

ORDER

ORDER NO: SER/0707	Date of Order: 19 September 2017
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(To be quoted on all correspondence relating to this Order)

<p>FROM (Customer):</p> <p>Water Services Regulation Authority Centre City Tower 7 Hill Street Birmingham B5 4UA</p> <p>Customer's Representative: Marilyn Fairholme</p> <p>Tel: 0121 644 7584 Mobile: 07458 124901 E: marilyn.fairholme@ofwat.gsi.gov.uk</p>	<p>TO (Service Provider):</p> <p>Certes Computing Ltd 3 The Courtyard Roman Way Coleshill Birmingham B46 1HQ</p> <p>Contractor's Representative: [REDACTED] [REDACTED]</p>
<p>SERVICES TO BE DELIVERED TO:</p> <p>As above</p>	<p>INVOICE ADDRESS:</p> <p>finance@ofwat.gsi.gov.uk</p> <p>or</p> <p>Finance Team Water Services Regulation Authority Centre City Tower 7 Hill Street Birmingham B4 5UA</p>

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

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

- (a) On 5 September 2017 the Customer issued its Temporary Staff Request Form in respect of the provision of the Services;
- (b) The Supplier response dated 7 & 12 September 2017 provided in response to the Temporary Staff Request Form and the candidate's interview on the 14 September 2017 (the "Tender");
- (c) On the basis of the tender, the Customer has selected the Supplier to provide the Services on the terms set

out in this Order.

Description of Services Requirement:

Interim Business Process & Testing Analyst (PROC.04.0127)

Job Purpose and Key Responsibilities of the role:

Reporting to the Fit for the Future (F3) Programme Director, this role will be required to support the business' requirements to deliver efficient processes, strategic workforce planning and people related management information; the F3 programme will deliver a HR tool, that will enable the refinement of people management processes, centralise core HR and talent management data; and provide key operational and strategic reporting capability.

This role is key to shaping the testing practices, aiding the delivery of the technical solution, ensuring quality is at the heart of the end user solution and defining and capturing the best way to design the 'to be' solution processes and solve process-related problems.

The role will also look to ensure that we have captured the appropriate data mapping, and interlinked processes required to align with our new Portfolio & Programme Management System and Strategic Workforce Planning tools.

The key responsibilities are:

- Create Business Requirements Documents - Documenting and analysing AS-IS processes and consequently designing TO-BE requirements for solutions and new processes.
- Create test scenarios, scripts and expected results based on approved business processes and liaising with the programme team on results.
- Ensuring engagement with stakeholders who are crucial to the design and improvement of processes.
- Supporting the delivery of the projects, including defining the acceptance criteria for project users, Implementation and cutover of technical solution and knowledge transfer to project manager .
- The testing of the new solution to include; UAT Testing of in-house and 3rd party systems, testing BAU fixes and any other testing requirements that may be identified.

General Responsibilities

Monitoring and reporting:

- Monitor overall progress
- Report on progress through regular meetings with the Programme Director, Programme Manager and Project Managers

Other responsibilities may include:

- engagement with staff and stakeholders/preparing workshops and meetings and producing written materials and notes from them;
- devising test and technical implementation plans for phase 1 of solution and any other technical requirements identified

Skills Required

Critical:

OFFICIAL: COMMERCIAL - SENSITIVE

- Significant Business Requirements Documents experience creating AS-IS and TO-BE documentation for processes.
- Experience of creating test plans, scripts and supporting UAT Testing, System Testing and Performance Testing
- Ability to work on numerous projects at any given time.
- Experience of creating and the implementation of technical cutover plans
- Experience as a process design/business analyst on projects using agile or waterfall methodology.
- Strong interpersonal and communication skills (both written and verbal), including drafting of quality project documents such as training guides, manuals etc.

Desirable:

- Experience of operating in a matrix working environment
- Experience of procurement and contract management
- Previous experience of testing HRIS applications

Category Lot:

IT Professionals – Lot 5

Security Requirements

The continuation of the Contract is subject to the satisfactory completion of Baseline Personal Security Standards clearance by 31 October 2017. Failure to complete this will allow the Water Services Regulation Authority to terminate this contract for material default.

Term

Contract Commencement Date: 25 September 2017

Contract Estimated Expiry Date: 15 December 2017; or when the Cap price is reached, whichever is the first to occur unless extended or terminated in accordance with this Call off Contract.

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

The Customer may elect to extend the Call off Contract duration beyond the 15 December 2017. In the event that the Customer wishes to extend the Call off Contract, the Customer shall notify the Supplier, 3 weeks before the end of the Contract Period or as soon as practicable thereafter. Any extension of Call off Contract will be by

mutual agreement.

Call off Contract Charges

Customer spend under this Call off Contract is restricted to a maximum **£27,696.60** ("the Capped Call off Contract Charges"), is all inclusive with the sole exception of travel and subsistence within Birmingham.

Breakdown of Charges applicable to the Call off Contract:

Key Personnel	Charge per day (£)*	Maximum no. days **	Total Capped Call off Contract ex VAT and travel to Birmingham
			£27,696.60

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

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

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

**The Key Personnel will work 5 days per week.

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

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

Share Dealing

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

Review Meetings

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

Marilyn Fairholme
FFF Programme Manager
Tel: 0121 644 7584

Email: Marilyn.fairholme@ofwat.gsi.gov.uk

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

[REDACTED]
Certes Computing Ltd
[REDACTED]
[REDACTED]

Tax Arrangement

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

Variations to Contract:

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

Formation of Call Off Contract

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

For and on behalf of the Service Provider

Name	[REDACTED]
Title	[REDACTED]
Signature	[REDACTED]

Date	
For and on behalf of the Customer:	
Name	MARILYN FAIRHOLME
Title	SENIOR ASSOCIATE
Signature	
Date	19/09/2018

Appendix A - Travel and Subsistence rates

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

Accommodation:

Paid on actual expenditure within the following prescribed ceilings:

London	£165
Elsewhere	£115
Private residence	£25

These rates cover a 24 hour period for accommodation only, inclusive of VAT, receipts must be submitted.

Mileage Rates:

25p per mile

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

Rail Travel

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