

ORDER

ORDER NO: SER/0715	Date of Order: 13 October 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: Gillian Tanfield</p> <p>Tel: 0121 644 7649 E: Gillian.tanfield@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: </p> <p></p>
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<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>
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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 3 October 2017 the Customer issued its Temporary Staff Request Form in respect of the provision of the Services;

(b) The Supplier response dated 5 October 2017 provided in response to the Temporary Staff Request Form and the candidate's interviews on the 11 & 12 October 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:

IT Systems Programme Manager (PROC.04.0131)

Key Responsibilities & Skills for the role:

Reporting to the Fit for the Future (F3) Programme Director, as programme manager for the IT systems work-stream within the F3 programme, you will be accountable for delivering the intended programme business results within time and budget, scope and quality and tolerances. You will be responsible for managing and implementing all aspects of change through the lifecycle of the programme.

You will be responsible for regular and effective communication with the programme sponsor, programme director, IT systems project managers, and other key stakeholders to report progress, resolve issues and mitigate risks where necessary. You will be an experienced Programme Manager and you will also have skills in negotiation and change management.

You will be responsible for managing the IT systems work-stream to ensure that our IT projects deliver the future proof, agile, resilient services and systems that enable Ofwat to adapt to meet changing business demands and achieve its strategic goal of having the skills, experience, systems, processes and culture to support our strategy.

The key responsibilities are:

- Ensure that our new systems are properly implemented and embedded within the organisation
- Manage the Unified Communications project, to roll out new mobile phones and removal of current telephony infrastructure.
- Manage stakeholder relationships to ensure delivery of the programme.
- Communicate at all levels (Written and Verbal), focusing on ensuring that programme board members and senior managers understand the current and planned future status of all programme activities
- Create and maintain the IT workstream plan and other documentation in line with company standards
- Manage the key interdependencies within the workstream and those external to the programme.
- Manage changes in direction, scope, costs and timing.
- Ensure risks, issues and assumptions are managed and escalated to the right level
- Ensure benefits are tracked and realised, ensuring baseline information is captured.
- Manage the budget for the IT systems work-stream and ensure that the projects within the IT systems work-stream are properly resourced
- Fully integrate into the programme team, working collaboratively to deliver the IT workstream and overall F3 programme benefits.
- Ensure good engagement and communication with the organisation at all times – understanding their business cycle and taking this into account when asking for engagement.
- Work at all times in line with our values and behaviours.

Other responsibilities include:

- Engagement with staff and stakeholders/preparing workshops and meetings and producing written materials and notes from them;
- As part of the role you will also assist with the planning for the Technology and Infrastructure

(T&I) arm of the Compliance, Assurance and Improvement (CA&I) programme. For this work, you will report to the Head of T&I rather than the F3 Programme Director.

Skills Required

Critical:

- Qualified in, or working towards a relevant programme or project management qualification: APM Practitioner, PMI PMP, MSP
- Qualified in or has working knowledge the following delivery methods: Prince2, Agile, Digital/DevOps, Service Management (ITIL)
- Experience of successfully managing large/complex IT programmes to demanding timescales. This would include mobilisation of programmes, planning, resource management, budget management, development of business cases, and the identification and management of benefits and risks
- Experience of IT in a complex business environment with the ability to translate technical concepts into business terms
- Has a proven track record of delivering technology services via appropriate programme and project management methodologies utilising the best of Waterfall and Agile.
- Experience of establishing, managing and influencing relationships with a variety of stakeholders at all levels
- Experience of successfully embedding change into an organisation
- Has strong leadership capabilities, or potential in a team environment, or within a matrix management structure
- Has had previous people management responsibilities and/or allocation of resources within a department or project environment
- Evidence of mentoring a team or supporting personal skills development
- Personal resilience, drive and the ability to work to, and meet, tight deadlines
- Understands business models within the IT industry and market
- A good understanding of finance operating procedures within IT
- Experience of developing and implementing solutions and strategies in a multi supplier environment

Desirable:

- Experience of operating in a matrix working environment
- Experience of procurement and contract management
- Agile Project Management (AgilePM) certification
- Has been seen as a subject matter experience over several years in the IT & technology industry. Is able to give specialist advice to others and with experience of driving technology change
- Visible internally across the business, sought out for help and advice
- Is able to show the potential of IT solutions, to senior management and/or leadership teams

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 3 November 2017. Failure to complete this will allow the Water Services Regulation Authority to terminate this contract for material default.

Term

Contract Commencement Date: 18 October 2017

Contract Estimated Expiry Date: 29 March 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 29 March or when the cap has been reached. 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 of **£66,000 ex VAT and travel expenses** ("the Capped Call off Contract Charges"),

Breakdown of Charges applicable to the Call off Contract:

Key Personnel	Charges per day (£)*	Maximum no. days **	Total Capped Call off Contract ex VAT and travel expenses

Invoicing should be carried out monthly in arrears. Payment will be made within thirty (30) days of receipt by the

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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 unless there are bank holidays or other days as notified by the Ofwat representative.

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:

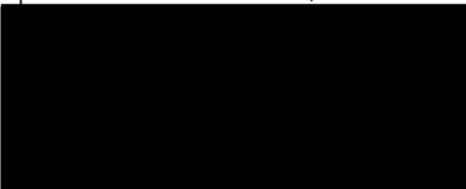
Gillian Tanfield

Principal, Fit for the Future

Tel: 0121 644 7649

Email: Gillian.tanfield@ofwat.gsi.gov.uk

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



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 between the parties

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	16/10/2017

For and on behalf of the Customer:

Name	<i>Lisa Connors</i> LISA CONNORS
Title	SENIOR DIRECTOR BUSINESS IMPROVEMENT
Signature	[REDACTED]
Date	24/10/2017

Appendix A - Travel and Subsistence rates

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

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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.

