to influence customers and build strong partnerships internally and externally to maintain a positive reputation, response and effective resolution of issues.
- Encourage and develop a safety conscious culture within the team to deliver work programmes without risk to the health & safety of the team or any other individual
- Provide leadership and mentoring to other Client staff where required.

Education, Professional Qualifications Requirements

The individuals proposed for the role of Project Manager 1 shall demonstrate:

- Minimum of six years' project management experience
- A project management qualification such as PRINCE2 or APM
- A relevant degree such as in civil engineering, environmental science or geography
- Strong history in both contract (NEC3 and 4) and project management.
- A member of a related professional body, preferably chartered

- A record of delivering complex, high-risk projects successfully including working on civil engineering projects.
- The ability to bring big-picture thinking that improves the methods, behaviours and processes.
- A full driving licence, as some travel is involved.

Expectations for this role

- Manages health, safety & wellbeing matters by actively promoting awareness and good practice and ensuring the provision of safe working practices in line with Environment Agency guidance. Roles at this level in this job family may be responsible for safety in a regulatory capacity.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Required to understand, influence and negotiate with internal and external stakeholders. Needs to understand the audience and communicate at the right level.
- Ensures work is consistently delivered to required standards and service levels while reflecting best practice ways of working.
- Understands, interprets and communicates the work and structure of the Environment Agency within the wider context based on knowledge and experience.



Framework: Client Support Framework
Supplier: Capita Black & Veatch
Company Number: 03163649 / 02018542

Geographical Area:
Project Name: Future Funding Wave 3 SW PM2
Project Number: 10003647

Contract Type: Professional Service Contract
Option: Option E

Contract Number: ecm_58503

Revision	Status	Originator	Reviewer	Date

**PROFESSIONAL SERVICE CONTRACT - Under the Client Support Framework
CONTRACT DATA**

Project Name Future Funding Wave 3 SW PM2

Project Number 10003647

This contract is made on between the *Client* and the *Consultant*

- This contract is made pursuant to the Framework Agreement (the "Agreement") dated 02nd day of July 2019 between the *Client* and the *Consultant* in relation to the Client Support Framework. The entire Agreement and the following schedules are incorporated into this contract by reference
- Schedules 1 through to 14 inclusive of the Framework schedules are relied upon within this contract.
- The following documents are incorporated into this contract by reference
SW Scope CBV Dated 21st July 2020

Part One - Data provided by the Client

Statements given in all Contracts

1 General

The *conditions of contract* are the core clauses and the clauses for the following main Option, the Option for resolving and avoiding disputes and secondary Options of the NEC4 Professional Service Contract June 2017.

Main Option	Option E	Option for resolving and avoiding disputes	W2
-------------	----------	--	----

Secondary Options

- X2: Changes in the law
- X9: Transfer of rights
- X11: Termination by the *Client*
- X18: Limitation of liability
- Y(UK)2: The Housing Grants, Construction and Regeneration Act 1996
- Y(UK)3: The Contracts (Rights of Third Parties) Act 1999
- Z: *Additional conditions of contract*

The *service is* Supply of a PM2 of Bought in Service (post ref SW-PM2-04) resource to support the EA's capital programme for 2020/21.

The *Client is* Environment Agency

Address for communications
Horizon House
Deanery Road
Bristol
BS1 5AH

Address for electronic communications enquiries@environment-agency.gov.uk

The *Service Manager is* [REDACTED]

Address for communications
Environment Agency

Horizon House
Deanery Road
Bristol
BS1 5AH

Address for electronic communications [REDACTED]

The *Scope is in*
SW Scope CBV Dated 21st July 2020

The *language of the contract* is English

The *law of the contract is*
the law of England and Wales, subject to the jurisdiction of the courts of England and Wales

The *period for reply is* 2 weeks

The *period for retention is* 6 years following Completion or earlier termination

The following matters will be included in the Early Warning Register
none

Early warning meetings are to be held at intervals no longer than 12 weeks

2 The Consultant's main responsibilities

The *key dates and conditions* to be met are
condition to be met
 'none set' 'none set' 'none set' *key date*
 'none set' 'none set' 'none set'
 'none set' 'none set' 'none set'

The *Consultant* prepares forecasts of the total Defined Cost plus Fee and *expenses* at intervals no longer than 4 weeks

3 Time

The *starting date* is 27 July 2020

The *Client* provides access to the following persons, places and things
 access *access date*
 EA offices to be advised
 EA systems 27 July 2020

The *Consultant* submits revised programmes at intervals no longer than 4 weeks

The *completion date* for the whole of the *service* is 21 July 2021

The period after the Contract Date within which the *Consultant* is to submit a first programme for acceptance is 4 weeks

4 Quality management

The period after the Contract Date within which the *Consultant* is to submit a quality policy statement and quality plan is

The period between Completion of the whole of the *service* and the *defects date* is 26 weeks

5 Payment

The *currency of the contract* is the £ sterling

The *assessment interval* is Monthly

The *expenses* stated by the *Client* are as stated in Schedule 6.

The *interest rate* is 2.00% per annum (not less than 2) above the
 Base rate of the Bank of England

The locations for which the *Consultant* provides a charge for the cost of support people and office overhead are [REDACTED]

The *exchange rates* are those published in on

6 Compensation events

These are additional compensation events

1. Managing and mitigating the impact of Covid 19 and working in accord;
2. 'not used'
3. 'not used'
4. 'not used'
5. 'not used'

8 Liabilities and insurance

These are additional *Client's* liabilities

1. 'not used'
2. 'not used'
3. 'not used'

The minimum amount of cover and the periods for which the *Consultant* maintains insurance are

EVENT	MINIMUM AMOUNT OF	PERIOD FOLLOWING COMPLETION OF THE WHOLE OF THE <i>SERVICE</i> OR TERMINATION
-------	-------------------	---

<p>The <i>Consultant's</i> failure to use the skill and care normally used by professionals providing services similar to the <i>service</i></p>	<p>£5 million in respect of each claim, without limit to the number of claims</p>	<p>6 years</p>
<p>Loss of or damage to property and liability for bodily injury to or death of a person (not an employee of the <i>Consultant</i>) arising from or in connection with the <i>Consultant</i> Providing the <i>Service</i></p>	<p>Which ever is the greater of £5m or the amount required by law in respect of each claim, without limit to the number of claims</p>	<p>12 months</p>
<p>Death of or bodily injury to employees of the <i>Consultant</i> arising out of and in the course of their employment in connection with the contract</p>	<p>Which ever is the greater of £5m or the amount required by law in respect of each claim, without limit to the number of claims</p>	<p>For the period required by law</p>
<p>The <i>Consultant's</i> total liability to the <i>Client</i> for all matters arising under or in connection with the contract, other than the excluded matters is limited to</p>	<p>£1 million</p>	

Resolving and avoiding disputes

<p>The <i>tribunal</i> is</p>	<p>litigation in the courts</p>
<p>The <i>Adjudicator</i> is</p>	<p>'to be confirmed'</p>
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<p>The <i>Adjudicator nominating body</i> is</p>	<p>The Institution of Civil Engineers</p>

Z Clauses

Z1 Disputes

Delete existing clause W2.1

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The text of clause 18 Prevention is deleted.

Delete the text of clause 60.1(12) and replace with:

The *service* is affected by any of the following events

- War, civil war, rebellion, revolution, insurrection, military or usurped power;
- Strikes, riots and civil commotion not confined to the employees of the *Consultant* and sub consultants,
- Ionising radiation or radioactive contamination from nuclear fuel or nuclear waste resulting from the combustion of nuclear fuel,
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- Excessive charges for project management time on a commission for secondments or full time appointments (greater than 5% of commission value)
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- Costs associated with rectifications that are due to *Consultant* error or omission.
- Costs associated with the identification of opportunities to improve our processes and procedures for project delivery through the *Consultant's* involvement
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Add clause 19

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19.1.1 Misrepresentation or negligence by or on behalf of the *Consultant*;

or

19.1 2 The *Consultant* has acted contrary to the *Service Manager's* reasonable instructions or wholly outside the scope of the *Consultant's* duties as defined by the *Service Manager*.

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The Schedule of Cost Components are as detailed in the Framework Schedule 6.

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Insert the following sentence at the end of clause 51.1:

The Party to which payment is due submits an invoice to the other Party for the amount to be paid within one week of the *Service Manager's* certificate.

Delete existing clause 51.2 and insert the following:

51.2 Each certified payment is made by the later of

- one week after the paying Party receives an invoice from the other Party and
- three weeks after the assessment date, or, if a different period is stated in the Contract Data, within the period stated.

If a certified payment is late, or if a payment is late because the *Service Manager* has not issued a certificate which should be issued, interest is paid on the late payment. Interest is assessed from the date by which the late payment should have been made until the date when the late payment is made, and is included in the first assessment after the late payment is made

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The *Consultant* immediately notifies the *Client* of any circumstances giving rise to or potentially giving rise to conflicts of interest relating to the *Consultant* (including without limitation its reputation and standing) and/or the *Client* of which it is aware or which it anticipates may justify the *Client* taking action to protect its interests. Should the Parties be unable to remove the conflict of interest to the satisfaction of the *Client*, the *Client*, in its sole discretion, may terminate this Contract.

Z10 Change in Control

The *Consultant* shall notify the *Client* as soon as reasonably practicable, in writing, of any agreement, proposal or negotiations which will or may result in a *Consultant* Change in Control and shall give further notice to the *Client* when any Change in Control has occurred. The *Client* may terminate this contract with immediate effect by notice in writing and without compensation to the *Consultant* within six (6) months of being notified that a Change of Control has occurred, or, where no notification has been made, the date that the *Client* becomes aware of the Change of Control, but shall not be permitted to terminate where the *Client's* prior written acceptance was granted prior to the Change in Control. A Change of Control is defined as per the Deed of Agreement, Z14.4.

Z11 Rate Increase Provision

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No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party by the *Service Manager* in writing in accordance with the Contract, and with express reference to Clause Z12. The failure of either party to insist upon strict performance of the Contract, or any failure or delay in exercising any right or remedy shall not constitute a waiver or diminution of the obligations established by the Contract.

Secondary Options

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The *law of the project* is the law of England and Wales, subject to the jurisdiction of the courts of England and Wales

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The period for payment is 14 Days after the date on which payment becomes due

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term *beneficiary*

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Completion of the data in full, according to the Options chosen, is essential to create a complete contract.

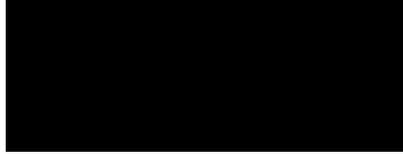
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Name and company number

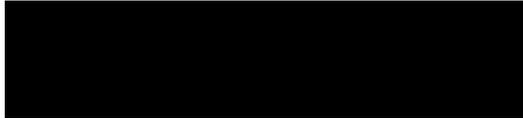
Capita Black & Veatch

Address for communications



Address for electronic communications

The *fee percentage* is



The *key persons* are

Name (1)



Job

Project Manager

Responsibilities

SW-PM2-04

Qualifications

See CV

Experience

See CV

The *key persons* are

Name (2)

Job

Responsibilities

Qualifications

Experience

The *key persons* are

Name (3)

Job

Responsibilities

Qualifications

Experience

The *key persons* are

Name (4)

Job

Responsibilities

Qualifications

Experience

The *key persons* are

Name (5)

Job

Responsibilities

Qualifications

Experience

The *key persons* are

Name (6)

Job

Responsibilities

Qualifications

Experience

The *key persons* are

Name (7)

Job

Responsibilities

Qualifications

Experience

The following matters will be included in the Early Warning Register

Travel expenses are not included due to the current Covid 19 arrangements

3 Time

The programme identified in the Contract Data is

Not applicable

Resolving and avoiding disputes

The *Senior Representatives* of the *Consultant* are

Name (1)

Address for communications

Address for electronic communications

Name (2)

Address for communications

Address for electronic communications

Contract Execution

Client execution

Signed under hand by

for and on behalf of the Environment Agency



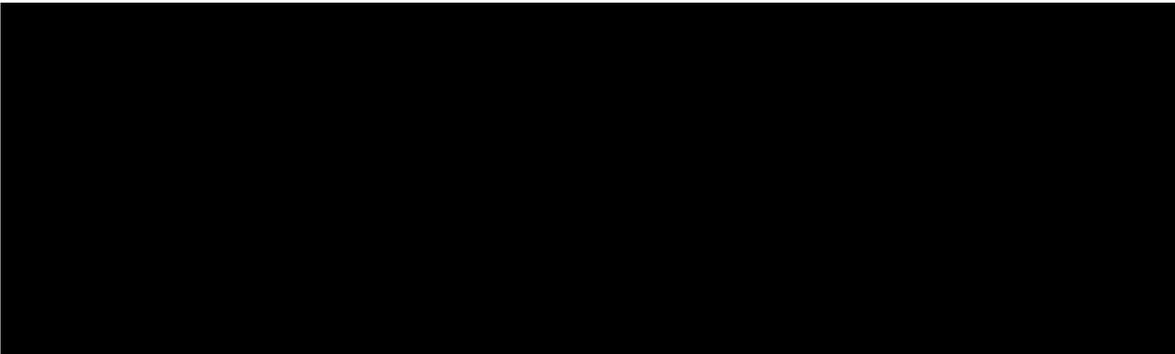
Consultant execution

Consultant execution

Signed under hand by

for and on behalf of

Capita Black & Veatch



Environment Agency NEC4 professional services contract (PSC) Scope

Project / contract Information

Project name	Future Funding Wave 3 SW PM2
Project SOP reference	10003647
Contract reference (Bravo)	Ecm_58503
Date	21 st July 2020
Version number	V1.0
Author	[REDACTED]

Revision history

Revision date	Summary of changes	Version number
01/06/2020	First Draft	0.1
21/07/2020	SW PM2 specific details	1.0

Details of the services

Details of the *services* are:

1. Description of the work:

Objective

Provision of a Project Manager PM2 to work as part of the *Client's* Project Management team

Outcome Specification

2. General Outline:
 - a) The secondment of the PM2 role outlined in the table below ("*Consultant*") to act in accordance with Role Profile Reference PM2 attached to this scope and within the constraints of an agreed budget, programme, and quality criteria, working as a team in compliance with clause 20.2.

Role Reference	Role Title	Role Profile Reference Number	
SW-PM2-04	Project Manager PM2	PM2	

- b) Subject to agreement between the *Client* and the *Consultant*, secondees may be based in a number of offices as appropriate, to include (but not limited to) EA offices in [REDACTED]. However in order to develop good relationships with other team members and to support co-location there will be a requirement to travel to various EA offices or site offices (according to the projects the *Consultant* is assigned to); The Environment Agency supports flexible working to support reduced carbon impact and work-life balance so once the secondees have established themselves within the EA teams and are competent in EA activities, working from home or other EA offices may be supported. Initially at least, secondees will need to use their existing IT equipment such as laptops and mobile phones.
 - c) The secondees will be expected to perform the role duties and responsibilities outlined in the attached Role Profiles Reference PM2
3. The services specifically excludes the following:
 - a) Project Executive accountability.
 - b) Internal *Client* financial approvals.
 4. Site Information already available:
 - a) The *Consultant* will be allocated projects according to need from the IDT service plan and any additions to it. These projects may either be stand alone or be part of a package/sub-programme of projects being delivered together.

5. Specifications of standards to be used

- a) Role Profile Reference PM2

6. Constraints on how the *Consultant* provides the *services*

- a) Secondees are to be based [REDACTED] unless otherwise stated in the table below, in the named *Client* offices. Secondees will also be expected to attend sites or suppliers offices across the Midlands Area as required.

Role Reference	Role Title	[REDACTED]
SW-PM2-04	Project Manager	[REDACTED]

- b) Under current COVID-19 restrictions, the *Client's* offices are currently closed. Therefore, the *Consultant* will be expected to initially work remotely. It is the *Consultant's* responsibility to ensure that suitable DSE assessments, internet connections and safety precautions are provided.
- c) All required travel arrangements are to be made in accordance with the latest Public Health England COVID-19 guidance.
- d) Secondees shall not work more than the weekly hours stated at 6 a) above without prior approval from the *Service Manager*.
- e) Any time deemed necessary by the *Consultant* for secondee activities unrelated to the *Client*, including training and development, would be by agreement and be non-chargeable. Travel costs to and from the *Client's* base office stated at 6 a) above will be chargeable as per Schedule 6, Section 12 of the Framework Schedules if it is in addition to normally incurred travelling to the permanent place of work.
- f) Any time deemed necessary for the *Consultant* to line manage secondees or undertake any other tasks in relation to secondees, would be by agreement with the *Client* and be non-chargeable.
- g) Secondees will be entitled to take annual leave, based on the *secondees'* terms of employment *with the Consultant*, and statutory holiday entitlement. These costs will be non-chargeable.
- h) Secondees shall provide the services in compliance with the *Client's* 'Environment Agency Operational Instructions' and policies subject to clause 20.2.

7. Requirements of the programme

- a) Secondments will be from 27th July 2020 to 21st July 2021.
- b) The *Consultant* will inform the *Client* prior to allocating secondees on other projects / utilisation post 21st July 2021, to the extent that this is reasonable and practical.

8. Services and other things provided by the *Client*

- a) Office space (not including car parking space) and office equipment and services necessary to undertake the role when attending Environment Agency offices.
- b) Day-to-day line management. The posts will report to [REDACTED]
- c) Systems access to include: [REDACTED], [REDACTED]
- d) Reasonable information and feedback to the *Consultant* so as to enable the *Consultant* to conduct reviews or appraisals of each secondee's performance.

Secondees

- 9. Secondees shall remain employees of their respective Employers at all times and shall not be deemed to be employees of the *Client* by virtue of the secondments.
- 10. The *Client* acknowledges that secondees owe certain duties to their Employer under and by virtue of their employment contracts, including a duty of fidelity, and that the secondees as employees have certain employment rights both under and by virtue of the terms of their employment contracts and under statute and the *Client* agrees that it will not hinder or interfere with the lawful exercise of such rights by the secondees or their respective Employers.

— The direction, control and supervision of secondees shall be the responsibility of the Client.

11.

Role Profile

Project Manager - PCM EA Grade 5 (PM2)

Job Purpose

The Project Manager 2 role provides project management services within our Operational Teams and provides mentoring to junior project managers, where required.

Role description

The role of Project Manager will be expected to undertake the following:

- Manage the delivery of medium risk multi-disciplinary projects within the constraints of an agreed budget, programme, and quality criteria, to achieve successful outcomes.
- Contribute to the development and delivery of the departmental business plan, providing professional / technical expertise to support operational priorities in line with legislation, Environment Agency policy and required environmental outcomes.
- Guide, advise and support team members to resolve local issues and incidents, so that decisions are made on sound technical grounds and in line with best practice and timeframes.
- Monitor progress of work, identify gaps in the delivery of priorities and take remedial action to enhance the service; for the appropriate reallocation of time and effort.
- Identify and produce required documentation and reports to agreed quality standards to support operational work, management decisions, public enquiries, court appeals etc, so that information, evidence and Environment Agency interests are accurately and effectively presented.
- Contribute to the successful implementation of emergency plans, including acting as 'site controller' during incidents to deliver effective, timely and safe response to emergency incidents.
- Participate in or lead local projects and working groups to achieve well planned and managed integrated solutions that progress effective change and improvement in the organisation and support the best environmental outcomes.
- Seek to influence customers and build strong partnerships internally and externally to maintain a positive reputation, response and effective resolution of issues.
- Encourage and develop a safety conscious culture within the team to deliver work programmes without risk to the health & safety of the team or any other individual
- Provide leadership and mentoring to other Client staff where required.

Education, Professional Qualifications Requirements

The individuals proposed for the role of Project Manager 2 shall demonstrate:

- A minimum of four years' project management experience
- A project management qualification such as PRINCE2 or APM
- A relevant degree such as in civil engineering, environmental science or geography
- Strong history in both contract (NEC3 and 4) and project management.
- A member of or working towards a related professional body, preferably chartered
- A record of delivering projects successfully including working on civil engineering projects.

- The ability to bring big-picture thinking that improves the methods, behaviours and processes.
- A full driving licence, as some travel is involved

Expectations for this role

- Manages health, safety & wellbeing matters by actively promoting awareness and good practice and ensuring the provision of safe working practices in line with Environment Agency guidance. Roles at this level in this job family may be responsible for safety in a regulatory capacity.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Required to understand, influence and negotiate with internal and external stakeholders. Needs to understand the audience and communicate at the right level.
- Ensures work is consistently delivered to required standards and service levels while reflecting best practice ways of working.
- Understands, interprets and communicates the work and structure of the Environment Agency within the wider context based on knowledge and experience.



Framework: Client Support Framework
Supplier: Capita Black & Veatch
Company Number: 03163649 / 02018542

Geographical Area: Midlands
Project Name: Future Funding Wave 3 WMD PSO Grade 5
Project Number: ENV0002829C

Contract Type: Professional Service Contract
Option: Option E

Contract Number: ecm_58504

Revision	Status	Originator	Reviewer	Date

**PROFESSIONAL SERVICE CONTRACT - Under the Client Support Framework
CONTRACT DATA**

Project Name Future Funding Wave 3 WMD PSO Grade 5

Project Number ENV0002829C

This contract is made on between the *Client* and the *Consultant*

- This contract is made pursuant to the Framework Agreement (the "Agreement") dated 02nd day of July 2019 between the *Client* and the *Consultant* in relation to the Client Support Framework. The entire Agreement and the following schedules are incorporated into this contract by reference
- Schedules 1 through to 14 inclusive of the Framework schedules are relied upon within this contract.
- The following documents are incorporated into this contract by reference
WMD Scope CBV Dated 21st July 2020

Part One - Data provided by the Client

Statements given in all Contracts

1 General

The *conditions of contract* are the core clauses and the clauses for the following main Option, the Option for resolving and avoiding disputes and secondary Options of the NEC4 Professional Service Contract June 2017.

Main Option	Option E	Option for resolving and avoiding disputes	W2
-------------	----------	--	----

Secondary Options

- X2: Changes in the law
- X9: Transfer of rights
- X11: Termination by the *Client*
- X18: Limitation of liability
- Y(UK)2: The Housing Grants, Construction and Regeneration Act 1996
- Y(UK)3: The Contracts (Rights of Third Parties) Act 1999
- Z: *Additional conditions of contract*

The *service is* Supply of a PSO Advisor Grade 5 of Bought in Service (post refWMD-5-PSO-G5A-01) resource to support the EA's capital programme for 2020/21.

The *Client is* Environment Agency

Address for communications Horizon House
Deanery Road
Bristol
BS1 5AH

Address for electronic communications enquiries@environment-agency.gov.uk

The *Service Manager is* [REDACTED]

Address for communications Environment Agency

Horizon House
Deanery Road
Bristol
BS1 5AH

Address for electronic communications [REDACTED]

The *Scope is in*
SW Scope CBV Dated 21st July 2020

The *language of the contract* is English

The *law of the contract is*
the law of England and Wales, subject to the jurisdiction of the courts of England and Wales

The *period for reply is* 2 weeks

The *period for retention is* 6 years following Completion or earlier termination

The following matters will be included in the Early Warning Register
none

Early warning meetings are to be held at intervals no longer than 12 weeks

2 The Consultant's main responsibilities

The *key dates and conditions* to be met are
condition to be met
 'none set' 'none set' 'none set' *key date*
 'none set' 'none set' 'none set'
 'none set' 'none set' 'none set'

The *Consultant* prepares forecasts of the total Defined Cost plus Fee and *expenses* at intervals no longer than 4 weeks

3 Time

The *starting date* is 03 August 2020

The *Client* provides access to the following persons, places and things
 access *access date*
 EA offices to be advised
 EA systems 03 August 2020

The *Consultant* submits revised programmes at intervals no longer than 4 weeks

The *completion date* for the whole of the *service* is 31 March 2021

The period after the Contract Date within which the *Consultant* is to submit a first programme for acceptance is 4 weeks

4 Quality management

The period after the Contract Date within which the *Consultant* is to submit a quality policy statement and quality plan is

The period between Completion of the whole of the *service* and the *defects date* is 26 weeks

5 Payment

The *currency of the contract* is the £ sterling

The *assessment interval* is Monthly

The *expenses* stated by the *Client* are as stated in Schedule 6.

The *interest rate* is 2.00% per annum (not less than 2) above the
 Base rate of the Bank of England

The locations for which the *Consultant* provides a charge for the cost of support people and office overhead are [REDACTED]

The *exchange rates* are those published in on

6 Compensation events

These are additional compensation events

1. Managing and mitigating the impact of Covid 19 and working in accord;
2. 'not used'
3. 'not used'
4. 'not used'
5. 'not used'

8 Liabilities and insurance

These are additional *Client's* liabilities

1. 'not used'
2. 'not used'
3. 'not used'

The minimum amount of cover and the periods for which the *Consultant* maintains insurance are

EVENT	MINIMUM AMOUNT OF	PERIOD FOLLOWING COMPLETION OF THE WHOLE OF THE <i>SERVICE</i> OR TERMINATION
-------	-------------------	---

<p>The <i>Consultant's</i> failure to use the skill and care normally used by professionals providing services similar to the <i>service</i></p>	<p>£5 million in respect of each claim, without limit to the number of claims</p>	<p>6 years</p>
<p>Loss of or damage to property and liability for bodily injury to or death of a person (not an employee of the <i>Consultant</i>) arising from or in connection with the <i>Consultant</i> Providing the <i>Service</i></p>	<p>Which ever is the greater of £5m or the amount required by law in respect of each claim, without limit to the number of claims</p>	<p>12 months</p>
<p>Death of or bodily injury to employees of the <i>Consultant</i> arising out of and in the course of their employment in connection with the contract</p>	<p>Which ever is the greater of £5m or the amount required by law in respect of each claim, without limit to the number of claims</p>	<p>For the period required by law</p>
<p>The <i>Consultant's</i> total liability to the <i>Client</i> for all matters arising under or in connection with the contract, other than the excluded matters is limited to</p>	<p>£1 million</p>	

Resolving and avoiding disputes

<p>The <i>tribunal</i> is</p>	<p>litigation in the courts</p>
<p>The <i>Adjudicator</i> is</p>	<p>'to be confirmed'</p>
<p>Address for communications</p>	<p>'to be confirmed'</p>
<p>Address for electronic communications</p>	<p>'to be confirmed'</p>
<p>The <i>Adjudicator nominating body</i> is</p>	<p>The Institution of Civil Engineers</p>

Z Clauses

Z1 Disputes

Delete existing clause W2.1

Z2 Prevention

The text of clause 18 Prevention is deleted.

Delete the text of clause 60.1(12) and replace with:

The *service* is affected by any of the following events

- War, civil war, rebellion, revolution, insurrection, military or usurped power;
- Strikes, riots and civil commotion not confined to the employees of the *Consultant* and sub consultants,
- Ionising radiation or radioactive contamination from nuclear fuel or nuclear waste resulting from the combustion of nuclear fuel,
- Radioactive, toxic, explosive or other hazardous properties of an explosive nuclear device,
- Natural disaster,
- Fire and explosion,
- Impact by aircraft or other aerial device or thing dropped from them.

Z3 Disallowed Costs

In second bullet of 11 2 (18) add:

(including compensation events with the Subcontractor, i.e. payment for work that should not have been undertaken).

Add the following additional bullets after 'and the cost of ' :

- Mistakes or delays caused by the *Consultant's* failure to follow standards in Scopes/quality plans.
- Reorganisation of the *Consultant's* project team.
- Additional costs or delays incurred due to *Consultant's* failure to comply with published and known guidance or document formats.
- Exceeding the Scope without prior instruction that leads to abortive cost
- Re-working of documents due to inadequate QA prior to submission, i.e. grammatical, factual arithmetical or design errors.
- Production or preparation of self-promotional material.
- Excessive charges for project management time on a commission for secondments or full time appointments (greater than 5% of commission value)
- Any hours exceeding 8 per day unless with prior written agreement of the *Service Manager*
- Any hours for travel beyond the location of the nearest consultant office to the project unless previously agreed with the *Service Manager*
- Attendance of additional individuals to meetings/ workshops etc who have not been previously invited by the *Service Manager*
- Costs associated with the attendance at additional meetings after programmed Completion, if delay is due to *Consultant* performance.
- Costs associated with rectifications that are due to *Consultant* error or omission.
- Costs associated with the identification of opportunities to improve our processes and procedures for project delivery through the *Consultant's* involvement
- Was incurred due to a breach of safety requirements, or due additional work to comply with safety requirements
- Was incurred as a result of the *Client* issuing a Yellow or Red Card to prepare a Performance Improvement Plan
- Was incurred as a resulting of rectifying a non-compliance with the Framework Agreement and/or any call off contracts following an audit

Z5 Secondments

When appointing *Consultants* on a secondment basis only:

Add clause 19

19.1 The *Client* will from starting date to Completion Date indemnify the *Consultant* against any and all liabilities, proceedings, costs, losses, claims and demands whatsoever arising directly or indirectly out of the activities of the *Consultant* in providing the services save where such claims, in the reasonable opinion of the *Client*, arise from or are contributed to by:

19.1.1 Misrepresentation or negligence by or on behalf of the *Consultant*;

or

19.1 2 The *Consultant* has acted contrary to the *Service Manager's* reasonable instructions or wholly outside the scope of the *Consultant's* duties as defined by the *Service Manager*.

Z6 The Schedule of Cost Components

The Schedule of Cost Components are as detailed in the Framework Schedule 6.

Z7 Linked contracts

Issues requiring redesign or rework on this contract due to a fault or error of the *Consultant* under this contract or a previous contract will neither be an allowable cost under this contract or any subsequent contract, nor will it be a Compensation event under this contract or any subsequent contract under this project or programme.

Z8 Requirement for Invoice

Insert the following sentence at the end of clause 51.1:

The Party to which payment is due submits an invoice to the other Party for the amount to be paid within one week of the *Service Manager's* certificate.

Delete existing clause 51.2 and insert the following:

51.2 Each certified payment is made by the later of

- one week after the paying Party receives an invoice from the other Party and
- three weeks after the assessment date, or, if a different period is stated in the Contract Data, within the period stated.

If a certified payment is late, or if a payment is late because the *Service Manager* has not issued a certificate which should be issued, interest is paid on the late payment. Interest is assessed from the date by which the late payment should have been made until the date when the late payment is made, and is included in the first assessment after the late payment is made

Z9 Conflict of Interest

The *Consultant* immediately notifies the *Client* of any circumstances giving rise to or potentially giving rise to conflicts of interest relating to the *Consultant* (including without limitation its reputation and standing) and/or the *Client* of which it is aware or which it anticipates may justify the *Client* taking action to protect its interests. Should the Parties be unable to remove the conflict of interest to the satisfaction of the *Client*, the *Client*, in its sole discretion, may terminate this Contract.

Z10 Change in Control

The *Consultant* shall notify the *Client* as soon as reasonably practicable, in writing, of any agreement, proposal or negotiations which will or may result in a *Consultant* Change in Control and shall give further notice to the *Client* when any Change in Control has occurred. The *Client* may terminate this contract with immediate effect by notice in writing and without compensation to the *Consultant* within six (6) months of being notified that a Change of Control has occurred, or, where no notification has been made, the date that the *Client* becomes aware of the Change of Control, but shall not be permitted to terminate where the *Client's* prior written acceptance was granted prior to the Change in Control. A Change of Control is defined as per the Deed of Agreement, Z14.4.

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Contracts with a duration of less than two years, which are extended over this duration by the *Service Manager* due to *Client* Scope increases, may apply a rate review as follows. The *Consultant* will charge the *Client* the contract staff rates for a minimum of two full years, and at the next annual rate review where a new staff rate list is accepted (as stated in Schedule 6), the new staff rate will apply to the contract as per Schedule 6. No Compensation Event is permitted for this different contract staff rate.

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The *end of liability date* is 6 Years after the
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The period for payment is 14 Days after the date on which payment becomes due

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term *beneficiary*

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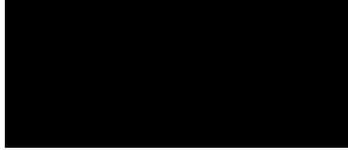
1 General

The *Consultant* is

Name and company number

Capita Black & Veatch

Address for communications



Address for electronic communications

The *fee percentage* is



The *key persons* are

Name (1)



Job

PSO Advisor Grade 5

Responsibilities

WMD-5-PSO-G5A-01

Qualifications

See CV

Experience

See CV

The *key persons* are

Name (2)

Job

Responsibilities

Qualifications

Experience

The *key persons* are

Name (3)

Job

Responsibilities

Qualifications

Experience

The *key persons* are

Name (4)

Job

Responsibilities

Qualifications

Experience

The *key persons* are

Name (5)

Job

Responsibilities

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Experience

The *key persons* are

Name (6)

Job

Responsibilities

Qualifications

Experience

The *key persons* are

Name (7)

Job

Responsibilities

Qualifications

Experience

The following matters will be included in the Early Warning Register

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3 Time

The programme identified in the Contract Data is

Not applicable

Resolving and avoiding disputes

The *Senior Representatives* of the *Consultant* are

Name (1)

Address for communications

Address for electronic communications

Name (2)

Address for communications

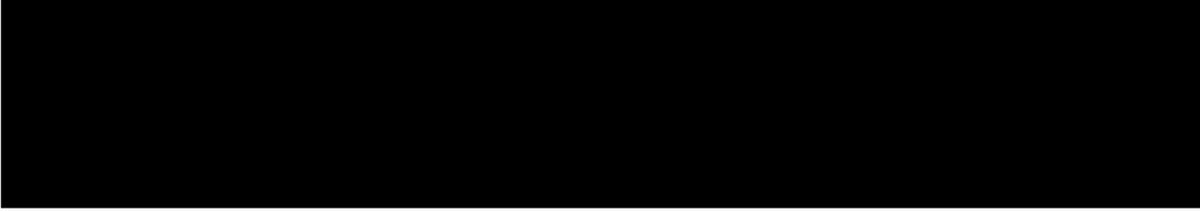
Address for electronic communications

Contract Execution

Client execution

Signed under hand by

for and on behalf of the Environment Agency



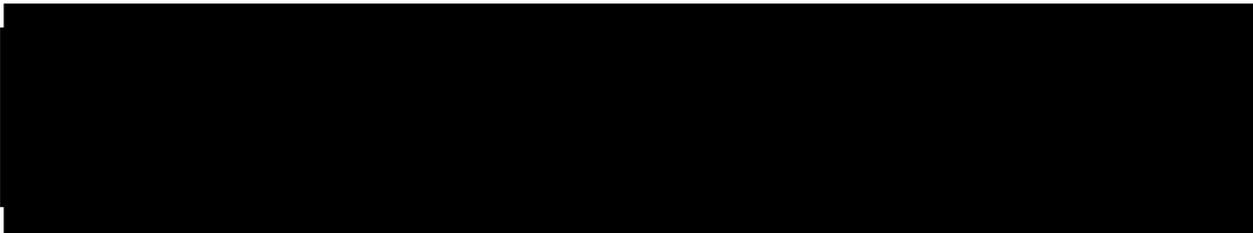
Consultant execution

Consultant execution

Signed under hand by

for and on behalf of

Capita Black & Veatch



Environment Agency NEC4 professional services contract (PSC) Scope

Project / contract Information

Project name	Future Funding Wave 3 WMD PSO Grade 5
Project SOP reference	ENV0002829C
Contract reference (Bravo)	Ecm_58504
Date	21 st July 2020
Version number	V1.0
Author	[REDACTED]

Revision history

Revision date	Summary of changes	Version number
01/06/2020	First Draft	0.1
21/07/2020	WMD specific details	1.0

customer service line
03708 506 506

www.environment-agency.gov.uk

incident hotline
0800 80 70 60

floodline
0845 988 1188

Details of the services

Details of the *services* are:

1. Description of the work:

Objective

Provision of a PSO Grade 5 to work as part of the *Client's* PSO team

Outcome Specification

2. General Outline:
 - a) The secondment of the PSO Grade 5 role outlined in the table below ("*Consultant*") to act in accordance with Role Profile Reference G5PSO attached to this scope and within the constraints of an agreed budget, programme, and quality criteria, working as a team in compliance with clause 20.2.

Role Reference	Role Title	Role Profile Reference Number	
WMD-5-PSO-G5A-01	PSO Advisor Grade 5	G5PSO	

- b) Subject to agreement between the *Client* and the *Consultant*, secondees may be based in a number of offices as appropriate, to include (but not limited to) EA offices in [REDACTED]. However in order to develop good relationships with other team members and to support co-location there will be a requirement to travel to various EA offices or site offices (according to the projects the *Consultant* is assigned to); The Environment Agency supports flexible working to support reduced carbon impact and work-life balance so once the secondees have established themselves within the EA teams and are competent in EA activities, working from home or other EA offices may be supported. Initially at least, secondees will need to use their existing IT equipment such as laptops and mobile phones.
 - c) The secondees will be expected to perform the role duties and responsibilities outlined in the attached Role Profiles Reference G5PSO.
3. The services specifically excludes the following:
 - a) Project Executive accountability.
 - b) Internal *Client* financial approvals.
 4. Site Information already available:
 - a) The *Consultant* will be allocated projects according to need from the IDT service plan and any additions to it. These projects may either be stand alone or be part of a package/sub-programme of projects being delivered together.

5. Specifications of standards to be used

- a) Role Profile Reference G5PSO

6. Constraints on how the *Consultant* provides the *services*

- a) Secondees are to be based [REDACTED] unless otherwise stated in the table below, in the named *Client* offices. Secondees will also be expected to attend sites or suppliers offices across the Midlands Area as required.

Role Reference	Role Title	[REDACTED]
WMD-5-PSO-G5A-01	PSO Advisor Grade 5	[REDACTED]

- b) Under current COVID-19 restrictions, the *Client's* offices are currently closed. Therefore, the *Consultant* will be expected to initially work remotely. It is the *Consultant's* responsibility to ensure that suitable DSE assessments, internet connections and safety precautions are provided.
- c) All required travel arrangements are to be made in accordance with the latest Public Health England COVID-19 guidance.
- d) Secondees shall not work more than the weekly hours stated at 6 a) above without prior approval from the *Service Manager*.
- e) Any time deemed necessary by the *Consultant* for secondee activities unrelated to the *Client*, including training and development, would be by agreement and be non-chargeable. Travel costs to and from the *Client's* base office stated at 6 a) above will be chargeable as per Schedule 6, Section 12 of the Framework Schedules if it is in addition to normally incurred travelling to the permanent place of work.
- f) Any time deemed necessary for the *Consultant* to line manage secondees or undertake any other tasks in relation to secondees, would be by agreement with the *Client* and be non-chargeable.
- g) Secondees will be entitled to take annual leave, based on the *secondees'* terms of employment *with the Consultant*, and statutory holiday entitlement. These costs will be non-chargeable.
- h) Secondees shall provide the services in compliance with the *Client's* 'Environment Agency Operational Instructions' and policies subject to clause 20.2.

7. Requirements of the programme

- a) Secondments will be from 3rd August 2020 to 31st March 2021.
- b) The *Consultant* will inform the *Client* prior to allocating secondees on other projects / utilisation post 31st March 2021, to the extent that this is reasonable and practical.

8. Services and other things provided by the *Client*

- a) Office space (not including car parking space) and office equipment and services necessary to undertake the role when attending Environment Agency offices.
- b) Day-to-day line management. The posts will report to [REDACTED]
- c) Systems access to include: [REDACTED]
- d) Reasonable information and feedback to the *Consultant* so as to enable the *Consultant* to conduct reviews or appraisals of each secondee's performance.

Secondees

- 9. Secondees shall remain employees of their respective Employers at all times and shall not be deemed to be employees of the *Client* by virtue of the secondments.
- 10. The *Client* acknowledges that secondees owe certain duties to their Employer under and by virtue of their employment contracts, including a duty of fidelity, and that the secondees as employees have certain employment rights both under and by virtue of the terms of their employment contracts and under statute and the *Client* agrees that it will not hinder or interfere with the lawful exercise of such rights by the secondees or their respective Employers.

— The direction, control and supervision of secondees shall be the responsibility of the Client.

11.

Role Profile

Advisor, Flood & Coastal Risk Management EA Grade 5

PSO

Job Purpose

Provide specialist advice and knowledge to shape/inform/deliver FCRM and incident management outcomes and stakeholder agendas and/or analyse, design and implement approaches to deliver cost effective and sustainable operational outcomes to secure positive outcomes for people and wildlife, using existing frameworks.

Manage day-to-day aspects of the FCRM Advisor functions under direction of the nominated Team Leader including

- Technical FCRM knowledge. Utilise FCRM and engineering knowledge to form responses to FRAPs, planning applications, customer enquiries and other PSO related tasks. Key skills required – 2 to 3 years experience of FCRM and engineering principles
- Planning applications/consenting. Utilise knowledge of planning and consenting processes to carry out the specified tasks. Key skills required – working knowledge of planning application processes and other statutory consents
- Teamworking. Work with members of own team and other teams within the Environment Agency to draw together comments and sub-divide tasks as required. Key skills required – ability to work effectively in a team
- Communications and report writing. Producing high quality responses to consents and other enquiries. Key skills required – ability to draft and produce high quality written responses, high level of verbal communication
- Customer engagement. Understand customer needs, interpret this against business objectives to formulate coherent responses in accordance with the Customer Charter. Key skills required – ability to deal effectively and politely with customer enquiries, both written and verbally

Representative Accountabilities

- Provide specialist guidance to operational teams in order to influence compliance with Environment Agency policy / legislation / best practice ways of working and contribute to the delivery of business plans.
- Keep up to date on changing legislation / best practice externally, to inform internal priorities and appropriate alignment.
- Contribute to the development of Environment Agency policy / process at national / local level and monitor and advise on effective implementation in the business, in line with environmental targets.
- Lead or participate in projects, providing functional / specialist input to improve ways of working and business change & efficiency.
- Build and sustain effective relationships with operational customers to understand issues and provide effective response / steer for operational needs.
- Mentor and coach others on policies, procedures, practices and techniques equipping them with the knowledge and skills to deliver their work in an effective and efficient manner.

Typical Skills, Knowledge and Experience

- Particularly in key operational roles, we would expect an appropriate level of experience and commensurate knowledge of managing in health, safety and wellbeing in a high risk environment.
- Professional knowledge and application, to influence and inform government stakeholders/regulators, on environmental issues. AND/OR Translating Government policy/legislation into approaches for frontline delivery, in a regulatory / operational environment.
- Experience of implementing best practice solutions based on up-to-date knowledge and expertise.
- Working productively with internal and external partners/stakeholders to help deliver the outcomes of both a specific function/project/team and the wider organisation.
- Delivering work within a programme and project management framework to time, cost and quality.
- Embracing and adapting to change/new ways of working to improve efficiency & productivity, having engaged/contributed positively in any preceding debate/discussion.
- Identifying, communicating and helping to fill knowledge gaps in the business.
- Facilitating value, accountability and performance across the team including assessing how best to allocate resources to maximise outcomes.
- Demonstrating political awareness when dealing with customers, stakeholders and communities.
- Using effective written and spoken communication skills to help persuade internal or external partners to take action.
- Analysing/interpreting evidence to contribute effective solutions for technical problems.

Education, Professional Qualifications Requirements

- Educational experience is required in an engineering or science background or customer related field. This experience may be gained through a combination of formal qualifications and some experience through to no formal qualification and substantial experience.
- Working towards, a specific professional qualification or membership of a professional body

Expectations for these roles

- Manages health, safety & wellbeing matters by actively promoting awareness and good practice, and ensuring the provision of safe working practices in line with Environment Agency guidance. Roles at this level in this job family may be responsible for safety in a regulatory capacity.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Required to understand, influence and negotiate with internal and external stakeholders. Needs to understand the audience and communicate at the right level.
- Ensures work is consistently delivered to required standards and service levels while reflecting best practice ways of working.
- Understands, interprets and communicates the work and structure of the Environment Agency within the wider context based on knowledge and experience