


**ORDER**ORDER NO: **SER/0729**Date of Order: **7 December 2017***(To be quoted on all correspondence relating to this Order)*

<b>FROM (Customer):</b>  Water Services Regulation Authority 17th Floor, Centre City Tower 7 Hill Street Birmingham B5 4UA  Customer's Representative: Yvette London  T: +44 (0) 121 644 7616 E: <a href="mailto:yvette.london@ofwat.gsi.gov.uk">yvette.london@ofwat.gsi.gov.uk</a> W: <a href="http://www.ofwat.gov.uk">www.ofwat.gov.uk</a>	<b>TO (Supplier):</b>  Michael Page Marketing 4th Floor , 4 Brindley place Birmingham B1 2LG  
<b>SERVICES TO BE DELIVERED TO:</b>  As above  With travel as required to:  4th Floor, 21 Bloomsbury Street, London, WC1B 3HF	<b>INVOICE ADDRESS:</b>  <a href="mailto:finance@ofwat.gsi.gov.uk">finance@ofwat.gsi.gov.uk</a>  or  Finance Team Water Services Regulation Authority Centre City Tower 7 Hill Street Birmingham B4 5UA
This Order is subject to the Non-Medical, Non-Clinical Temporary and fixed terms staff (RM971) - NHS Conditions of Contracts.	
<b>Framework/ Lot:</b> Non-Medical, Non-Clinical Temporary and fixed terms staff (RM971) - Corporate Functions (Public relations, communications, customer services, PALS) – Lot 4  (a) On 23 November 2017 the Customer issued its Temporary Staff Request Form in respect of the provision of the Services;  (b) The candidate was interviewed on the 6th December 2017 (the "Tender");	

- (c) On the basis of the interview the Customer has selected the Supplier to provide the Services on the terms set out in this Order.

## **Security Requirements**

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

## **Tax Arrangement**

This role has been assessed using HMRC IR35 assessment tool. The outcome of which is the role is classed as employed for tax purposes.

## **Description of Services Requirement:**

Title: Interim Communications Manager (**PROC.04.0136**)

Reporting to the Senior Associate (Stakeholder Engagement), Corporate Communications, this person will support our work to plan and deliver excellent stakeholder engagement by developing and delivering an internal plan to embed the use of our stakeholder engagement system. They will need to work closely with colleagues within the Corporate Communications pool and across the organisation.

The key responsibilities are to:

- Ensure that our new Stakeholder Database 'Engage' is properly implemented and embedded across the organisation.
- Become fully conversant with 'Engage' and how we use it for stakeholder mapping and analysis.
- Develop and deliver the communications and engagement plan to support roll out.
- Provide individual and group training on how to use the system.
- Manage stakeholder relationships across Ofwat to ensure integration of Engage across Ofwat.
- Communicate at all levels (written and verbal) focusing on ensuring that key staff understand the current and planned future status of the roll out.
- Ensure risks and assumptions to roll out are managed and escalated to the right level.
- To further develop and refine the core training materials for future use.
- Working with colleagues, refine key messages for specific audiences
- Provide high quality, specialist stakeholder engagement advice to colleagues.
- Provide support and advice as needed to colleagues within the corporate communications pool
- To work with the internal developer to refine certain features of Engage

## **Skills Required**

### **Critical:**

- Experience of successfully managing IT projects in a business environment.
- Experience of developing and delivering training programmes.
- Experience of successfully delivering training on IT systems in a complex business environment to a demanding timescale.
- Experience of successfully embedding change into an organisation.
- Strong understanding of the importance of stakeholder engagement and stakeholder analysis.
- Experience of developing and delivering stakeholder engagement plans.
- Experience of stakeholder analysis and mapping.
- Experience of working with senior figures and providing specialist advice.

Interim Internal Communications Manager (**PROC.04.0136**)

- Experience of working in communications and stakeholder engagement

**Desirable:**

- Experience of working in a regulated industry.
- Experience of working with political stakeholders

**Term**

Contract Commencement Date: 22 December 2017

Contract Expiry Date: 31 March 2018 or when the Cap price is reached, whichever is the first to occur. Unless extended or terminated in accordance with this Call off Contract.

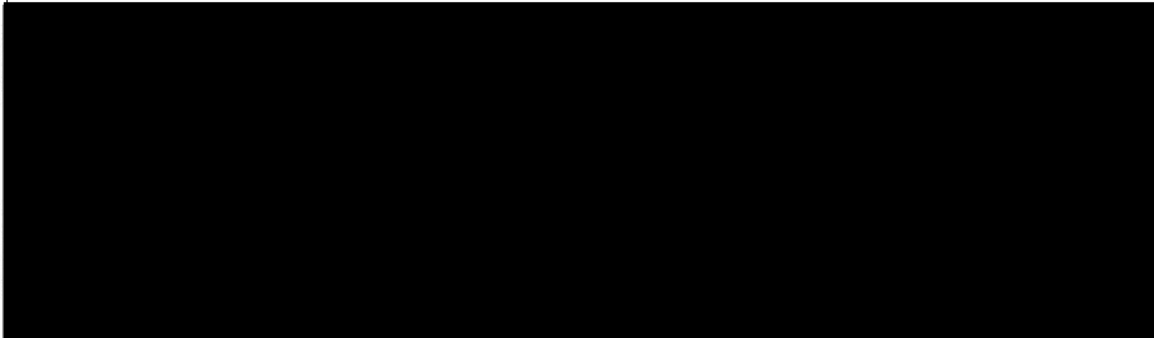
The Customer will give the Supplier 7 (seven) working days' notice should we wish to conclude the Contract early.

The Customer may elect to extend the Call off Contract duration beyond the expiry date. 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 **£23,862.50** ("the Capped Call off Contract Charges"), is all inclusive with the sole exception of travel and accommodation outside Birmingham and VAT.

Breakdown of Charges applicable to the Call off Contract:

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- A day is 7.5 hours

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 Supplier. The Customer shall pay invoice submitted by the Supplier in accordance with Clause 21 of the Call off Terms for the Supply of Non-Medical Non Clinical (NMNC) temporary and fixed terms staff (RM971)

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

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

\*\* The Key Personnel will work 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 Birmingham and then will need to reclaim the expenses via the Supplier's invoice.

Any travel and accommodation must be in accordance with Ofwat's standard travel and accommodation rates as attached at Appendix A as updated and amended from time to time. 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.

## **Share Dealing**

The Supplier 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:

Yvette London

T: +44 (0) 121 644 7819

E: [yvette.london@ofwat.gsi.gov.uk](mailto:yvette.london@ofwat.gsi.gov.uk)

## **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 SUPPLIER AGREES** to enter a legally binding Contract with the Customer to provide to the Customer the Services specified in the Service Order Requirements set out in this Order Form incorporating the rights and obligations in the Call-Off Terms and Conditions set out in the Framework Agreement between the Supplier and the Minister for the Cabinet Office.

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 Supplier and the Minister for the Cabinet Office.

**For and on behalf of the Supplier:**

<b>Name</b>	
<b>Title</b>	
<b>Signature</b>	
<b>Date</b>	14.12.17

**For and on behalf of the Customer:**

<b>Name</b>	Yvette London
<b>Title</b>	Director of Communications
<b>Signature</b>	
<b>Date</b>	20-12-17



## Appendix A - Travel and Accommodation 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.

